# Virtual Lifetime Electronic Record (VLER)

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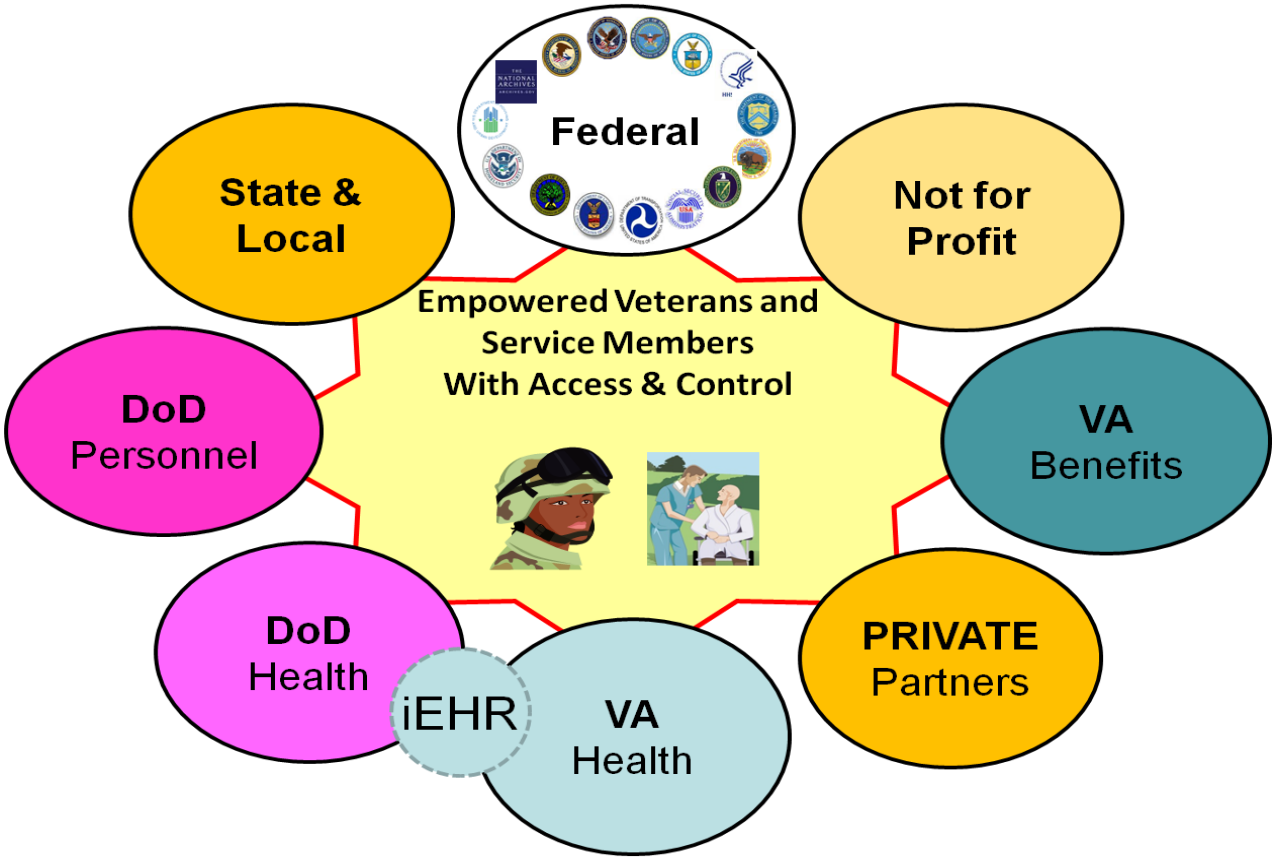
# Agenda

- Department of Veterans Affairs (VA) Overview
- VLER Overview
- Case Study Scenarios
- Future Vision

