

# Virtual VA Health University 2012

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Course Catalog



August 13-23, 2012

MyVeHU Campus Auditorium

8/13/2012 - Monday

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**Monday 11:00 AM - 12:30 PM (ET)**

**#112 Consults – Basic and Beyond** - This Provider Track sponsored lecture class will provide a thorough examination of current consult processes, including consult requesting, consult etiquette, consult tracking, completion and consult alerts. Service Agreements and other consult facilitation methods will be discussed, including E-Consults and SCAN-ECHO.

**Faculty:** Jo Ann Seppelt, Patricia Akerly

**Learning Objectives:** The participant will be able to: 1. Demonstrate the consultation process in CPRS. 2. Illustrate use of Service Agreements in consult design. 3. Facilitate PACT and sub-specialty care coordination. 4. Explain the processes for E-Consults and SCAN-ECHO consults.

**#212 Secure Messaging in Specialty and Surgical Care** - This session will provide an overview of Secure Messaging implementation strategies for specialty clinics including operative care, specialty medicine, mental health, rehab and long term care, VIST, audiology and speech pathology, dental, etc.

**Faculty:** Dr. Abrar Khan, Victoria Green

**Learning Objectives:** The participant will be able to: 1. Realize the lessons and implementation strategies from sites involved in the Secure Messaging/Specialty Care expansion pilot. 2. Provide guidance on communication procedures between PACT and specialty care Secure Messaging Triage Teams. 3. Identify the challenges to Secure Messaging implementation and how they can be overcome.

**#312 HIM: Hot Topics** - This Health Information Management (HIM) sponsored presentation is back by popular demand. This class will include the latest and greatest issues surrounding Health Information Management in the Veterans Health Administration.

**Faculty:** Pamela Heller

**Learning Objectives:** The participant will be able to: 1. Discuss the challenges and opportunities for HIM in 2012 and beyond.

**#412 Accessing Library Online Resources** - In this interactive session, Nancy Clark, the Director of the Library Network Office, will describe a brief history of the Library resource for VA and walk users through online tools to access a wide array of books, articles, journals and databases. Before answering your questions, Nancy will highlight stories from clinicians who regularly access the online tools to give participants examples of how to get started using these valuable resources.

**Faculty:** Nancy Clark

**Learning Objectives:** The participant will be able to: 1. Locate online resources (books, journals and databases) that are available nationwide to all VA staff. 2. Access and search for additional resources available from local facilities. 3. Describe how to access e-resources without the need for a VPN account.

**Monday 1:00 PM - 2:30 PM (ET)**

**#113 Transitions of Care** - This Provider Track sponsored basic level lecture class focuses on the various transitions of medical care. This will include hospitalizations from admission to discharge, primary care/specialty care co-management, non-VA care co-management and Community Living Centers. This class will highlight the various tools available for providers to improve hand off communication at time of transition.

**Faculty:** Dr. Philip Eulie

**Learning Objectives:** The participant will be able to: 1. Discuss the tools available to improve hand-off communication. 2. Describe the process of creating care coordination agreements/tools to help improve consult management. 3. Review various mechanisms for streamlined transition of care.

**#213 Secure Messaging for PACT Providers** - This My HealtheVet Track session will review the use of Secure Messaging by PACT teams. Topics will include T-21 performance measures for virtual access to care, triage models, clinical integration, recommendations for team and provider/patient communication and the use of reports by primary care teams to monitor utilization.

**Faculty:** Tracey Martin, William Weppner

**Learning Objectives:** The participant will be able to: 1. Describe how to set up Secure Messaging triage teams aligned with the goals of PACT. 2. List examples of care delivered through Secure Messaging. 3. Examine examples of communication techniques to enhance team and provider/patient electronic communication.

**#313 ICD-10 and the Clinician** - This ICD-10 and Provider Track co-sponsored class will give the HIM/clinician attendee tips for gaining local clinical support for the local facility ICD-10 implementation. These will include outlining clinician training needs including promoting clinician involvement with updating encounter forms and clinical reminders with ICD-10 codes. This class will outline what clinicians involved in research, data gathering and analysis should be addressing to assure a proper transition to the ICD-10 code sets. Additionally, the audience will understand the need to work collaboratively to address local training needs, understand where to find resources to assist with the transition and other information on making the job of locally preparing for ICD-10 easier and effective.

