

CHIEF BUSINESS OFFICE PROGRAM APPLICATION SPECIALIST (PAS)

- 1. REASON FOR ISSUE:** This Veterans Health Administration (VHA) Directive provides policy on field-level business support for Veterans Health Information Systems and Technology Architecture (VistA) software applications under Chief Business Office (CBO) program authority.
- 2. SUMMARY OF MAJOR CHANGES:** This revised VHA Directive provides updates to the responsibilities for CBO and the Program Application Specialist (PAS) positions at Department of Veterans Affairs (VA) medical facilities. CBO has been added to the title of this Directive to specify that this document is directed to CBO PAS and software applications under CBO program authority. **NOTE:** *This Directive was formerly published as Business Office Program Integrator (BOPI).*
- 3. RELATED ISSUES:** Personnel Circular Letter No 05-91-23.
- 4. RESPONSIBLE OFFICE:** The Chief Business Officer (10NB) is responsible for the contents of this Directive. Questions may be directed to CBOPASCOUNCIL@med.va.gov.
- 5. RESCISSIONS:** VHA Directive 2009-022, dated April 13, 2009, is rescinded.
- 6. RECERTIFICATION:** This VHA Directive is scheduled for recertification on or before the last working day of May 2020.

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CHIEF BUSINESS OFFICE PROGRAM APPLICATION SPECIALIST (PAS)

1. PURPOSE: This Veterans Health Administration (VHA) Directive provides policy on field-level business support for Veterans Health Information Systems and Technology Architecture (VistA) software applications under Chief Business Office (CBO) program authority. **NOTE:** *This Directive was formerly published as Business Office Program Integrator (BOPI).*

2. BACKGROUND:

a. Personnel Circular Letter No 05-91-23 provided guidance for the creation of an Automated Data Processing (ADP) Applications Coordinator (ADPAC) position to serve as the point of contact for all matters relating to the Medical Administration Service (MAS) Decentralized Hospital Computer Program (DHCP) Core packages, currently the Health Administration Service (HAS) Veterans Health Information and Technology Architecture (VistA) system.

b. In 2005, CBO renamed the informal ADPAC position title to Program Application Specialist (PAS), to differentiate between the collateral duties of the ADPAC, and the full time duties and functions of the PAS positions in Department of Veterans Affairs (VA) medical facilities. The PAS serves as the primary resource for integrating the components of business process and workflow and software functionality.

c. In 2009, PAS was classified as a formal VHA position title under the General Schedule (GS) 301 occupational series, and nationally developed position descriptions at GS-9, GS-11 and GS-12 levels were released for use in VA medical facilities .

d. The evolution of business process, software applications, significant increase in sharing of the data within VHA, and emergence of centralized systems has resulted a highly-complex position that requires the integration of policy implementation, business process, and data administration that affects the quality of data in multiple systems. The quality of the data impacts all involved information systems and could potentially result in compromised patient safety.

3. POLICY: It is VHA policy that each VA medical facility Director must assign appropriate PAS staffing resources to ensure proper oversight of business and workflow process, user interaction, and data integrity of CBO-related VistA software applications.

4. RESPONSIBILITIES:

a. **Chief Business Office.** The Chief Business Office (CBO) staff are responsible for:

(1) Providing the standard Position Descriptions (PDs) (see Appendix A) containing the major duties and responsibilities of the CBO PAS for the CBO-related business or software processes;

(2) Ensuring the Member Services Systems Management staff:

- (a) Develop and offer training for the CBO PAS position.
 - (b) Coordinate with appropriate facility personnel to ensure all CBO PAS staff complete the on-line CBO PAS training.
 - (c) Provide accurate, up-to-date, and CBO PAS-relevant information on the Business Office PAS Web site at https://csmssp.hec.med.va.gov/pas/SitePages/Home.aspx?&&p_SortBehavior=1&p_FileLeafRef=Scanning%20%2d%20Record%20Tracking&&PageFirstRow=1&SortField=LinkFilename&SortDir=Asc&&View=%7b8E7ED5D9-25A1-4970-9D4D-ABAA3191C11D%7d. **NOTE:** *This is an internal VA website, not available to the public.*
 - (d) Sponsor the national CBO PAS conference calls to share information with appropriate facility personnel concerning upcoming changes and maintenance in the business and workflow processes, software, and programs.
 - (e) Sponsor the CBO PAS Council which provides subject matter expertise and support to appropriate facility personnel.
- b. **VA Medical Facility Director.** The VA medical facility Director is responsible for:
- (1) Ensuring support and attention to the business integration of the software applications under CBO's program authority; and
 - (2) Ensuring the business office integration functions supporting the CBO's portfolio are formally assigned to one or more individuals as uniquely assigned positions and not as collateral duties.
- c. **Program Application Specialist (GS-9).** The Program Application Specialist (PAS) (GS-9) is responsible for:
- (1) Coordinating the business process and software functions;
 - (2) Ensuring the business process is in place to support the implementation of new and updated information technology systems;
 - (3) Ensuring continued business operation supporting the services with an overall understanding of the integration of business and workflow processes, software applications, user interaction, and the data to support those functions; and
 - (4) Ensuring the success of integration with an extensive knowledge of Vista packages that support the business processes.
- d. **Program Application Specialist (GS-11).** The Program Application Specialist (PAS) (GS-11) is responsible for:
- (1) Coordinating the business process and software functions;

(2) Providing continuous business oversight for a variety of software programs integral to the overall administration and operations of the business and effects programmatic changes at the facility level;

(3) Coordinating ongoing data collection and analysis and uses knowledge of Access and Clinic Administration principles to determine organization performance; and

(4) Conducting business process modeling, projects and studies impact on overall functions of the services in such areas as policy development and implementation, work methodology, processes, streamlining, etc.

e. **Program Application Specialist (GS-12)**. The Program Application Specialist (PAS) (GS-12) is responsible for:

(1) Coordinating the business process and software functions;

(2) Providing continuous business oversight for a variety of software programs integral to the overall administration and operations of the business and effects programmatic changes at the facility level;

(3) Coordinating ongoing data collection and analysis and uses knowledge of Access and Clinic Administration principles to determine organization performance;

(4) Conducting business process modeling, projects and studies impact on overall functions of the services in such areas as policy development and implementation, work methodology, processes, streamlining, etc.; and

(5) Serving as advisor (subject matter expert) on one or more national groups, determining functionality and correct operations of VistA patches as it affects national operations, and works on the VHA CBO PAS Council, nationally mentoring other PAS.

5. REFERENCE: Personnel Circular Letter 05-91-23.