# Department of Veterans Affairs Demographics

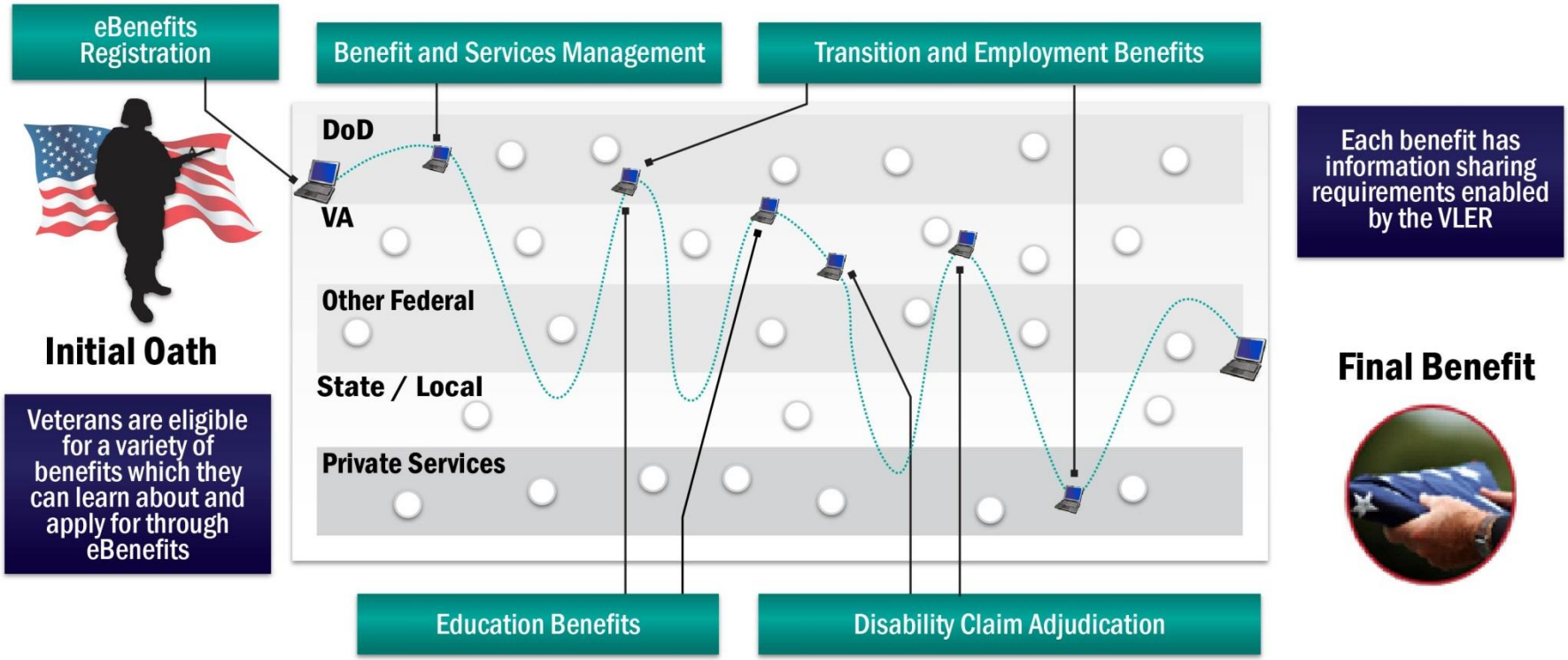
| | |
|---|---|
| – Project 22.3M Veteran population (FY 12); 10% women<br>– Over 1,300 direct care sites<br>• 152 medical centers/hospitals<br>• 784 clinics (hospital, community-based and independent)<br>• 277 counseling centers<br>• 134 nursing home<br>• 131 VA national cemeteries<br>– Over 86,000 health care providers | – Over 8.57M enrollees<br>– Over 5.7M patients<br>– 3.53M Veterans receiving VA Disability Compensation<br>– 358,978 Veterans rated 100% disabled<br>– 7.02M life insurance policies administered<br>– 307,317 Veterans receiving VA pensions<br>– 945,052 VA education beneficiaries<br>– Affiliations with 127 academic health systems |