**Faculty:** Douglas McKee, Mary Johnson

**Learning Objectives:** The participant will be able to: 1. List the differences from ICD-9 to ICD-10 and how the differences will affect the clinical business process. 2. Express the importance of starting ICD-10 preparation now. 3. Describe the ICD-10 clinical documentation changes and identify methods to address the changes (templates, documentation specialist and other resources). 4. Predict the ICD-10 clinical training needs including changes in VA software that will affect clinical daily patient interactions. 5. Discuss the need to review and eliminate old or no longer used encounter forms and involve the clinical staff from the beginning. 6. Explain the need to involve the clinical staff in the review of local clinical reminders and the updating of those reminders for use with ICD-10 codes. 7. Report on the need to develop a site ICD-10 team approach to this implementation. 8. Predict the need to be able to provide ICD-10 expertise when updating local databases and other data gathering or analysis activities.

**#413 ABC's of Fraud, Waste and Abuse** - This VeHU Track sponsored class will provide an overview of the ABC's of health care fraud demonstrated by the billions of dollars it costs the nation each year. In addition, detailed billing activity, fraud schemes and prevention techniques to deter these types of activities will be provided.

**Faculty:** Karen Gwinn, Timothy Hockert

**Learning Objectives:** The participant will be able to: 1. Understand healthcare fraud and the impact to the Department of Veterans Affairs, Veterans, Dependents and taxpayers. 2. Recognize the 'Red Flags' to detect fraud and abuse in all the Programs administered at the CBOPC. 3. Establish and utilize resources and tools for fraud prevention.

### **Monday 3:00 PM - 4:30 PM (ET)**

**#114 Medications: From Order to Delivery** - This Provider/ Pharmacy/ Nursing co-sponsored intermediate level lecture class explores the journey of a medication starting with the initial order and ending with the delivery of the medication to the patient at the facility or at home. This presentation will review provider order entry for optimal medication dispensing.

**Faculty:** Donna Diogo, Dr. Edward Posnak, J. Todd Holland

**Learning Objectives:** The participant will be able to: 1. Discuss optimal order entry of medications. 2. List the stages of medication verification and dispensing. 3. Identify patient safety concerns related to ordering and dispensing of medications.

**#214 Secure Messaging Expansion: Pharmacy and Beyond** - Secure Messaging (SM) implementation in primary, specialty and surgical services is taking place throughout VHA. This innovative communication

method may be used to reach out to Veterans in a number of innovative ways. How does an administrative office, multi-facility service or call center implement SM? See how Secure Messaging has been taken to a whole new level in areas such as Pharmacy, Behavioral Health, Patient Advocacy, Eligibility, Benefits and Research. Learn how teams are expanding use of SM to reach Veterans and provide alternate methods of communication while creating pathways to streamline existing practice and about challenges and opportunities that team members took on to move SM into new arenas.

**Faculty:** Lori Winterfeldt, Randy McCracken, Viktoria Kharlamb

**Learning Objectives:** The participant will be able to: 1. Identify and overcome challenges related to initiating SM within a service that spans multiple and unique services, facilities or through a VISN. 2. List what issues come into play when instituting SM and associating patients 3. Express their creativity in terms of what services and populations would benefit from providers/staff taking part in large-scale SM implementation.

**#314 ICD-10 Clinical Reminders and Encounter Forms** - This ICD-10 track sponsored class will walk participants through the process of updating existing clinical reminders and local encounter forms using ICD-10 codes. This includes the revision of the reminder definition, findings, dialog findings or additional findings, and reviewing resolution. It also includes how to create, edit and maintain encounter forms. This class is beneficial for those that are familiar with building encounter forms and/or managing any piece of the process. This class will be helpful for those site personnel who understand the process to update existing clinical reminders and those who actually perform the technical solution for updating clinical reminders.

