

POST-EVENT RECAP

16 Expert Perspectives on the VA's Top
Modernization Priorities, Strategic Trends &
Future-Defining Challenges



MERGING TECHNOLOGY & CARE TO IMPROVE PATIENT OUTCOMES

Over the past decade, the Veterans Affairs has radically transformed from an antiquated hospital system to a comprehensive health care system. From the back office to the front-lines of patient care, the VA has comprehensively reimagined and redesigned its approach to service delivery to improve quality of care, drive innovation and increase efficiency. However, the VA's transformation journey is far from over.

The next wave of transformation will require increased automation, interoperability, next generation analytics and innovative virtual health solutions. The VA and their partners will have to work more closely than ever to ensure they're equipped to confront unprecedented challenges such as the Covid-19 crisis, the rising cost of healthcare, skills shortages and an aging population. Throughout these 16 presentations we get a glimpse into how the VA is continuously working to improve its processes, care models and IT infrastructure to deliver unrivaled care to veterans, their families and caregivers. Read on to learn more about the new & enduring challenges the VA faces as well as potential solutions, requirements and acquisition strategies.

DAY ONE RECAP

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10:00 AM

VETERANS BENEFITS ADMINISTRATION'S RESPONSE TO COVID-19

Margarita Devlin, MA, CRC, Principal Deputy Under Secretary for Benefits, U.S. Department of Veterans Affairs

Margarita Devlin provides an overview of how the Veterans Benefits Administration is continuing to serve veterans and other beneficiaries amidst the COVID-19 crisis. Though they've had to close their regional office to the public, the Veterans Benefits Administration is leveraging new as well as existing digital platforms to provide support services. For example, using the VA Video Connect platform, veterans are able to almost all vital services ranging from health check-ins to transition support to mortgage guidance.

The VBA has also changed policies regarding signature requirements, extended time limits for claims and appeals, release a moratorium on foreclosures and created new, digital trainings for transitioning services members to help minimize the economic impact of the pandemic on veterans.

10:30 AM

DIGITAL HEALTH IN THE VA - A PARTNER'S PERSPECTIVE

E. Graeme Harvey, Digital Product Marketing Manager, Roche Diabetes Care, Inc.
Adam Furge, Marketing Manager, Roche Diabetes Care, Inc.

With digital health, it's not enough to deliver on current patients need, you have to look towards to future. This is exactly what Roche is doing with their digital diabetes management solutions. Already the preferred DMS provider for 13 VISNs, Graeme and Adam explain how Roche is continuously evolving their DMS tools to meet the VA's top strategic priorities: modernized systems, greater choice, improved timeliness and focused resources. They also discuss how they and their partners are integrating and leveraging patient data pulled from DMSs systems to drive better healthcare decision making, create personalized treatment programs and increase billing efficiency. Plus, they share their brand-agnostic DMS platform assessment framework for determining the potential ROI of a new solution.

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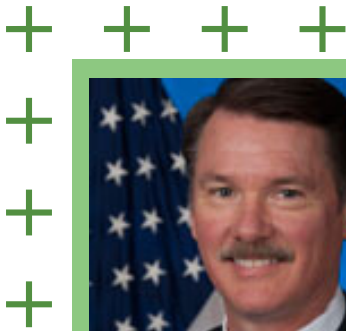
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11:30 AM

THE VETERANS HEALTH ADMINISTRATION'S HIGH RELIABILITY JOURNEY: OUR COMMITMENT TO EXCELLENT CARE

Dr. Gerard R. Cox, Deputy Under Secretary for Health for Organizational Excellence U.S. Department of Veteran Affairs

Medical error is the 3rd leading cause of death in the United States. In order to prevent and more effectively respond to medical errors when they do occur, in 2019 the VA officially launched its revolutionary High Reliability Organization program to systematically identify and address potential vulnerabilities. Dr. Cox shares how the VA is transforming its policies, procedures and technology to become a leading-edge HRO and how these efforts are enabling them to deliver better, safer, more cost-effective care. The key? Building a culture of transparency, trust and accountability.

12:00 PM

BEHIND THE SCENES AT THE VA

Lori Smith, Director, Procurement Services(Community Care Network), Strategic Acquisition Center, U.S. Department of Veterans Affairs

Behind every successful VA program you'll find the strategic acquisition center, the team responsible for effectively executing VA contracts. During this presentation, Lori Smith sheds light on how the SAC facilitates the VA's mission of serving and honoring America's veterans by enabling partners to legally as well as efficiently procure cost-effective products and services. Lori also shares specific examples of how the SAC is supporting two of the VA's top strategic priorities: patient experience and the mission act as well as supports the administration's response to COVID-19.



