

Veterans Health Administration
Office of Informatics and Analytics
Innovation Program

OneVA Pharmacy

Initial Operating Capability Site
Memorandum of Understanding



Version 1.0
February 2016

Revision History

The revision history cycle begins with the initial release of the *OneVA Pharmacy* Initial Operating Capability (IOC) Site Memorandum of Understanding (MOU). Each time the document is updated, the Title Page lists the new version number and date, and entries are made to the revision history table, which include the description of the changes made.

Table 1: Revision History Table

Date	Version	Description	Author
01/21/2016	0.1	Initial Draft	Kathy Coupland
01/25/2016	0.2	Apply feedback from reviews.	Kathy Coupland
02/15/2016	1.0	Submission to Joshua Patterson	Kathy Coupland

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Initial Operating Capability Site Memorandum of Understanding

Department of Veterans Affairs (VA)

Memorandum

Date: February 16, 2016
From: Joshua Patterson, Innovations Coordinator
Subject: Initial Operating Capability Evaluation of *OneVA Pharmacy* VistA Patch
PSO*7*454
To: Sallie Houser-Hanfelder, Director, VA Eastern Colorado Health Care System
1055 Clermont Street
Denver, CO 80220

We are pleased to have your facility join us as an Initial Operating Capability (IOC) Evaluation site for the *OneVA Pharmacy* software project, a Department of Veterans Affairs (VA) Center for Innovations project.

OneVA Pharmacy provides Veterans Health Information Systems and Technology Architecture (VistA) the functionality to allow a Veteran to visit any VA facility and the Pharmacist will be able to refill their prescription. The *OneVA Pharmacy* patch will allow the printing of a label locally for the prescription, decrements the patients number of remaining refill balance at the originating pharmacy, manages controlled substances by displaying a message that a controlled substance cannot be refilled outside of the originating pharmacy, and saves the Veteran and the VA ER/VA Urgent Care Center (UCC)/VA Medical Center (VAMC) from an extra clinic visit just to get a prescription written.

As an IOC Evaluation site installing and implementing evaluation software, your facility will assume a key role in the release process, which is an essential step in the development of software that will be utilized nationally throughout the VA. Your site will also serve to test the installation of the software in a production environment to ensure its compatibility with other Legacy VistA and/or HealtheVet VistA packages.

The *OneVA Pharmacy* Development Team agrees to the following responsibilities:

1. The release of software contains no sensitive data therefore a Data Transfer Agreement (DTA) is not applicable.
2. The Development Manager will verify with the [VHA Privacy Office](#) that the national Business Associate Agreement (BAA) provides sufficient coverage for the activities performed in the Memorandum of Understanding (MOU).
3. We will work with your Office of Information and Technology (OIT) and the *OneVA Pharmacy* Implementation project staff as the primary support for the *OneVA Pharmacy* software during the evaluation period. Support will be provided via telephone, including dial-in service to your computer system if necessary. We may opt to use available tools (e.g., Kernel) to monitor activity at your site. You can be assured that appropriate respect for the sensitivity and value of your site's database will be given and that absolute discretion will be observed. Staff will sign all necessary security agreements with your site.

Conference calls will be scheduled on a regular basis to promote an ongoing dialog throughout the evaluation phase.

4. Evaluation of this software may include other software which contains critical dependencies. These dependencies are split into two lists and are described below.
 - a. Released Dependencies. This includes software that has passed all testing for implementation nation-wide. It may include required tools from the Product Development (PD) HealtheVet VistA Toolset, monitoring software, services, integrated software, or something else. These are not part of testing, as they are already approved for national use.
 - b. Unreleased Dependencies. There are no unreleased dependencies, which refers to software that has not undergone testing with this release of the *OneVA Pharmacy* patch.
 - c. The list of Released Software can be found by following this [LINK](#).
5. Elevated privileges are **not** necessary for the IOC sites.