# VLER Mission Statement



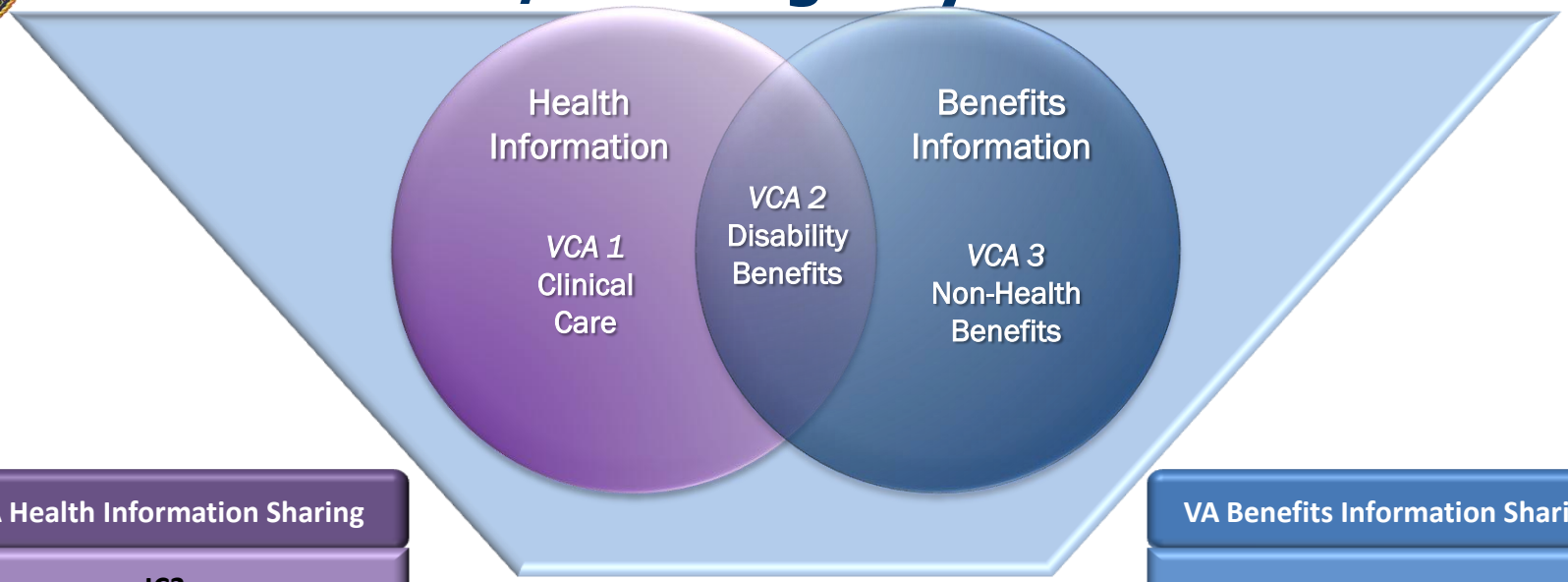

VLER enables VA and its partners to proactively provide the full continuum of services and benefits to Veterans through Veteran-centric processes made possible by effective, efficient, and secure standards-based information sharing.

# Veteran Centric Delivery Processes




Proactive delivery requires information sharing across multiple agencies to enable seamless service to the Veteran

# VLER Requires Synchronization of Numerous Multi-Administration/Inter-Agency Activities




**VA Health Information Sharing**

IC3
Homelessness (HUD-VA information Sharing)
Veterans Courts
CHDR
HDR
BHIE
iEHR
VLER Health (Exchange & Direct)

*VCA-4*
Veteran Facing Information

**VA Multi-Type Information Sharing**

VLER Data Access Services
Veterans Authorization and Preference
eCRM (VRM, FCMT, VTA, CMTRA…)
CAPRI
DBQ Automation
FNOD
D2D
eCFT
*e*Benefits
TRICARE Online/Blue Button

**VA Benefits Information Sharing**

VOW/VEI Implementation
IDES
VASRD (DBQ) Automation
VBMS
BOSS/MAR/MAPUE
VADIR
Corporate/BGS