**Faculty:** Dawn OConnor, Mary Johnson

**Learning Objectives:** The participant will be able to: 1. List what ICD-10 and how it is different than ICD-9 and why it is important to begin working toward implementation now. 2. Express the rationale for US adoption of the ICD-10 code set. 3. Discuss nuances and changes to VistA software due to ICD-10. 4. Examine the need to review and eliminate old or no longer used encounter forms. 5. Discuss the need to review local clinical reminders and eliminate those no longer needed. 6. List how the site super user can help in the process. 7. Explain how to update a simple clinical reminder with ICD-10 codes. 8. Restate the importance of utilizing both VistA and CPRS GUI to display encounter forms. 9. Describe how to manage encounter from updates including ICD-10 code set changes from a policy and software perspective.

### **Monday 5:00 PM - 6:30 PM (ET)**

**#115 CPRS Tips and Timesavers** - This Provider Track sponsored basic level lecture class will review various strategies providers can use to more efficiently interact with CPRS in the clinical setting. Is it possible to spend less time finding desired information in CPRS? What simple steps can you take to document more expediently? This course will cover keyboard shortcuts, custom views, the strategic use of templates, and more.

**Faculty:** Dr. Donald Weinshenker, Dr. Neil Evans

**Learning Objectives:** The participant will be able to: 1. Identify one timesaving tip that you can apply daily. 2. Learn basic timesaving tips including keyboard shortcuts, custom views, and selection defaults. 3. Learn strategies to increase real-time documentation while still maintaining a warm provider-patient relationship.

**#215 Use of Secure Messaging by Nursing in PACT** - This session will review the use of Secure Messaging by nurses working in PACT and engaging the patient in Secure Messaging. Topics will include performance measures for virtual access to care, triage models, Secure Messaging overlap with telephone care, clinical integration and the use of reports by primary care teams to monitor utilization.

**Faculty:** Mary Tock, Patti Morrison

**Learning Objectives:** The participant will be able to: 1. Manage Secure Messages within the PACT model. 2. Describe how to deliver care through virtual appointments for patient care management. 3. Explain how to shift workload from telephone care to Secure Messaging. 4. Discuss new ways to encourage patients to be involved in their health care using My HealthVet. 5. Express how to increase patient access to their team using Secure Messaging.

**#315 Health Information Management Central Data Reporting** - The Project Manager will provide an overview of the HIM QM EPS-CR Project, the status of its major milestones, and the key drivers that generated

the project. A key member of the development team will describe the reports in relation to HIM operations. Each report's data source, frequency, and display will be thoroughly explored. Examples of how the reports can be integrated into HIM operations to drive improvements in the domains of quality and timeliness will be discussed.

**Faculty:** Adam Chin, Jacki Bebb

**Learning Objectives:** The participant will be able to: 1. Identify ten reports that will be available from the HIM QM EPS- CR Project. 2. Recite the definition of these reports and their data sources. 3. Describe how HIM QM EPS- CR data can be used to drive HIM process improvements. 4. List resources available to you for integrating the use of QM EPS-CRs into your HIM operations.

**#415 State Home Per Diem Program: Processing State Home Applications for Per Diem Payments** - In this VeHU Track session, the Central Business Office presents a session on how you can better understand the relationship of State Homes to VA Medical Centers. VA Grant Per Diem Program will be explained, as well as the levels of care available to Veterans seeking admission in a State Veteran Home. Steps required to complete a 10-10 State Home Application for Veteran Care – Medical Certification will also be reviewed.

**Faculty:** Kelly Schneider

**Learning Objectives:** The participant will be able to: 1. Understand the relationship of State Homes to VA Medical Centers. 2. Explain the VA Grant Per Diem Program. 3. Describe the levels of care available to Veterans seeking admission in a State Veteran Home. 4. List the steps required to complete a 10-10 State Home Application for Veteran Care - Medical Certification.

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*8/15/2012 - Wednesday*

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### **Wednesday 1:00 PM - 2:30 PM (ET)**

**#901 Bionics & Veterans!** - Join us for the opening general session of Virtual VA eHealth University 2012. This session will inspire and motivate you as we explore how bionic technology can improve the lives of our veterans. This session will have a number of surprises and you won't want to miss it!

