**Veterans Health Administration**

**Office of Informatics and Analytics (OIA) Innovation Program**

**OneVA Pharmacy**

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**Task Order: VA118-13-R-0445**

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**Contractor Project Management Plan (Deliverable 3)**

**Version 1.1**

**August 2014**

Revision History

|  |  |  |  |
| --- | --- | --- | --- |
| Date | Version | Description | Author |
| 10/31/2013 | 0.1 | First Draft | OneVA Pharmacy Team |
| 12/5/2013 | 0.2 | Updated to reflect addition of VistA Developer | OneVA Pharmacy Team |
| 1/5/2014 | 0.3 | Updated deliverable schedule for Monthly Progress Report Meeting Minutes in January 2014 | OneVA Pharmacy Team |
| 2/5/2014 | 0.4 | Updated deliverable schedule for Monthly Progress Report Meeting Minutes change in January 2014 (1/0/2014 meeting was cancelled) and February 2014. Created section outlining the Incremental/Subset Milestone Schedule | OneVA Pharmacy Team |
| 3/3/2014 | 0.5 | Updated deliverable schedule for Monthly Progress Report Meeting Minutes in March 2014 | OneVA Pharmacy Team |
| 4/5/2014 | 0.6 | Updated Key Stakeholders and Resource Support (Section 3.1) and updated deliverable schedule for Monthly Progress Meeting Minutes in April 2014 (three days after the scheduled update meeting) | OneVA Pharmacy Team |
| 5/5/2014 | 0.7 | Updated deliverable schedule for Monthly Progress Report Meeting Minutes in May 2014 (three days after the scheduled update meeting) | OneVA Pharmacy Team |
| 6/5/2014 | 0.8 | Updated deliverable schedule for Monthly Progress Report Meeting Minutes in June 2014 (three days after the scheduled update meeting) | OneVA Pharmacy Team |
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| 8/5/2014 | 1.0 | Updated deliverable schedule for Monthly Progress Report Meeting Minutes in August 2014 (three days after the scheduled update meeting) | OneVA Pharmacy Team |
| 9/5/2014 | 1.1 | Updated deliverable schedule for Monthly Progress Report Meeting Minutes in September 2014 (three days after the scheduled update meeting) | OneVA Pharmacy Team |

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# Introduction

The Department of Veterans Affairs (VA) Grassroots Innovations Program is a cooperative effort between the Chief Technology Officer, the Health and Medical Informatics Office and the VA’s Office of Information and Technology to catalyze and support VA’s next generation of Health Information Technology Innovation. The Innovations Program provides innovators (VA employees) with a mechanism to propose new opportunities and to develop these ideas into functional prototypes.

There are two (2) separate phases to the Innovations Program. The low bar phase is a proof of concept phase and all work will be accomplished outside of the VA’s network in a VA virtual testing environment (Innovations Sandbox). This proof of concept/prototype is designed to have scalability to a full development version. The high bar phase occurs when a concept is moved to a developmental/production environment after the proof of concept has been developed, tested and approved for full scale development.

The Veterans Health Administration (VHA) has a requirement for OneVA Pharmacy because Veterans are mobile and often travel across the country and they are currently unable to obtain an active VA prescription refill on-site at any VA pharmacy. In the commercial sector, this is considered a standard of practice.

## Project Scope

The scope of the effort described in this Contractor Project Management Plan (CPMP)) is to provide services to accomplish the following

* To provide a software development prototype which will modify existing VistA software to allow pharmacies at OneVA locations to make changes and address prescriptions
* To provide documentation, testing, training and technical support for the prototype

This project falls within the low bar parameters and will be performed solely within the Innovations Sandbox to determine if a full-scale prototype can be achieved for regional and/or national implementation. The purpose of this project is to forecast the possibility that all VA pharmacists would be end-users of a successful project.