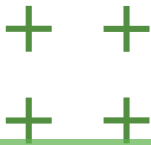
1:00 PM

PANEL DISCUSSION: CHALLENGES AND OPPORTUNITIES FOR VETERANS AFFAIRS DEPARTMENTS AROUND THE COUNTRY

Mark Bowman, President, National Association of State Veterans Homes
Lourdes E. Alvarado Ramos, Director, Washington Department of VA
Melissa Jackson, Chief Executive Officer, Vermont Veterans' Home



From caring for America's aging veteran population in the age of Covid-19 to preventing veteran suicides, the VA is continuously developing new, innovative services to confront highly complex, unique and often hidden crises such as these and many more. In this candid conversation, our panelist lay out some of the major challenges they're facing when it comes to veteran care and shed light on potential opportunities for innovation.



1:30 PM

VETERANS ADMINISTRATION MISSION ACT DEMANDS ON COMMUNITY PROVIDERS AND PARTNERS

Joseph Vitti, Supervisor VNSNY Hospice's Veterans Visiting Nurse Service of NY
Rosemary Baughn, Senior Vice President of Hospice and Palliative Care, VNSNY



Joseph Vitti and Rosemary Baughn discuss how, under the MISSION Act, the Visiting Nurse Service of New York (VNSNY) is delivering exceptional care to veterans in partnership with, but outside, the traditional VA system. To start, they share how VNSNY transformed their culture to align with the unique cultural needs & sensitivities of the veteran population, many of which are accustomed to only receiving care directly from

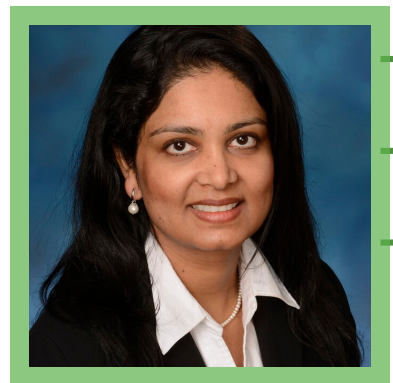
the VA. They also share how VNSNY employees work as "historians" to identify and ensure access to the service connected illness benefits and supplemental services they deserve. They also explain their new, improved approach to patient informatics and share their list of best practices for CCN providers.

2:30 PM

THE VHA'S "LIFE SUSTAINING TREATMENT DECISIONS INITIATIVE"

Preeti R. John, MD, MPH, FACS, CPE Critical Care & Palliative Care Surgeon and Facility LSTDI Director

Dr. John discusses how the VA transformed its approach to advanced care planning. By establishing advanced care directives, patients can choose/refuse tests, medicines and treatments as well as assign a healthcare power of attorney in the event of a medical crisis. Dr. John walks us through how the VA has systematically optimized their approach to this incredibly important and sensitive undertaking to not only reduce medical errors, but deliver better patient end-to-end care.



3:00 PM

REGULATIONS & TECHNOLOGIES COMBATING THE COUNTERFEIT EPIDEMIC AND HOW THEY IMPACT HOSPITALS AND DISPENSARIES

Dr. Mark Willis, Regulatory and Policy Consultant Willis, QS Consulting

Counterfeit drugs are a huge global problem. In fact, 10-30% of drugs in the U.S. are counterfeit. To combat this issue and ensure you stay compliant, Dr. Willis outlines the requirements as well as the impact of key drug supply chain regulations such as the Drug Supply Security Act and the GS1 Standard. He also discusses the pros and cons of anti-counterfeiting solutions such as serialization, blockchain and Physical Chemical Identifiers (PCIDS).



DAY TWO RECAP

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10:00 AM

GUIDING TECHNICAL INTEGRATION ACROSS THE DEPARTMENT OF VETERANS AFFAIRS

Dr. Paul Tibbits, Executive Director Office of Technical Integration, U.S. Department of Veterans Affairs

In our opening presentation, Dr. Tibbits walks us through the VA's highly complex and expansive Digital Transformation. To start, this transformation embraced 4 guiding principles: transparency, accountability, innovation and team work. Scheduling, data management, financial management, facilities management and supply chain integration, amongst others, are all areas that the OTI is currently in the process of modernizing, often in partnership with the commercial sector. They're also focusing on evolving their acquisition priorities and strategies based on everything they've learned so far.

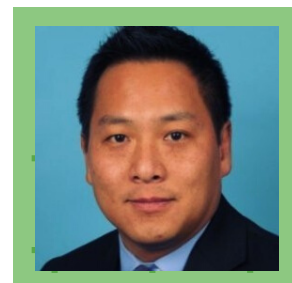
10:30 AM

CRITICAL ROLE OF UNBIASED PROVIDER AND PATIENT INTELLIGENCE IN PROTECTING VETERAN SAFETY AND IMPROVING HEALTH OUTCOMES

Alex Song, Director of Capture Management and Solution Architect, LexisNexis
Justin Hyde, Sr. Director of Market Planning and Strategy, LexisNexis

LexisNexis helps the federal government defend against fraud, build identity management systems, streamline investigations, manage risk and much more. At the core of these endeavors is data. In this presentation, Alex Song and Justin Hyde talk about how you can utilize non-traditional and non-clinical data sets to solve difficult, multifaceted problems related to patient matching, program integrity and clinical outcomes. For example, they share how social determinant data can be used to develop personalized treatment regimes based on where a patient lives, family support system, access to mobility, financial status and more. All of the things that can directly impact a person's health but aren't typically included in one's medical records. They also share how objective outside data can assist with external provider vetting and cross-organizational patient identity matching.