As an evaluation site, we are asking VHA accept the following responsibilities:

1. Evaluate all system/application functionality.
2. Assist the *OneVA Pharmacy* Development Team in validating the functionality of the software and the accuracy of all reports produced by the package.
3. Review and comment on the *OneVA Pharmacy* User Guide and Installation/Back Out/Rollback Plan documentation produced for this package.
4. Report all problems to the *OneVA Pharmacy* Development Team promptly, with as much detail as possible, to ensure that the situation may be promptly addressed and corrected.
5. Participate in periodic conference calls.

As an evaluation site, we are asking Field Operations to accept the following responsibilities:

1. Install all software related to this VistA enhancement for the additional software referred to as the *OneVA Pharmacy* patch as promptly as possible. PD understands and endorses the installation of new software into a test environment on your VistA system as a preliminary condition to the installation of that software into your production, or live, accounts. However, to ensure prompt resolution of problems and to ensure a complete evaluation, the software must be placed into a production environment within five (5) working days of receipt.
2. Report all problems to the *OneVA Pharmacy* Development Team promptly, with as much detail as possible, to ensure that the situation may be promptly addressed and corrected.
3. Participate in periodic conference calls.

In addition, we ask that you meet the following conditions:

1. Allow access to your system by the *OneVA Pharmacy* Development Team to support the research and resolution of problems. The details of this access will be worked out with your OIT staff. The contacts for this software are:
 - a. Innovations Coordinator, Joshua Patterson, Joshua.Patterson@va.gov, 303.809.7870

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- b. Development Team:
- i. Brad Fisher, VistA MUMPS Developer, Bradley.Fisher2@va.gov, 317.503.8902
 - ii. Cecelia Wray, Technical Lead and Project Manager, Cecelia.Wray@va.gov, 770.559.8317
 - iii. Tony Burleson, System Architect, Antonio_Burleson@va.gov, 808.283.3286
 - iv. Kathy Coupland, Project Coordinator/Trainer/Technical Editor, Kathleen.Coupland@va.gov, 404.803.4547
 - v. TJ Cope, Test Lead, Thomas.Cope@va.gov, 513.424.0117
2. These individuals can be reached through Microsoft Outlook. They can also be reached via telephone at the numbers listed above. If there is a problem, it is vital that one of the developers be contacted as soon as possible with as much detail as possible to identify the problem and correct it.
 3. Load patches on existing hardware. No additional hardware is required. Use the software exactly as provided. To support you in the evaluation, the development team makes all necessary modifications to the software. Any emergency fixes made by the site must be reported to this office immediately. During evaluation, **local enhancements must not be implemented** in order to preserve the reliability and integrity of the evaluation.
 4. Provide complete security of this software until it has been released nationally. Therefore, no copies of the routines, files, or data dictionaries may be released without the written consent of PD. We are confident that you will treat the software in such a manner and will inform us immediately of any possible breaches in this security.

Recent experiences on a variety of software packages system-wide have served to emphasize the degree of importance of conducting thorough and timely evaluation of software before release. You are requested to discuss this evaluation with the Service Chiefs of the individuals in the positions identified on the enclosed Test Site Profile so that all affected parties may reach an understanding of the impact the test may have on your medical center and the resources that may be necessary to accomplish tasks. Respond directly on the e-mail (not in the document) with any additional information or corrections that need to be made to the IOC Site Profile.

We look forward to working with your staff in the successful implementation of this product. This agreement will cover the life of the test cycle. Questions regarding the requirements outlined in this memorandum should be directed to Cecelia Wray at 770-559-8317.