**Learning Objectives:** The participant will be able to: 1. Explain what bionic technology is. 2. Describe how bionics can improve artificial limbs. 3. Discuss research being done in the area of bionics.

### **Wednesday 3:00 PM - 4:30 PM (ET)**

**#101 Saving Time with Keyboard Shortcuts** - This Provider-sponsored basic level lecture class will teach you how to use the keyboard alone without the mouse. How many times a day do you select a new patient in CPRS? Are you interested in learning a faster way to accomplish the task than using your mouse to go to the File menu/Select New Patient...? If so, come to this class to learn about KEYBOARD SHORTCUTS. Keyboard shortcuts save you time! We'll use CPRS to teach you the basics of keyboard shortcuts, including principles you can then apply elsewhere (i.e. Outlook, Word, etc.).

**Faculty:** Neil Evans

**Learning Objectives:** The participant will be able to: 1. Learn to take advantage of CPRS-specific keyboard shortcuts. 2. Discover the basics of constructing your own keyboard shortcuts both in CPRS and other Windows programs. 3. Review examples of some high-volume computer tasks in the typical provider's workflow where keyboard shortcuts can save time.

**#201 Law and Order III - The Patient Aligned Care Team (PACT) Prepares for Court** - This popular class returns with a new twist for Virtual VeHU (vVeHU) 2012. The Patient Aligned Care Team (PACT) prepares for court to defend their reputation and their facility. This highly interactive class provides an engaging and informative look at the importance of communication, teamwork and documentation in today's fast paced healthcare environment.

**Faculty:** Dr. April Foreman, Dr. Christopher Lopez, James Mantia, Nancy Prewitt

**Learning Objectives:** The participant will be able to: 1. Describe the basic concepts of negligence as they

apply to medical malpractice actions. 2. Explain the rationale for accurate, factual and timely entries in the Electronic Health Record. 3. List the types of documentation to avoid. 4. Identify basic information required in the Electronic Health Record. 5. Recognize systems problems and their impact on patient care.

**#301 Handling Data Overload in the HIM World** - This HIM sponsored class will build the foundation for developing data storage, retrieval and mapping methods for any type of HIM data. The presenters will relate real life examples and engage the audience to assist with demonstrating the steps to think of data in a relational sense. Several types of programs will be used (SharePoint, Microsoft Access, Excel and Word) to demonstrate how to store, retrieve and display data.

**Faculty:** Adam Chin, Janet Zuroske

**Learning Objectives:** The participant will be able to: 1. Express how to think of data in a relational way. 2. Identify what SharePoint, Microsoft Access, Excel and Word can do for data collection. 3. Explain how to correlate data. 4. Illustrate how to effectively display data for presentations.

**#401 Post Deployment Integrated Care - Pain!** - This two-part VeHU Track class will begin by highlighting collaborative pain care in Primary Care using real-life scenarios that address the complex issues and needs of returning Veterans. The second half of the course will address how to apply a nuts-and-bolts approach within a Patient Aligned Care Team in the VA.

**Faculty:** Dr. Lucille Burgo, Dr. Stephen Hunt

**Learning Objectives:** The participant will be able to: 1. Discuss the prevalence and nature of pain concerns in returning combat veterans. 2. Describe that pain issues are part of a complex group of co-occurring and inter-related issues. 3. Describe a collaborative, bio-psycho-social approach to address pain issues. 4. List the stepped-care, collaborative approach in VA. 5. Explain how to implement collaborative pain care on PACT teams - a nuts and bolts approach.

### Wednesday 5:00 PM - 6:30 PM (ET)

**#102 Alerts and Notifications** - This Provider Track sponsored basic level lecture class addresses the challenges providers face in reviewing and addressing their voluminous number of view alerts. This course will provide tips on sorting, forwarding and assigning surrogates for view alerts. Additionally, this course will discuss the need to communicate test results to the patient in a timely manner. Unique solutions currently implemented are presented along with future directions for potential national solutions.

**Faculty:** Harold Bonds, Dr. Sanjay Jain

**Learning Objectives:** The participant will be able to: 1. Apply knowledge learned to manage their view alerts. 2. Discuss the future VHA plans for timely notification of test results. 3. Utilize the information learned into their daily clinical practice.