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11:30 AM

VA'S PATIENT EXPERIENCE JOURNEY

Michael Renfrow, Deputy Director for Patient Experience, U.S. Department of Veterans Affairs

When the VHA decided officially transform its approach to patient experience, they didn't want PX to just be another thing healthcare workers and other VA employees had to do, they wanted it to be a foundational element of the entire healthcare system. In this presentation, Michael Renfrow provides us with an overview of how the Veterans Experience Office has adopted a holistic approach to creating an unrivaled patient experience. After all, PX "is the sum of all interactions, shaped by and organization's culture that influences veterans's and their families' perceptions of their health care journey." The next step in their journey? Amongst others, strategic alignment, the creation of a patient experience university (PXU) and the implementation of new hospitalization and discharge tools.

12:00 PM

Yan Chow, MD, MBA, Global Healthcare Industry Leader, Automation Anywhere
AUTOMATING ELECTRONIC PAPERWORK & PROCESSES

RPA is revolutionizing the healthcare space by dramatically improving efficiency and enabling healthcare workers to focus on what matters most, caring for patients. In this detailed presentation, Dr. Yan Chow walks us through numerous examples of how automation can help healthcare providers reduce overhead costs, increase productivity, expedite vital services, improve patient experience and enhance medical decision making. He also shares how healthcare organizations across the world are leveraging automation to more effectively navigate the Covid-19 crisis by streamlining CDC (or local equivalent) reporting, delivering predictive supply chain insights and supporting centralized knowledge sharing.

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1:00 PM

PROCURING INFORMATION TECHNOLOGY THROUGH VA'S TECHNOLOGY ACQUISITION CENTER (TAC): CURRENT TRENDS

Candace Brandmayr, Director of Engineering Services Division Technology Acquisition Center, U.S. Department of Veteran Affairs

To start, Candace gives us an overview of how TAC supports the VA through life cycle management of enterprise-wide information and technical solutions. She also provides an overview of the VA's "cloud first to cloud smart" and managed services strategies. From there, she goes on to share how TAC has developed an iterative, modular, evidence-driven and streamlined acquisition strategy. This agile approach ensures strategic alignment and allows for future reprioritization by leveraging live demonstrations, comparative analysis and preliminary screenings to eliminate the need for written proposals. To wrap things up, she provides key resources for vendors looking to partner with the VA.



1:30 PM

OUR WORK IN DIGITAL LEARNING: IN THE ERA OF COVID-19

Amar Patel, CAE Chief Learning Officer, CAE Healthcare

Virtual reality, mixed reality and augmented reality are enabling healthcare organizations to build adaptive, hands-on and highly interactive learning environments. Amar introduces us to these new technologies as well as explains, in-depth, how they can be applied to deliver individualized, resonant as well as cost effective training programs. He also discusses best practices for implementation in clinical settings to not only enhance employee re-skilling efforts, but also better educate and engage patients. Plus, get an inside look into how deep learning into deep learning will define the next wave of clinical learning technology.

2:30 PM

WELCOME TO "OWN THE MOMENT" A PATIENT EXPERIENCE COACHING MASTER CLASS

Major (R) Toni Hightower, PX Coach, U.S. Department of Veterans Affairs

A must-see presentation for anyone looking to master art of patient experience, Major (R) Hightower shares best practices for creating incredible patient experiences so that patients don't choose the VA because they have to, but because they want to. At the heart of this approach are 3 key dimensions: ease, effectiveness and emotion. To drive things home, she discusses how "own the moment" principles can be used to establish lifelong trust, build emotional connections with patients and serve as a touchstone for PX related decisions.



3:00 PM

STELLATE GANGLION BLOCK FOR POST-TRAUMATIC STRESS SYMPTOMS: A CLOSER LOOK

Colonel James Lynch, Sports Medicine Physician, United States Special Operations Command

The stellate ganglion is a collection of nerves on the back of the neck that are thought to control the activation of the amygdala. Originally developed to relieve pain in the head, chest and arms, injections of local anesthetic into the stellate ganglion has emerged as a viable treatment for PTSD. Though the science of how exactly it works is still a mystery, it appears that these injections help "reboot" the sympathetic nervous system. In this presentation, Colonel Lynch provides an inside look into the evolving role ganglion block procedures play in treating PTSD at the VA and other healthcare systems. He also shares data regarding outcomes (77% of patients in his study experienced significant improvement), potential adverse effects and more.

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December 2-4, 2020 // Washington, D.C.

VA Healthcare

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