Joshua Patterson, Innovations Coordinator

cc: VISN 19; Chief Information Officer (CIO): Jack Seymour
Product Support Team Manager: Philip VanCamp
Product Support Team: Chris Parris

Initial Operating Capability Site Profile

OneVA Pharmacy

Site Name:	Veterans Affairs (VA) Eastern Colorado Health Care System 1055 Clermont Street Denver, CO 80220 Director: Sallie Houser-Hanfelder Acting Director: Cory Ramsey Station ID: 554
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Point of Contact Information

Service/Application	Name	Phone Number
POC Denver	Nellie (Nelida) Flores	303.399.8020 x.2410
POC Denver	John Hawk	303.399.8020 x.4031
POC Denver	Regina Alexander-Reis	303.399.8020 x.2247

All IOC Agreements for OneVA Pharmacy

Veterans Affairs (VA) Eastern Colorado Health Care System

1055 Clermont Street
Denver, CO 80220
Director: Sallie Houser-Hanfelder
Acting Director: Cory Ramsey
Station ID: 554

George E. Wahlen Department of Veterans Affairs Medical Center

500 Foothill Drive
Salt Lake City, UT 84148
Director: Steve W. Young
Station ID: 660
Point of Contacts: Archie Holmes, 801.582.1565 x.4671
Bruce Bilodeau, 801.582.1565 x.2146
Debra MacDonald, 801.582.1565 x.1972

Grand Junction Health Care System

2121 North Avenue
Grand Junction, CO 81501
Director: Marc A. Magill
Station ID: 575
Point of Contact: Brenda Wainwright, 970.263.2800 x. 2098

Initial Operating Capability Evaluation Success Criteria OneVA Pharmacy VistA Patch PSO*7*454

This MOU contains measurable criteria used to declare that the *OneVA Pharmacy* project is successful. The table of IOC Evaluation Success Criteria contains the criterion measure, the metric, and the evaluator who will determine that the measure has been satisfied. In summary, this project will be successful when a Veterans active prescription is filled remotely from a facility other than the where the prescription originated.

Specifically, in VistA:

1. All active remote prescriptions for a patient is listed on the Medication Profile Screen.
2. The Pharmacist is authorized to refill a full or partial prescription from a site other than the local site.
3. The Pharmacist is capable of printing a remote prescription label locally.
4. The Pharmacist is capable of generating and printing the new *OneVA Pharmacy* reports.

Table of IOC Evaluation Success Criteria

Category/Criteria/Metric

Scope

Real time prescription refill is processed.

- Allows the Pharmacist to view all patient's prescriptions, both local and remote, from the Medication Pharmacy Profile screen.
- Prevents the Pharmacist to refill or partial fill a controlled substance.
- Allows the Pharmacist to refill or partial fill an active prescription locally for the patient and print a label.

Real time reports are processed.

- The Pharmacist can generate and print a report to show all prescriptions filled for remote sites.
- The Pharmacist can generate and print a report to show local prescriptions filled by remote sites.
- The Pharmacist can generate and print a report of all remote prescriptions refilled or partially refilled sorted by date.

Performance

Real time prescription refill is processed.

- Allows the Pharmacist to view a Medication Profile Screen within ten (10) seconds.
- Allows the Pharmacist to process a 'refill/partial fill' response in sixty (60) seconds.

Data Quality

- Label printing shall accurately reflect the patient and prescription information.
- A statistical significant sample of refilling active partial or full prescriptions originated at a remote site are processed by the Pharmacist.

Configuration

- Number of refills remaining and last refill date are updated on the remote (originating/host) site accurately.

Configuration

- The Pharmacist receives a message preventing the refill of a controlled substance.

Stakeholder Acceptance

- Signed statement from IOC site Director indicating concurrence that the project was successful.

Released Dependencies

Initial Operating Capability (IOC) Evaluation of the *OneVA Pharmacy* patch contains critical dependencies referred to as Released Dependencies. This includes software that has passed all testing for implementation nation-wide. These are not part of testing, as they are already approved for national use. The ‘behind the scene’ software includes:

- Health Data Repository/Clinical Data Service (HDR/CDS)
- Enterprise Messaging Infrastructure (eMI) Enterprise Service Bus (ESB)
- VistA Patch PSO*7*444 to be released 04/08/2016.

