

ELECTRONIC HEALTH RECORD

Comprehensive Lessons Learned **Progress Update**

November 2021

VA



U.S. Department
of Veterans Affairs

Snapshot

- Introducing an EHR training environment (Sim-EHR), formerly known as the “sandbox” to better **train** and familiarize clinicians with the new EHR.
- Enhanced the **readiness checklist** and updated the EHR deployment schedule for FY22-FY24 after assessing risks and determining an optimal deployment site sequence within a VISN.
- Assessing the **Patient Portal** to identify the best approach to improve access, outcomes, and experience for Veterans seeking care and prescription refills.
- Planned a **December 2021** Safety Summit to review VA’s strategy for national/VISN/and local-level clinical and informatics collaboration.
- Addressing issues identified during the Mann-Grandstaff implementation through training, configuration changes, policy changes, or enhancement requests to improve the **Clinician and Veteran Experience**.
- Designed and implementing our new **management and governance structure** to increase collaboration and integration of subject matter expertise across VA.
- Finalized a **data strategy** that implements joint DoD/VA EHR Data Management.
- This progress update outlines the rigorous approach VA is taking to address issues and deliver a modern, fully interoperable, and integrated health record to **support optimal health and well-being of Veterans**.

Summary

The VA Electronic Health Record (EHR) is one of the most complex and transformational endeavors in the Department’s history. EHR implementation challenges were documented in the Comprehensive Lessons Learned Report submitted to Congress following this year’s Strategic Review.

This update describes the progress that has been made toward improving the Veteran experience; ensuring patient safety; providing enhanced training to our frontline employees; building confidence at VA sites; implementing organizational and program improvements; improving operational efficiencies; strengthening the efficacy of governance; and improving data management for employees and Veterans.

Deploying a new EHR is a clinical and operational transformation that can be highly disruptive. Therefore, under the direction of the Deputy Secretary, VA is refining EHR governance and management structures to establish additional rigor, oversight, and collaboration. A change management strategy combined with organizational restructuring and an enhanced governance model ensures a more collaborative partnership and integration of the EHR deployments. Further details on these refinements are included in this report.

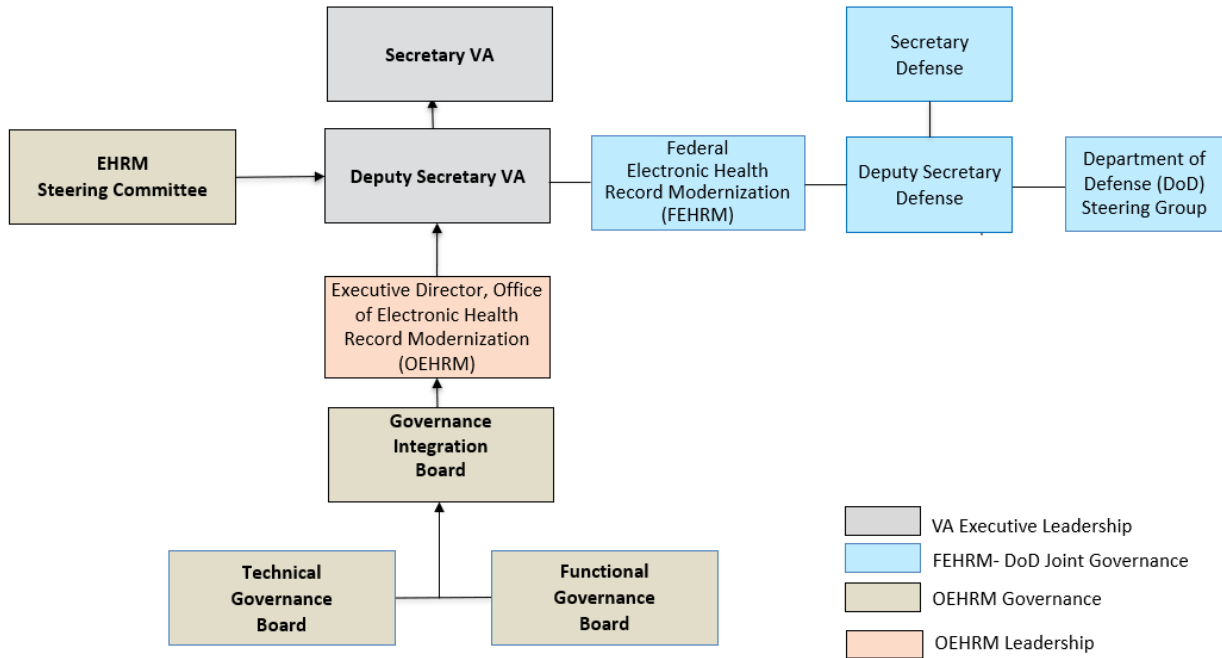
The most significant structural change to date is the increased engagement of the Veterans Health Administration (VHA) through the expansion of the Functional Champion role and its associated team. Going forward, the role of the Functional Champion will be greatly expanded to ensure appropriate and sustained clinical involvement. In addition, the Office of the Functional Champion, along with an expanded and well-trained local informatics staff, will help bridge any divides between IT, the EHR vendor, and the care delivery teams to ensure that the needs of the practicing clinicians and support staff are met.

VA remains committed to the Mann-Grandstaff implementation and leveraging the lessons we learned during Mann-Grandstaff to help us deploy the modern integrated health record system Veterans deserve. In addition, VA continues to develop the EHR long-range deployment schedule using experiential adjustments, readiness assessments, and additional information regarding life cycle costs. Our relationships with DoD and Cerner, of course, are critical to our success.

I appreciate Congress’s continued support and shared commitment to serving Veterans. Successful deployment of a modern EHR is a key component in the continued delivery of lifetime, world-class health care and benefits for Veterans. Moreover, we have an opportunity to set the standard for U.S. health care writ large. With your support, VA, in coordination with DoD and Cerner, as our primary contractor, continues to update and refine the EHR implementation process to ensure it delivers the excellence Veterans expect from VA.

-Donald M. Remy – Deputy Secretary, Dept of Veterans Affairs

Current Governance Structure



Future Governance Structure

