OI News You Can Use

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Using the **Agile** method to develop software is very effective. It considers such business realities as changing and creeping requirements during software development. Agile supports the creative process, with an emphasis on teamwork, and anticipates the need for flexibility. It applies a level of pragmatism into the delivery of the finished product. Agile principles include: Close customer involvement, faster development, simplicity, and daily cooperation between business owner and developers.

Clinical Procedure (CP) Flow Sheets Near Enterprise-wide Deployment

Nurses, physicians, and technicians across Veterans Health Administration (VHA) will soon receive a much awaited tool to help them provide better care to America's veterans. This new clinical tool, ***Clinical Procedure (CP) Flow Sheets***, is a customizable, flowsheet-based user interface that allows clinicians to easily enter, view, and edit patient data. Ultimately, the tool will give local Medical Center staff the ability to customize flow sheets to their specific areas of care. *CP Flow Sheets* is in final testing at the St. Louis, Fayetteville, Denver, and Charleston Veteran Affairs Medical Centers. It will be released as a patch in Clinical Procedures.

About Flow Sheets
CP Flow Sheets is built on the Clinical Procedure module inherent to VistA's Computerized Patient Record System (CPRS). It is built using a CliO Database which acts as a universal interface accepting data from multiple information technology and biomedical sources. For VHA clinicians, the system will help them pull data from a variety of instruments ranging from dialysis machines, to ventilators, and endoscopes.

A win-win situation for VHA
The success of *CP Flow Sheets* stems from a dedicated team of VA and VHA staff, focused on developing a product clinicians needed and would use. Members of the *CP Flow Sheets* development team include: Dan Petit, Jeremy Ackley, Mike Braithwaite, and Chad Peterson. The team applied "Agile" methodology to their development approach. This methodology required them to frequently meet with their customers and clinical user groups, to capture their ideas and requirements. The team also maintained ongoing communications with VHA Enterprise Systems Managers for continuous access to business requirements throughout *CP Flow Sheets* development.

Benefits
The team incorporated both information technology and standard clinical best practices in the development process. *CP Flow Sheets* is a highly-customizable solution where all data elements are controlled by existing VA and VHA standards and processes.

Achieving this level of success in a project requires a good development team with the right mixture of skills, talent, and users who are dedicated and passionate about giving world-class health care to our veterans.

Craig's Corner

I'm happy to bring you our 3rd edition of the "OI News You Can Use" newsletter.

"It is my goal to provide you with stories and information that will help you continue to provide the best care anywhere to America's Veterans."

Many of you requested a source on the Office of Information website that would take you to a list of important websites. We have responded and have incorporated a **"Hot Links"** source for quick access to important information and reference tools.
I also want to bring another important issue to your attention. It is critical that we capture any operations 'shortfalls' or negative responses to your requests for support that could impact the delivery or quality of care. I know this is often seen as an administrative burden -- and I know it is. However, the only eyes and ears we have in the trenches are yours.

I hope you find this issue helpful. Please share it with your component leaders and staff in the field.

Best regards,
Craig Luigart
Chief Officer, VHA Office of Information

Hot Links!

To report IT issues, find information about project requests and status, Class III software, IDMC and more go to OI's Hot Links:

Hot Link Button with URL:
http://vaww.vhaco.va.gov/vhacio/HotLinks.asp

HDI Patient Safety Summary

VistA has been lauded for its important contribution to patient safety in VA, but there's always room for improvement. To that end, OI launched a Patient Safety initiative in 2002 to focus on the identification, reporting, and resolution of IT-related patient safety issues. Issues may involve mis-association of patient clinical data, inaccurate clinical data, or medications being missed or inappropriately cancelled, renewed, edited, or reinstated

In 2005, the OI Patient Safety Office was formed, more closely involving VHA clinical and operational stakeholders in identifying and addressing IT-related issues. The office also provides education in creating and fostering a culture of patient safety and oversees dissemination of information.