Information for Change Control Board (CCB)

Project Name:	OneVA Pharmacy
Portfolio Name:	Veterans Health Information Systems and Technology Architecture (VistA)
Project Management:	Joshua Patterson, Innovations Coordinator, Denver, CO
Date:	02/16/2016

Software/Patch Information

Date Decision Needed by:	February 29, 2016
Software/Patch Description:	<p>OneVA Pharmacy provides VistA the functionality to allow pharmacists to refill a prescription at any VA pharmacy location. It decrements the patients number of remaining refill balance at the originating pharmacy and manages controlled substances by displaying a message that a controlled substance cannot be refilled outside of the originating pharmacy. The <i>OneVA Pharmacy</i> at a high level includes:</p> <ul style="list-style-type: none"> • VistA Patch PSO*7*454 • VAeMI-Middleware • Connectivity to the Health Data Repository/ Clinical Data Services (HDR/CDS) via the Enterprise Service Bus (eMI) • Validation of Health Level 7 (HL7) messages

Impacts

Impact of Implementing Software/Patch:	The <i>OneVA Pharmacy</i> patch and this implementation provides a foundation to build and extend new capabilities to the Veteran, who are better served by integrating virtual care into pharmacies, using technology to close the gap between the previous quality of information, and the Veteran's level of engagement. A well-designed <i>OneVA Pharmacy</i> builds upon the history of the VHA and advances in modern technology to allow Veterans to take a more active role in their own health care.
Impact of NOT Implementing Software/Patch:	The Veteran will not be able to refill prescriptions at sites other than the originating sites. When a Veteran is in need of refilling a prescription at a site other than the originating (e.g. on vacation in another state) the Veteran will need to make a clinic visit to the VA ER/VA UCC/VAMC, consuming clinical time, in order to get a prescription written.
Clearly describe all impacts to other projects and the effect of this Software/Patch on those projects:	Not impact to other projects.

Cross Dependencies

Name of Organization	Relationship	Impact
Veterans Affairs (VA) Eastern Colorado Health Care System Grand Junction Health Care System George E. Wahlen Department of Veterans Affairs Medical Center	IOC sites participating in the evaluation.	Coordination of patients who have a valid prescription at one site (considered local) and refilling that prescription remotely.

Supporting Documents

1.	OneVA Pharmacy User Guide
2.	OneVA Pharmacy VistA Installation Guide

Acronyms and Abbreviations

The following table provides the list of acronyms used throughout the document along with their descriptions.

Table 2: Acronym & Abbreviation Table

Acronym/Abbreviation	Description
BITS	Business Information Technology Solutions, Inc.
CDS	Clinical Data Services
eMI	Enterprise Messaging Infrastructure
ESB	Enterprise Service Bus
FORUM	A system developed and maintained to provide a national communications system for use within the VA.
HDR	Health Data Repository
HL7	Health Level 7
IOC	Initial Operating Capability
IT	Information Technology
MUMPS	Massachusetts General Hospital Utility Multi Programming System
OI&T	Office of Information and Technology
PD	Product Development
PSO	Outpatient Prescription Pharmacy

Acronym/Abbreviation	Description
UCC	Urgent Care Clinic
VA	Department of Veterans Affairs
VAeMI-Middleware	The middleware components being implemented within the <i>OneVA Pharmacy</i> software development.
VAMC	Veterans Affairs Medical Center
VHA	Department of Veterans Health Administration
VistA	Veterans Health Information Systems and Technology Architecture

Approval Signatures

This section is used to document the approval of the *OneVA Pharmacy* IOC MOU acceptance. The review should be ideally conducted face to face where signatures can be obtained 'live' during the review however the following forms of approval are acceptable:

1. Physical signatures obtained face to face or via fax
2. Digital signatures tied cryptographically to the signer
3. /es/ in the signature block provided that a separate digitally signed e-mail indicating the signer's approval is provided and kept with the document

The following members are required to sign. Please annotate signature blocks accordingly.
Signed:

Integrated Project Team (IPT) Chair	Date
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VISN Chief Information Officer (CIO)	Date
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Quality Assurance Program Coordination Group Representative	Date
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Facility Director	Date
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Regional Director	Date
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Regional Chief Technology Officer (CTO)	Date
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Field Operations Representative	Date
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