# FY 10/FY 11 VLER Supports Clinical Encounters

## VLER enables health information sharing in support of clinical care

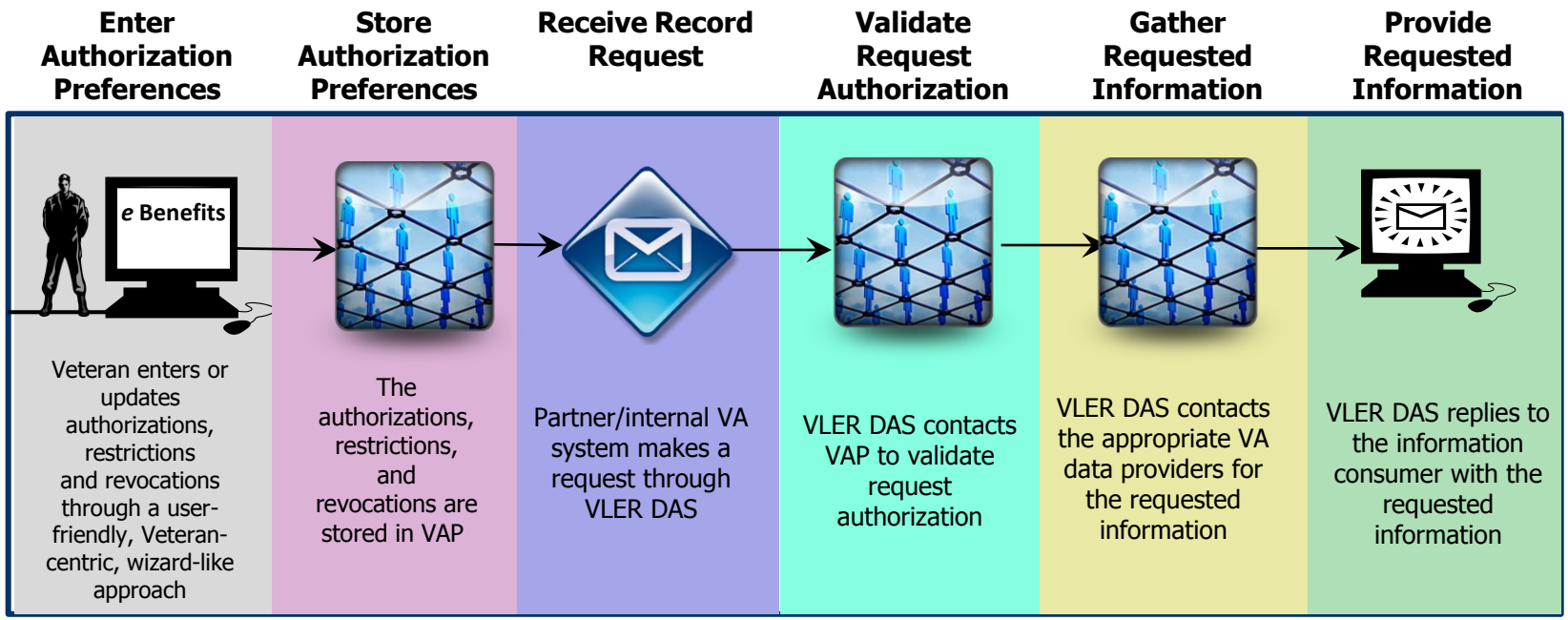
Health Information Sharing Process

| Veteran Authorizes Release of Health Information* | Seek Healthcare | Clinician Access to Health Record | Clinical Review of Health History | Clinical Encounter & Treatment, Update Record | Veteran Access Health Information |
|---|---|---|---|---|---|
| Veteran enters authorization for release of their information to the VA and other healthcare providers. | Veteran arrives at VA facility for treatment. VA facility identifies Veteran has other health records from DoD, private & other healthcare providers. | VLER makes Veteran health records viewable to healthcare providers from other providers via VistaWeb | Clinician uses Veteran health records to review patient's health history and provide improved care. | Clinician treats Veteran and health information is updated in the VA system of record and made available for next encounter. | Veteran has access to their health information on MyHealtheVet via the eBenefits portal. |

**Information Sharing using standards established by ONC**

# FY 12-13 VLER Supports Electronic Authorizations

**VLER provides an information release capability through electronic authorization process via eBenefits**




**VLER leverages the National Information Exchange Model (NIEM). NIEM compliant XML schemas facilitate information sharing across agencies and other partners.**

# FY 12-14 VLER Supports Disability Adjudication

## VLER Data Access Services (DAS) brokers health, personnel, administrative data to improve disability evaluation process

Disability Adjudication Process

| Provide Treatment | Access Medical Record | Determine Fitness for Duty | Generate Rating | Provide Separation Data | Provide Benefits |
|---|---|---|---|---|---|
| | | | | | |
| Servicemember injured in combat is treated in a field hospital and transported to an MTF | VA Medical Provider accesses electronic copy of the Member's complete medical record | Physical Examination Board (PEB) considers medical evidence to make a fitness for duty decision | VBA reviews electronic case file and generates rating decision | VA has access to separation data provided by the Military Department through the VLER DAS | Benefits decision is issued, payment action occurs, and Veteran is notified and receives new benefit |

**VLER leverages the National Information Exchange Model (NIEM). NIEM compliant XML schemas facilitate information sharing across agencies and other partners.**