## Approach, Goals and Objectives

To meet the OneVA Pharmacy program goals the BITS Team will provide the specific tasks as outlined in the contracted statement of work below.

| **TASK** | **TASK DESCRIPTION** |
| --- | --- |
| **5.1 Project management of contractor activities** | Contractor Project Management Plan (CPMP) The Contractor shall deliver a CPMP that lays out the Contractor’s approach, timeline and tools to be used in execution of the contract.  ***Deliverable:***   1. Contractor Project Management Plan  Reporting Requirements The Contractor shall provide the Contracting Officer’s Representative (COR) with Monthly Progress Reports in electronic form in Microsoft Word and Project formats (at a minimum Microsoft Word).  ***Deliverables****:*   1. Monthly Progress Report 2. Progress Meeting Minutes |
| **5.2 OneVA Pharmacy Software Development** | OneVA Pharmacy Software Requirements The Contractor shall provide a prototype of OneVA Pharmacy software with the following requirements:   1. The Contractor shall develop a multi-site virtual VistA environment in VA’s Innovations Sandbox to mimic multiple different VA sites (minimum of three different VA sites) with different VistA systems (one site would be considered the local site and the other sites would be considered the remote site.    1. Provide ability to utilize VistA feature “Patient Prescription Processing [PSO LM BACKDOOR ORDERS]” to access local test patient information    2. Provide ability to enter electronic prescriptions into both the VistA local site and the VistA remote sites on test patients    3. Create test patients that are enrolled or registered in both the local and the remote VistA systems (i.e. PATIENT, TEST ONE is the same exact patient enrolled/registered in the local VistA site and also the remote VistA sites to mimic the same Veteran that would be registered to a “home” VA site and registered while traveling to another VA site)    4. Provide ability to display all standard information for patients (e.g. name, address, social security number, prescription listing, etc.) under the “Patient Prescription Processing” that VA uses in the live VistA accounts 2. Develop the functionality to access the patients’ remote site prescription information in order to take action (such as request a refill or print a prescription [RX] label for a refill) on any active prescription(s) available in the remote site patient pharmacy medication profile and:    1. Provide ability to lock out any remote site users from taking action on the patients’ prescriptions while this information is being accessed and/or actioned by the local VA site    2. Provide ability to print a partial RX label or a full refill RX label on accessed remote prescriptions similarly to how this is done for local prescriptions    3. Provide ability for VistA to time out the local site pharmacy user after 5 minutes of inaction, freeing up the patients’ medication profile for action by the remote site again    4. Provide ability for the remote site VistA to log any actions taken by the local site pharmacy user on any particular prescription with annotation of the site the action was taken by in real time in under one minute (e.g. Pharmacist X requested or printed a refill label at site X which should be viewable by pharmacy users at site Y in under one minute after the action was taken); information available should contain date, name of pharmacist, name of VA site, brief comment, contact telephone number to the pharmacy that took action on the prescription, and any other standard information that is usually contained in the VistA action logs for partial RX fills or full refills 3. Develop the ability to run a report for both the local site and the remote sites that captures an itemized list of what prescriptions were filled at another site and for which patients; this report or series of reports should also be able to capture total cost for each prescription filled and provide a total cost summary for prescriptions filled for a selectable date range (e.g. Site X wants to know how many prescriptions they filled for patients that are assigned to site Y or other multiple sites and the total cost of those prescriptions filled) 4. Develop and demonstrate the exchange of patient sensitive information between VA sites in a secure manner in accordance with standard VA regulations for privacy.   The Contractor shall develop the interim and final prototypes in VA’s Innovation Sandbox development area. The Contractor shall store the Interim and Final Prototype Software Code in VA’s centralized source code repository on the Innovations Sandbox.  ***Deliverables****:*   1. Interim Prototype Software Executable and Source Code 2. Final Prototype Software Executable and Source Code  Test and Evaluation The Contractor shall conduct functional, integration, and regression testing to validate that the requirements were met. The Contractor shall provide a Test Plan on the day of final prototype software demonstration.  The Contractor shall conduct testing using the Innovations Sandbox test area and document test results in a Test Report**.**  ***Deliverables:***   1. Test Plan 2. Test Report  User Documentation The Contractor shall develop user manuals for the interim prototype and update the documentation for the final prototype. The Contractor shall provide a report on installation effort required for deploying on the actual VA wide environment.  ***Deliverables****:*   1. User Manuals 2. Installation Guide  Software Training The Contractor shall provide training materials for the final prototype. Training documentation shall include information on how to use the OneVA Pharmacy software including, but not limited to the user interface and user actions. One training session for 15 students shall be provided. Training session can be virtual or done via the internet.  ***Deliverable****:*   1. Training materials |