Today a separate entity, OI's Patient Safety IT office collaborates closely with VHA's National Center for Patient Safety (NCPS). Together, they have implemented tools and procedures to determine risk and help identify appropriate actions. Reported concerns are studied with an emphasis on identifying system deficiencies and determining necessary actions to reduce and/or eliminate risks to patients. This is accomplished by focusing on human factors engineering and standardized software engineering principles and processes, such as User-Centered design.

Patient safety is a continuous quality improvement process and an integral component to health IT development, implementation, and use. The process supports the provision of safe, effective, and high-quality software systems for the delivery of health care to veterans. The OI Patient Safety IT Office looks forward to working with you to continually improve patient safety.

Around The Office...News You Should Know

The National Defense Authorization Act (NDAA) of 2008 mandates that VA and DoD set up a joint office for oversight of health IT sharing initiatives. This week, the new VA/DoD Interagency Program Office (IPO) began operations with Lois Kellett from DoD assigned as the Acting Director and VHA OI's Cliff Freeman as the Acting Deputy Director. Cliff, Director of the VA/DoD Health IT Sharing Program Office, has been detailed for 120 days to help establish the new joint office. Joe Gardner will serve as Acting Director during Cliff's absence. Joe works in the Silver Spring OI Field Office.

My HealtheVet Wins the Gold!
The Utilization Review Accreditation Committee (URAC) recognized **My HealtheVet** for being ahead of the pack. While other technology groups describe a long journey ahead in their efforts to integrate technology into personal health care, VA's **My HealtheVet** users are already online at www.myhealth.va.gov entering information into their Personal Health Records and it's paying off. **My HealtheVet** won the gold in the first-ever nationwide competition recognizing health management programs that empower and protect consumers.

Health Information Management (HIM) is growing the next generation of HIMers. Since 2003, HIM has participated in the Technical Career Field (TCF) Program with 15 Interns having completed the

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program to date. Currently, 19 Interns are in training and 11 additional Interns will be hired in 2008. Upon completion of the program, the Interns are placed, non-competitively, in a vacant VHA HIM position. This program is an excellent way to meet the field's succession planning needs. Several of the Interns have continued to move into progressively challenging HIM positions as they continue on their VHA career path. The Preceptors who have coordinated the Interns training are to be commended for their dedication to this effort. For more information on the VHA HIM TCF Program, please contact Karla Porter at 502.241.2822 or karla.porter2@va.gov

Your IT Issues in the IT Issues Website
The Office of Information has established an IT Issues website to escalate realignment-related IT issues that have an impact on VHA Mission. Once an issue is entered, OI's Office of Service Coordination works with OI&T, via specially established channels, to resolve the issue and track it through resolution. The Web portal for entering IT Issues is **http://vaww.vhaco.va.gov/vhacio/itincidents/addreport.asp**.

VA Central Office Book Forum established in 2007!
VACO Reference Librarian CJ Janus knew of various book forums held throughout the government and wondered, "Why not start one here in VACO?" The idea to invite authors to speak to VA employees about their books and take part in a discussion session fit perfectly with VA's commitment to being a continuous learning organization. The VACO Library, VA Learning University, and Canteen Service jointly held the first VACO Book Forum in April 2007 and continue to offer an event each quarter. Employees can learn about upcoming events and register through "Hey VA!" and at the VACO Library Web site is **http://vaww.vhaco.va.gov/library**. VACO employees who register and attend the Forum receive a signed copy of the book being discussed. Some of the events may be broadcast live or viewed through CDN's video on demand.

Authors appearing at VA Book Forums:

- June 2007: Phillip Longman – Best Care Anywhere: Why VA health care is better than yours.
- October 2007: Stewart Liff - Managing Government Employees: How to motivate your people, deal with difficult issues and achieve tangible results
- January 2008: Senator Bob Dole – One Soldier's Story
- April 2008: Senator Chuck Hagel - America: Our next chapter: Tough questions, straight answers