Section III – Stakeholders & Roles

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For the NX information flow system to function, responsibilities must be clear. Every stakeholder — internal, external, and leadership — has a defined role in the PADMD lifecycle. Clarity of roles eliminates gaps, prevents duplication of effort, and ensures accountability trails are unbroken.

# Internal Stakeholders

• Supervisor – Oversees NX program execution, ensures compliance checkpoints are met, and enforces information flow discipline.  
• Inventory Management Specialists (IMS) – Maintain PADMD records, update locations, execute inventories, and monitor requests. IMS are the primary operators of the system.  
• Scan Team – Conducts equipment scans across facilities, verifying tagging, location accuracy, and reconciliation with system records.  
• Material Handling (MH) – Handles physical custody at receipt, staging, transfers, and turn-ins. Each action by MH must generate a corresponding data record in the system.

# External Stakeholders

• OIT – Provides technical clearance and inspection for IT equipment.  
• Biomed – Provides technical clearance and inspection for medical equipment.  
• FMS Trades (plumbing, electrical, electronics, etc.) – Provide Bills of Health for reusable equipment and support technical inspections.  
• Clinical and Administrative Services – End users of equipment, responsible for initiating requests and complying with reporting requirements.

# Leadership Stakeholders

• Facility Director – Holds ultimate accountability for NX compliance at the facility. Must review compliance metrics and cannot defer oversight.  
• VISN Leadership – Provides regional oversight, ensuring Pittsburgh aligns with VISN and VA-wide requirements.  
• Auditors (OIG, QCR, Internal) – External verification of compliance through data records, dashboards, and reports.

# Oversight Anchors

• Accountable Officer (AO) – Assigned official responsible for NX oversight at the facility level.  
• Custodial Officers (COs) – Assigned to each EIL, personally responsible for the equipment listed under their control. COs or their delegates must submit requests for changes (relocation, transfer, etc.) via intake forms, ensuring NX maintains authoritative control of the data.

# Accountability Trail

The accountability trail is only complete when every role fulfills its responsibility: IMS manage and update the system, COs request changes, MH documents custody, shops provide Bills of Health, and leadership reviews compliance. Any missing link weakens compliance — therefore, accountability is enforced by structure, not choice.

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Clear roles create clear accountability. Accountability creates compliance.