# Tools

After the delivery and acceptance of the final contract deliverables (source code, script, documentation of all types, software prototype, etc.), The BITS Team will submit their deliverables to the public domain via Open Source Electronic Health Record Agent (OSEHRA).  More information regarding OSEHRA can be found by visiting the following link: [www.osehra.org](http://www.osehra.org)

BITS’ OneVA Pharmacy Team will utilize Medical Domain Web Services (MDWS), to the maximum extent practical, when attempting to interact with and/or extract data from VistA or other data repositories when creating all deliverables called for in this effort.  In cases where MDWS will not be used or may not be practical, our team will contact the COR/PM for approval both by email, and as part of the monthly progress report, of any instance where MDWS will not be used or may not be practical.  More information regarding MDWS can be found by visiting the following link: <http://trac.medora.va.gov/web/wiki/Projects/MDWS>

# Communications

The OneVA Pharmacy team recognizes that an essential part of successfully managing the project is providing clear and descriptive reporting. The BITS Team will provide a Monthly Progress Report that outlines work performed during the reporting period to the Government’s Contracting Officer Representative (COR) / Program Manager (PM).

Biweekly progress report meetings will be scheduled with the COR/PM and ad hoc communication take place based on the needs of the program. If additional scheduled meetings are needed, this section will be reflected in future updates to this document

## Key Stakeholders and Resource Support

This section defines the key stakeholders that will work together to ensure the initiative is successful. The VA employee and contractor personnel below make up the primary stakeholders in the OneVA Pharmacy Project. As stakeholders specific to the OneVA Pharmacy Project are identified, the document will be updated to reflect those stakeholders.

|  |  |  |
| --- | --- | --- |
| **OneVA Pharmacy Key Stakeholders** | | |
| **Organization** | **POC** | **Title** |
| Office of Informatics and Analytics (OIA) Innovation Program | Joshua Patterson | Government Contracting Officer Representative/Program Manager |
| Veterans Health Administration | Susanne Thornley | Subject Matter Expert, OneVA Pharmacy Project |
| Veterans Health Administration | Timothy Lobner | Subject Matter Expert, OneVA Pharmacy Project |
| Veterans Health Administration | Anthony Pepe | Subject Matter Expert, OneVA Pharmacy Project |
| Business Information Technology Solutions, Inc. (BITS) Team | Sherri Lee Simons | Program Manager |
| BITS Team | Joshua Temkin | Technical Team |
| BITS Team | Jim Horner | Technical Team |
| BITS Team | Bradley Fisher | Technical Team (VistA Developer) |
| BITS Team | T.J. Cope | Technical Team (Tester) |
| BITS Team | Gail Terrell | Technical Team (Tester) |

# Key Deliverables

All project deliverables will be identified and tracked within the BITS Team for contract deliverables. For OneVA Pharmacy, deliverables are tangible products that to be inspected or handled. As with milestones, deliverables represent a single point in time per the task order statement of work. The following OneVA Pharmacy Key Deliverables Table reflects the deliverable and the respective deliverable number and due date.