# FY 12-15 VLER Supports Increased Benefits Claims

**VLER enables use of Disability Benefits Questionnaires (DBQ) by private clinicians to share health information with VBA for increased ratings claims**

DBQ Process

| Submit Claim | Access DBQ | Perform Exam | Update Claim | Rules-based Decision | Determine Rating Decision | Notify Veteran |
|---|---|---|---|---|---|---|
| | | | | | | |
| Veteran files claim via eBenefits ; VBA tells her a back exam is required before claim can be decided | Private doctor accesses electronic copy of DBQ via VRM's Stakeholder Enterprise Portal | Private doctor examines Veteran, records medical data in electronic DBQ, then submits data to VA | VLER DAS brokers DBQ data from portal to VBA, updating the claim | VBMS generates rules-based rating decision using DBQ evidence | Rater evaluates rules-based decision and claims file and assigns rating | Decision is issued, payment action occurs, and Veteran is notified and receives new benefit |

**VLER leverages the National Information Exchange Model (NIEM). NIEM compliant XML schemas facilitate information sharing across agencies and other partners.**

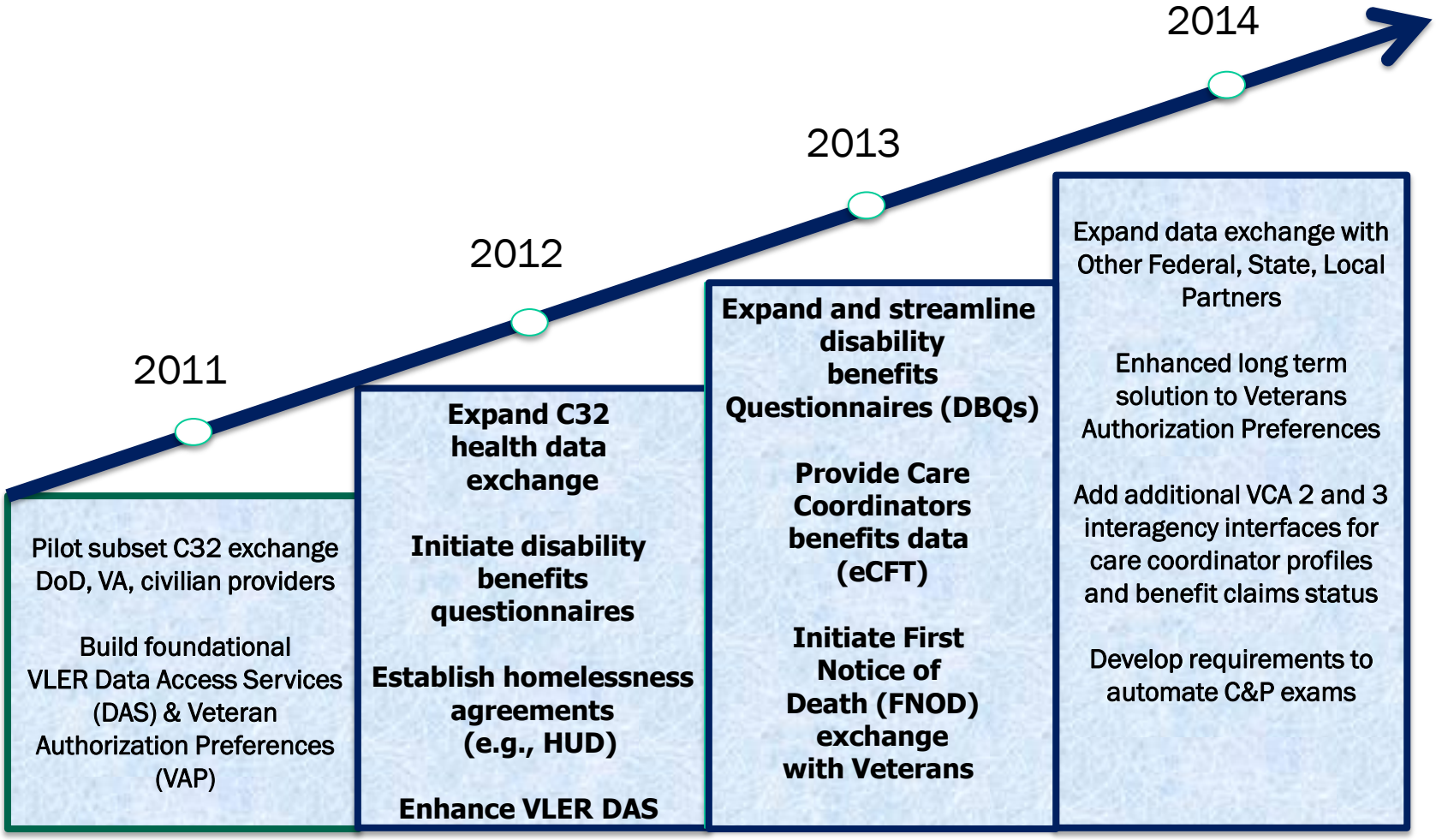
# FY 12-13 VLER Supports Memorials

## VLER facilitates pre-need eligibility determinations

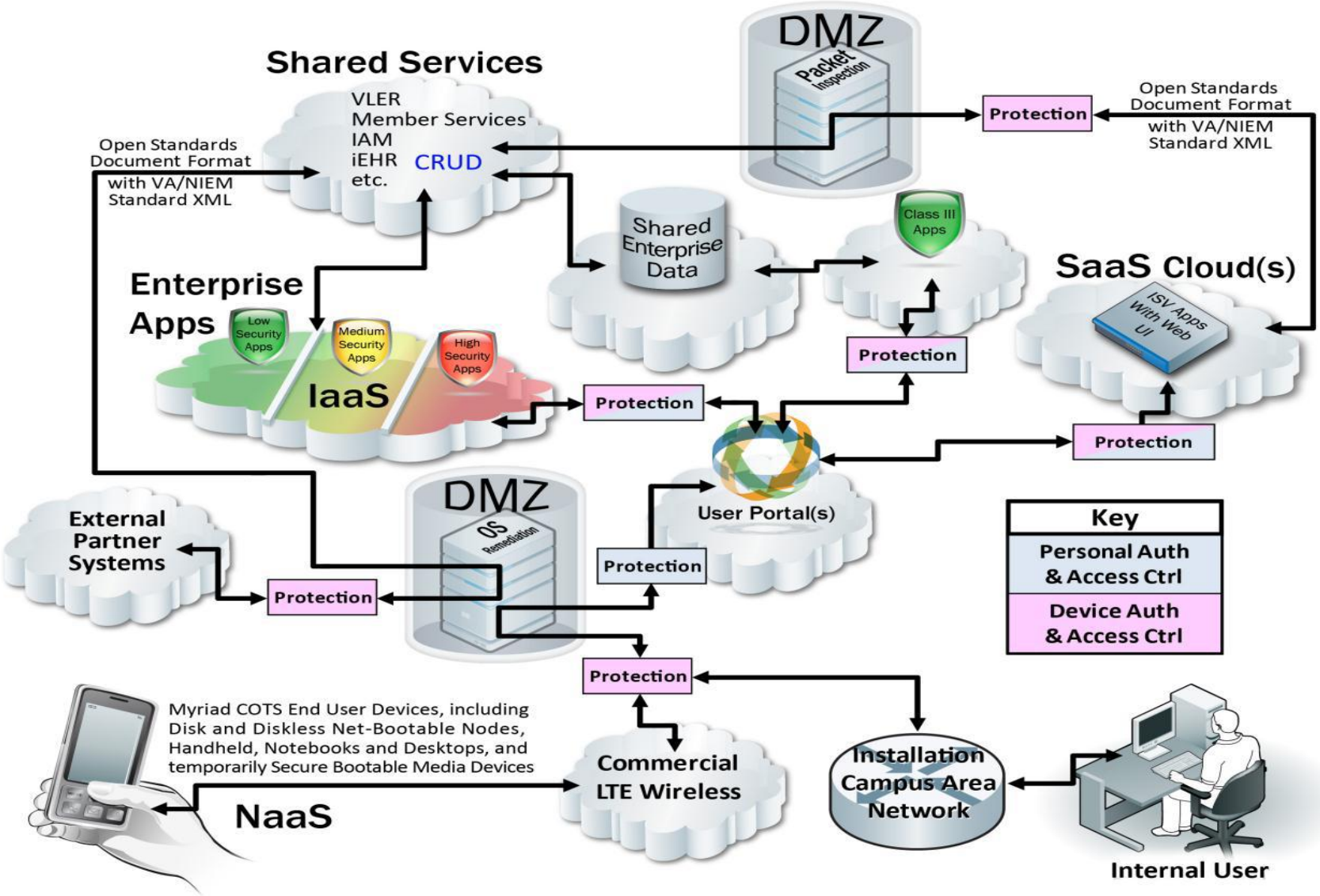
Pre-need Eligibility Process

| Request for Burial Eligibility | Determine Burial Eligibility | Notify Veteran of Eligibility Determination | VA Notified of Veteran's Death | Notification Information Shared | Deliver Final Benefit |
|---|---|---|---|---|---|
| Veteran logs on to eBenefits to request eligibility determination for burial in a VA National Cemetery | Using information shared through VLER DAS, VA makes eligibility determination using Veteran's records | VA notifies Veteran and his spouse of eligibility determination | Upon Veteran's death, notification is sent to VA | VLER DAS sends information to VA's external and internal partners | VA processes final benefit, sparing Veteran's family additional stress in time of grief |

