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News Release

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VA health IT innovations receive high marks for impact on Veterans lives

WASHINGTON — The U.S. Department of Veterans Affairs (VA) was recognized, early June, for delivering results in the federal health information technology (IT) community as part of [FedHealthIT's 2020 Innovation Awards](#).

VA's 14 projects identify innovative products or services that positively impacts the lives of Veterans through health IT solutions.

"The department's first priority is customer service and ensuring every Veteran who comes to VA can easily access the care and services they need," said VA Secretary Robert Wilkie. "These projects are developed in part by listening to Veterans and then making changes based on their feedback. Using digital tools and modern technology, they provide data that allow us to continually improve the customer experience."

Notable projects VA technologists have undertaken to benefit Veterans include:

- [No Wound Left Behind Initiative – TeleWound Care Program](#) is a digital tool allowing clinical specialists to deliver evidence-based care at a time and location which best meets Veterans' needs, along with reducing geographic barriers to care and decreasing the likelihood for limb-threatening infections, hospitalizations and amputations.
- [3D Printing Network](#) is expanding to every VA medical center nationwide, enabling experts across the Veterans Health Administration to share best practices and explore advancements in surgery, orthotics and prosthetics, assistive technology and treatment of chronic illnesses.
- [FLOW3](#) is a computerized management system that optimizes the development of prosthetic limbs using custom software, making the process more predictable and consistent and creating a high-quality experience for Veterans and staff.
- [VA.gov](#) is a user-friendly website developed by applying tactics of human-centered design including feedback from 5,000 Veterans. Launched in November 2018, VA.gov has driven a 25% increase in customer satisfaction.
- Caseflow is a [Board of Veterans' Appeals](#) online workflow management system which enhances operational efficiencies, scheduling and tracking, helping Veterans by significantly reducing the adjudication time of appeals and increasing transparency of the appeal status.
- [VA Informatics and Computing Infrastructure](#) provides a secure centralized analytics platform allowing the VA research community to access VA-wide clinical data, enabling development of the [National Surveillance Tool](#) — an application that aids clinicians -providing care to Veterans during the COVID-19 pandemic and allows near real-time tracking on VA's public-facing [Access2Care](#) site.

Read more about the [VA leaders and innovators whose projects help Veterans, and to see their speeches](#).

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