|  |  |  |
| --- | --- | --- |
| **OneVA Pharmacy Key Deliverables Table** | | |
| **Deliverable Number** | **Deliverable Title** | **Due Date** |
| 1 | Kick-Off Meeting Agenda | Due 5 days after award |
| 2 | Kick-Off Meeting Minutes | Due 8 days after award |
| 3 | Contractor Project Management Plan | Due 30 days after award and updated on the 5th day monthly thereafter throughout the POP |
| 4 | Monthly Progress Report | Due 30 days after award and updated on the 5th day monthly thereafter throughout the POP |
| 5 | Progress Meeting Minutes | Due three days after each monthly progress report meeting throughout the POP |
| 6 | Interim Prototype Software Executable and Source Code | Due 6 months from date of award |
| 7 | Final Prototype Software Executable and Source Code | Due 11 months from date of award |
| 8 | Test Plan | Due day of final prototype software demonstration |
| 9 | Test Report | Due 12 months from date of award |
| 10 | User Documentation | Due 12 months from date of award |
| 11 | Installation Guide | Due 12 months from date of award |
| 12 | Training Materials | Due 12 months from date of award |

# Contract Milestone and Deliverable Schedule

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **#** | **Deliverable** | **Oct 2013** | **Nov 2013** | **Dec 2013** | **Jan 2014** | **Feb 2014** | **Mar 2014** | **Apr 2014** | **May 2014** | **June 2014** | **July 2014** | **Aug 2014** | **Sept 2014** |
| 1 | Kick-Off Meeting Agenda | 10/16 | ----- | ------ | ------ | ------ | ------ | ------ | ------- | ------ | ----- | ----- | ----- |
| 2 | Kick-Off Meeting Minutes | ----- | TBD | ----- | ------ | ------ | ------ | ------ | ------ | ------- | ------ | ----- | ----- |
| 3 | Contractor Project Management Plan | ----- | 11/1 | 12/5 | 1/5 | 2/5 | 3/5 | 4/5 | 5/5 | 6/5 | 7/5 | 8/5 | 9/5 |
| 4 | Monthly Progress Report | ----- | 11/1 | 12/5 | 1/5 | 2/5 | 3/5 | 4/5 | 5/5 | 6/5 | 7/5 | 8/5 | 9/5 |
| 5 | Progress Meeting Minutes | ----- | ----- | 12/13 | 1/24 | 2/11 | 3/7 | 4/18 | 5/16 | 6/13 | 7/11 | 8/8 | 9/19 |
| 6 | Interim Prototype Software Executable and Source Code | ----- | ------ | ------ | ------ | ------ | 3/30 | ----- | ------ | ------ | ------ | ------ | ------ |
| 7 | Final Prototype Software Executable and Source Code | ----- | ------ | ------ | ------ | ------ | ------ | ------- | ------ | ----- | ----- | 8/29 | ------ |
| 8 | Test Plan | ----- | ------ | ------ | ------ | ------ | ------ | ------- | ------ | ----- | ----- | 8/29 | ------ |
| 9 | Test Report | ----- | ------ | ------ | ------ | ------ | ------ | ------- | ------ | ----- | ----- | ----- | 9/30 |
| 10 | User Documentation | ----- | ------ | ------ | ------ | ------ | ------ | ------- | ------ | ----- | ----- | ----- | 9/30 |
| 11 | Installation Guide | ----- | ------ | ------ | ------ | ------ | ------ | ------- | ------ | ----- | ----- | ----- | 9/30 |
| 12 | Training Materials | ----- | ------ | ------ | ------ | ------ | ------ | ------- | ------ | ----- | ----- | ----- | 9/30 |

# Incremental/ Subset Milestone Schedule

The schedule below reflects subsets of milestones associated with three (3) of the deliverables mentioned above and are related to the project’s payment schedule.