# Current and Future VLER Capabilities



# VLER Architecture



# VLER Goals

- Empower Veterans to securely access and control the use and dissemination of their medical, benefits and personnel information.
- Eliminate material barriers to information sharing across the VA enterprise and with external partners.
- Exploit information sharing innovations to enable the VA to proactively deliver enhanced services and benefits.
- Ensure that Veterans, their families and other Stakeholders are engaged to better understand their needs and increase participation in the development and use of VLER-enabled services.

# Backup

# Acronyms

| | |
|---|---|
| ASD | Architecture, Strategy, & Design |
| BGS | Benefits Gateway Service |
| BHIE | Bi-Directional Health Information Exchange |
| BOSS | Burial Operations Support System |
| C&P | Compensation and Pension |
| CHDR | Clinical Health Data Repository |
| CIO | Chief Information Officer |
| CMTRA | Care Management Tracking and Reporting Application |
| CP | Comprehensive Plan |
| D2D | Data to Data |
| DAS | Data Access Service |
| DBQ | Disability Benefits Questionnaire |
| DEPSECVA | Deputy Secretary Department of Veterans Affairs |
| DoD | Department of Defense |
| DOE | Department of Education |
| DOL | Department of Labor |
| eCFT | Electronic Case File Transfer |
| eCRM | Electronic Case Record Management |
| FCMT | Federal Case Management Tool |
| FIRP | Federal Individual Recovery Plan |
| FNOD | First Notice of Death |
| FRCP | Federal Recovery Coordination Program |
| HDR | Health Data Repository |
