**New VA Medical Center Website - upgrade**

As the continuation of the VHA Digital Media’s project to build a better VA medical Center (VAMC) website that better meets the needs of the Veterans and their families and caregivers; the VAMC team is taking the successful design of the Pittsburgh, PA pilot project and expanding it across all 19 Veterans Integrated Service Networks (VISN).

Through the pilot project’s research veterans told us VAMC websites are confusing to navigate, have outdated or missing information, and don’t match their VA health care journey. There were also pain points identified by the Veterans Experience Office’s research on the patient journey.

We know we need to continue to do better for Veterans.

**How we’re doing it**

Building and improving on a great start with the Pittsburg, PA pilot project. The Pilot project was designed around a user experience that provides solutions to key touch points in the end-to-end Veteran health care journey.

We will continue to use human-centered design, agile development, and DevOps practices that emphasize continuous integration/continuous delivery to iterate on the best solutions for users.

* *Modern Tech Stack: Used the modern VA.gov technology stack and VA Enterprise Cloud for faster load times, better site reliability, automated testing, and advanced security*
* *APIs: Used the VA Facility API data as the single source-of-truth for facility information, including Access to Care data on appointment wait times and satisfaction scores*
* *VA.gov Design System: Used the VA.gov Design System and Content Style Guide to create a ‘one VA, one voice’ consistent brand experience, in line with VA Web Brand Consolidation*
* *Global Content Strategy and Governance: Designed and differentiated website content for different levels of governance—VHA (national), VAMC system (regional), and VAMC facility (local)—so users don’t get duplicative or redundant content*
* *New CMS: Built custom Drupal content management system to power dynamic cross-publishing of content and to streamline content management for VA web content managers*

**What we’ve accomplished, what we’re working on**

The VAMC – upgrade project will leverage the Drupal 8 CMS platform to create the remaining sites starting with VISN 4 and testing, creating, and documenting a repeatable process to scale and upgrade all 144 VAMC websites. We are also verifying the velocity required to complete the remaining sites at the highest quality and valuable content possible. Content writing is underway, and we expect to baseline the velocity using the Lebanon, PA medical system and then move on to completing multiple sites in a scalable process.

**Our promise to you**

The VAMC – upgrade team is focused on repeating the successes and improving on the road blocks of the pilot project and assuring quality, security, and accessibility in all the new medical center web pages.

We will continue to strive to meet the highest level of communication and cooperation with the stakeholders, local PAOs, and VISNs to improve the veteran’s website journey.