|  |  |  |
| --- | --- | --- |
| **Deliverable Name** | **Incremental Milestone** | **Target Dates** |
| Interim Prototype Software Executable and Source Code |  |  |
|  | Milestone: Develop draft of Initial Use Cases | 12/13/13 |
|  | Milestone: Draft Design Documents and Workflows | 01/15/14 |
|  | Milestone: Use Case 1 Demo - Viewing remote Pharmacy Order(s) | \*03/03/14 |
|  | Milestone: Update Design Documents | 3/15/14 |
| Final Prototype Software Executable and Source Code |  |  |
|  | Milestone: Use Case 2 Demo - Dispensing remote order locally | 03/28/14 |
|  | Milestone: Update Design Documents | 04/15/14 |
|  | Milestone: Use Case 2 Demo - Update remote Pharmacy order | 06/30/14 |
|  | Milestone: Update Design Documents | 07/30/14 |
|  | Milestone: Final delivery of Prototype Software Executable and Source Code | 08/29/14 |
| Test Plan |  |  |
|  | Milestone: Draft Test Plan | 07/30/14 |
|  | Milestone: Final delivery of Test Plan | 8/29/2014 |

\* Date for demonstration was changed due to an Internet outage at the VA

# Acronyms

Below are common acronyms used within the VA. Additional acronyms will be added to this document, as needed.

|  |  |
| --- | --- |
| Acronym | Definition |
| AHLTA | Armed Forces Health Longitudinal Technology Application |
| AWG | Architecture Work Group |
| BITS | Business Information Technology Solutions |
| BPR | Business Process Reengineering |
| BRM | Business Reference Model |
| CDA | Clinical Document Architecture |
| CHCS | Composite Health Care System |
| CHCS | Composite Health Care System |
| CMOP | Consolidated Mail Order Pharmacy |
| CMPD | Community Medication Prescription and Dispense |
| COR | Close Observation Room; Contracting Officer's Representative |
| CPMP | Contractor Project Management Plan |
| CVE | Common Vulnerabilities and Exposures |
| DA | Days After |
| DACA | Days After Contract Award |
| DoD | Department of Defense |
| EHR | Electronic Health Record |
| FAR | Federal Acquisition Regulation |
| FHCC | Federal Health Care Center |
| FHIR | Fast Health Interoperability Resources |
| HIE | Health Information Exchange |
| HL7 | Health Level 7 |
| HMW | Hospital Medication Workflow |
| IBM | International Business Machines |
| iBO | integrated Business Optimization |
| iBRM | integrated Business Reference Model |
| ICN | Integration Control. Number |
| iEHR | integrated Electronic Health Record |
| IHE | Integrating the Healthcare Enterprise |
| JALFHCC | James A. Lovell Federal Health Care Center |
| JIRA | JIRA is a proprietary issue tracking product, developed by Atlassian |
| JITC | Joint Information Technology Center |
| JMIS | Medical Information Systems office |
| KIDS | Kernel Installation and Distribution System |
| MACA | Months After Contract Award |
| MAR | Medication Activity Report |
| MDW | Domain Web Services |
| MDWS | Medical Domain Web Services |
| MHS | Military Health System |
| MPR | Monthly Progress Report |
| MSR | Monthly Status Reports |
| MUMPS | General Hospital Utility Multi-Programming System |
| NAICS | North American Industry Classification System |
| OSEHRA | Open Source Electronic Health Record Agency |
| PHI | Protected Health Information |
| PMBOK | Project Management Body of Knowledge |
| PMI | Project Management Institute’s |
| PMP | Program/Project Management Plan |
| PSO | Prescription Service Order |
| PWS | Performance Work Statement |
| QASP | Quality Assurance Surveillance Plan |
| RPC | Remote Procedure Calls |
| SDVOSB | Service Disabled Veteran Owned Small Business |
| SOA | Service Oriented Architecture |
| VAFC | VA Facility Code |
| WS | Web Service |

Approval Signatures

This section is used to document the approval of the CPMP during review and 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

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Signed: Date:

*< COR/PM >*

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Signed: Date:

*< Program Manager >*