

# The VISN 2 Website

## *Increasing Veterans' Health Care Quality, Safety and Value Online*



### BACKGROUND

*VISN 2 needed to serve more veterans while undergoing reduced VERA funding typical of the Northeast and restructuring to a Network organization, while maintaining quality and patient safety. Meanwhile, veterans have become savvy healthcare consumers with increased information demands in an electronic society. The VISN 2 Website was designed with these challenges in mind, to provide authoritative, consistent, and accessible information for veterans and VA employees in Upstate New York.*

**VISN 2 Website—**  
[www.visn2.med.va.gov](http://www.visn2.med.va.gov)  
[www.va.gov/visns/visn02](http://www.va.gov/visns/visn02)



# The Health Care Organization Online

## Facilities

*Medical Centers & Outpatient Clinics feature information on leadership, making contact, patient details, and travel instructions*



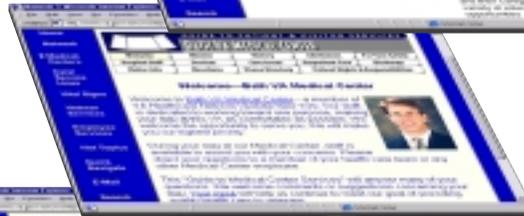
## Care & Service Lines

*Veteran programs & services and management functions are organized by Care Line with contact information*



## Guide to Patient Services

*Information for inpatients and outpatients is available at the bedside, in the Patient Envelope, and online for universal access*



## Veteran Services

*A portal to topics frequently requested by veterans. Features links to information on enrollment, wellness, and veteran interests*



## Employee Services

*This portal centralizes employee information and resources like HPDM, Customer Service, Safety & Health, Labor, Education, and news*



## Patient Education

*Veterans' Wellness and other Patient Health Education features encourage veterans to get involved in their own health care*



## Results

Calendar 2000

- Internet Website: 900,000 "hits," or document requests by primarily veteran audience
- Veteran Internet Website use more than doubled from 40,000 hits in January to 100,000 hits in December
- Intranet Website: 23 million hits by VA employees
- VISN 2's Virtual Help Desk handled 900 requests for information and assistance and received a Scissors Award

### Awards

- GovExec.com—*Best Feds On The Web Award*
- TopGun 2000—*Government Site First Place; Magnificent Seven Award*

## The Future

- Employee Internet training
- Volunteer Internet training
- Website User-Focused Redesign (survey, presentations, focus groups, usability study)
- Integrating VISN 2 Website linkages in multiple media opportunities
- e-Health Initiatives
- Online Pharmacy Refills
- Online Appointment Scheduling
- Patient-Provider Electronic Communications
- Online Health Topic Forums/ Patient Health Education

# Quality



**Customer Service**  
*Sharing innovative initiatives  
and best practices with the  
veteran and VA community*

**Online Quickcard**  
*Veterans' immediate conduit for  
compliments and complaints,  
offering opportunities for  
immediate course correction*



**Veteran-Based Content**  
*Veteran input directly guides  
Web development, including:*

- *Veteran Services resources*
- *Enrollment Guide*
- *Frequently Asked Questions*

**Quality Achievement**  
*Original award application  
materials tell the VISN 2 story of  
engineering improvement*



**Pulse Points**  
*Performance indicators are  
released monthly to track  
improvement, note trends, and  
enable data-driven decision  
making*

# Patient Safety

## Patient Safety Program

*Patient Safety/Risk Program policy, brochure, and related documents are available to employees and veterans online*



## Safety & Health Website

*Patient safety is directly related to a safe work environment—employees can find resources on workplace safety, emergencies, materials and equipment safety*

## Virtual Help Desk

*Online veterans' requests for assistance are referred to a team of 25 experts, increasing quality of service and timeliness of care*



## Vital Signs

*Portal page leads visitors to information on VISN 2 advances in patient safety, quality, and performance*

## Performance Management

*Branch of the Management Systems Line at VISN 2 ensures quality of services provided through process improvement and performance measurement*

