**Epic Hypothesis Statement**

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| **Funnel Entry Date:** | 10/21/24 |
| **Epic Name:** | VISN RCI Standardization |
| **Epic Owner:** | Kate Cillessen |
| **Epic Description:** | Support VISNs in implementing a standard process for implementing the RCI within their VISN  For **care teams,** coordinating care between primary care providers and specialty providers, a standard process for implementing RCI across the VISN includes guides on how to follow the standard work processes, user interaction designs, template configuration, and adoptions support that will make it easier to schedule a referral for a Veteran leveraging capacity of the entire VISN, unlike today where RCI implementation varies from site to site and some Veterans are getting pushed to community care when they could have gotten care in the VISN, the enterprise standard for VISN RCI will ensure they are seen by a specialist in a timely manner and that the treatment plan and results are accessible and in compliance with the clinical best practice guideline. |
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| **Business Outcomes:** | By standardizing how to order, process, and manage a referral across the enterprise, we will make the experience of care reliably consistent regardless of where the care happens  Improve rate of Veterans who get the care where they prefer to get it without compromising timeliness  By simplifying referral request, primary care providers will spend less time executing the referral and have more time with patients |
| **Leading**  **Indicators:** | Reduce the time it takes to request a consult/referral  Improved satisfaction amongst ordering providers  Reduce cancelled consults/referrals |
| **Nonfunctional Requirements**  **(NFRs):** |  |
| **MVP Features** | V10 GI RCI Standard, V20 Cardiology RCI Standard, VISN 12 Audiology RCI Standard, VISN 23 Neurology RCI standard, VISN 16 PT RCI Standard |
| **Additional Features** | Change Management Package, Marketing Materials, education module to scale standards across all 5 VISNs |

Ó Scaled Agile, Inc.