| HS | Health System |
| HUD | Housing and Urban Development |
| IC3 | Integrated Care Coordination Committee |
| IDES | Integrated Disability Evaluation System |
| iEHR | Electronic Health Record |

# Acronyms

| | |
|---|---|
| IMS | Integrated Master Schedule |
| IPO | Integrated Program Office |
| ISI | Information Sharing Initiative |
| JEC | Joint Executive Committee |
| MAPUE | Memorial Affairs Performance and Usability Enhancements |
| MAR | Medical Administration Records |
| NCA | National Cemetery Administration |
| NwHIN | Nationwide Health Information Network |
| OFO | Office of Federal Operations |
| OGC | Office of General Council |
| OIF | Operation Iraqi Freedom |
| OIPT | Overarching Integrated Project Team |
| OIT | Office of Information Technology |
| OIT PD | OIT Product Development |
| OND | Operation New Dawn |
| OP&M | Office of Policy and Management |
| OPP | Office of Policy and Planning |
| OSD | Office of the Secretary of Defense |
| SBA | Small Business Administration |
| SSA | Social Security Administration |
| STRs | Service Treatment Records |
| VA | Department of Veterans Affairs |
| VADIR | VA Department of Defense Identity Repository |
| VAP | Veteran Authorization and Preference |
| OBPI | Office of Business and Process Integration |
| OEF | Operation Enduring Freedom |
| VAPii | VAP Interface Improvement |
| VASH | Veterans Affairs Supportive Housing |

# Acronyms

| | |
|---|---|
| VBA | Veterans Benefits Administration |
| VBMS | Veterans Benefits Management System |
| VCA | VLER Capability Area |
| VEI | Veteran Employment Initiative |
| VLER EPMO | Virtual Lifetime Electronic Record Enterprise Program Management Office |
| VOW | VOW to Hire Hero's Act |
| VRM | Veterans Relationship Management |
| VTA | Veteran Tracking Application |
| WC2 | Wounded Care Coordination |