

April 13, 2009

BUSINESS OFFICE PROGRAM INTEGRATOR (BOPI)

1. PURPOSE: This Veterans Health Administration (VHA) Directive provides policy on field-level business support for Veterans Information System Technical Architecture (VistA) software applications under Chief Business Office (CBO) program authority.

2. BACKGROUND

a. Shortly after VistA was implemented at VA health care facilities, each facility was directed to establish one or more Automated Data Processing (ADP) Applications Coordinator (ADPAC) positions to assist in ensuring that Information Technology (IT) Core applications are implemented successfully throughout the health care facility. Since that time the CBO has provided guidance to ADPACs supporting VistA Registration, Admission/Discharge/Transfer (ADT), Scheduling, Integrated Billing, Fee and other related VistA CBO-related administrative applications.

b. Personnel Circular Letter No 05-91-23 (see Att. A) provided guidance for the creation of an ADPAC position to serve as the point of contact for all matters relating to the Medical Administration Service (MAS) Decentralized Hospital Computer (DHCP) Core packages.

c. In 2005, CBO renamed the informal position title to Program Application Specialist (PAS), to differentiate between ADPAC positions, which are collateral duties versus full time positions, and to accurately reflect the current functions. Although this informal title has been institutionalized, it is representative of a Business Office Program Integrator (BOPI). This position serves as the primary resource for integrating the components of business process and workflow and software functionality.

d. The transition to diverse organization models across VHA such as product lines and other organizational structures diffused responsibility for portions of CBO-related software applications. This has resulted in a loss of continuity in integrating the business and the IT solutions in an optimal manner.

e. The number and complexity of business processes and VistA software applications for which CBO has business-sponsor oversight responsibility has increased since the initial Core applications were rolled out in the mid 1980s.

f. The evolution of business process, software applications, significant increase in sharing of the data within VHA, and emergence of centralized systems has resulted a highly-complex position that requires the integration of policy implementation, business process, and data administration that affects the quality of data in multiple systems. The quality of the data impacts all involved information systems and could potentially result in compromised patient safety.

THIS VHA DIRECTIVE EXPIRES APRIL 30, 2014

VHA DIRECTIVE 2009-022

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3. POLICY: It is VHA policy that each facility Director must assign appropriate staffing resources to ensure proper oversight of business and workflow process, user interaction, and data integrity of CBO-related VistA software applications.

4. ACTION

a. **Facility Director.** The Facility Director is responsible for:

(1) Ensuring support and attention to the business integration of the software applications under CBO's program authority.

(2) Assuring the business office integration functions supporting the CBO's portfolio are formally assigned to one or more individuals as uniquely assigned positions and not as collateral duties.

b. **BOPI.** The BOPI, or other designated position(s), is responsible for:

(1) Participating on the monthly CBO-sponsored conference calls at which software and workflow process changes and updates are discussed and program direction provided.

(2) Notifying CBO's Business Office Program Integration Council by email of the name and phone number of the facility's BOPI and for notifying the Council when changes occur.

(3) Implementing and ongoing parameter maintenance for the operation of application packages within the CBO-related lines of business.

(4) Coordinating, communicating, and educating involved facility staff concerning business process impact of software and technology changes, including assessing all menu requirements, and providing the training within their service line and to users from other service lines.

(5) Performing ongoing data quality assessments, necessary data corrections, and standardization activities.

(6) Monitoring administrative and demographic data quality and ensuring corrections are performed in a timely manner.

(7) Pre-production testing of new and updated software releases to gain familiarity with the product features and confirming proper functioning prior to installation in the live system.

(8) Providing written feedback, as needed, on deficiencies, undocumented features, or other concerns related to software patches and/or functionality to the appropriate Office of Information and Technology (OI&T) support office.

(9) Acting as the primary liaison between their service, their end-users, and OI&T.

c. **CBO.** The CBO is responsible for:

(1) Providing a prototype Position Description (PD) containing the major duties and responsibilities of the BOPI for the CBO-related business or software processes. **NOTE:** *The analysis which resulted in this PD also produced a listing of knowledge required in order to optimally perform the functions of the position (see Att. B).*

(2) Sponsoring a variety of conference calls to share information with the field staff relating to maintenance and upcoming changes in the business and workflow processes, software, and programs.

(3) Sponsoring the national council which provides subject matter expertise for CBO-related business and workflow and software programs.

5. REFERENCES: Personnel Circular Letter No 05-91-23

6. FOLLOW-UP RESPONSIBILITY: The Chief Business Officer (16) is responsible for the contents of this Directive. Questions may be directed to (404) 235-1200.

7. RESCISSION: None. This VHA Directive Expires April 30, 2014.

Michael J. Kussman, MD, MS, MACP
Under Secretary for Health

Attachments

DISTRIBUTION: E-mailed to VHA Publications Distribution List 4/14/09

ATTACHMENT A

PERSONNEL CIRCULAR LETTER NO 05-91-23



PCL-05-91-23.pdf
(800 KB)

ATTACHMENT B

**VETERANS HEALTH ADMINISTRATION CHIEF BUSINESS OFFICE BUSINESS
OFFICE INTEGRATOR POSITION DESCRIPTION**



VHA CBO PAS
PD.DOC (59 KB)

ATTACHMENT C

**VETERANS HEALTH ADMINISTRATION CHIEF BUSINESS OFFICE BUSINESS
OFFICE INTEGRATOR POSITION EVALUATION**



POSITION
EVALUATION SUMMA