### **#202 Utilizing MyVeHU Campus Resources to Enhance Facility Electronic Health Record (EHR)**

**Learning** - This Nursing Track sponsored lecture session will provide an overview of Electronic Health Record (EHR) resources in MyVeHU Campus applicable to all disciplines. Participants will take a virtual walk through various rooms and search resources. This session will demonstrate how to enhance facility learning through the use of readily available quality presentations from VHA leaders in the use of the electronic health record. Continuing Medical Education (CME) and Continuing Education Units (CEU) are being requested for this session.

**Faculty:** Keri Simunek, Regina Alexander-Reis

**Learning Objectives:** The participant will be able to: 1. Describe the purpose of MyVeHU Campus. 2. Identify the purpose of the MyVeHU Access Pod (M.A.P.). 3. List areas of learning and available resources in MyVeHU Campus. 4. Provide scenarios for using the MyVeHU Campus offerings. 5. Demonstrate selection of learning resources using the MyVeHU Campus search features.

**#302 The Forms Approval Process Made Virtual** - This HIM sponsored class provides an overview of the need for an electronic forms approval process at the Portland VAMC. A detailed description of how the process works and how it can be instituted at your VAMC will be discussed.

**Faculty:** Harry Lessinger, John Adkins

**Learning Objectives:** The participant will be able to: 1. Describe how and why a transition was made to a virtual process for forms creation, submission, approval/rejection, re-approval, and storage. 2. List the basics of how to use the process - forms creators, forms committee and workgroup chair, and forms repository. 3. Express ideas to begin to think creatively about new ways to streamline the forms approval process to make it easier, more efficient and more user friendly, while decreasing medical staff time spent on administrative tasks. 4. Discuss how business rules were set up (i.e., who gets what alert, etc.); how the website was built, what hurdles were and how they were handled. 5. Report on known bugs and be asked about what changes or enhancements they would suggest for the process.

**#402 Becoming E-Connected: Mobile Applications in the VA** - This VeHU sponsored, overview-level presentation will provide an overview of the Apps currently under development through the Web & Mobile Solutions program within the Office of Informatics & Analytics. It will describe the goals and strategic plan behind the VA Mobile Health Family Caregiver Pilot as well as rollout of iPads, other mobile applications, and innovative new wireless and mobile devices to Veterans, Family Caregivers and VA Clinicians. An overview of the VA Enterprise App Library will be provided and a project timeline for future deployments will be reviewed.

**Faculty:** Kathleen Frisbee

**Learning Objectives:** The participant will be able to: 1. Discuss VHA's goals for mobile applications and the purpose of VA's Enterprise Mobile App Library. 2. Develop an understanding of the VA Mobile Health Family Caregiver Pilot and how it will benefit Veteran care. 3. Identify the mobile applications currently under development for Veterans, Family Caregivers, iPad applications and Clinicians.

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**8/17/2012 - Friday**

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**Friday 11:00 AM - 12:30 PM (ET)**

**#103 Case Studies in Data Mining for Providers** - This Provider Track sponsored intermediate level lecture class will describe real life case studies in Data Mining. Reporting sources such as Reminder Reports, ProClarity, Care Management, and Data Warehouse will be discussed. This lecture focuses on what data can be obtained from the reports rather than learning how to run the actual report. This class is a follow up from the MyVeHU Campus class Data Mining for Clinical Managers broadcasted in May 2012. Attendance at the previous class is not a prerequisite for this class.

**Faculty:** Dr. Laura Kroupa

**Learning Objectives:** The participant will be able to: 1. Identify the data available from the various reporting resources in VHA. 2. Develop an approach to analytic thinking and problem solving with the data available. 3. Link data from these reports to performance measures and other clinical outcomes.

**#203 Understanding VANOD Data Accuracy** - This beginner-level class is designed to demystify the validation process of VA Nursing Outcomes Database (VANOD) reports for newer VANOD Site Coordinators and others concerned with data accuracy. Understand how facility nursing codes determine VANOD nursing roles and nursing units, and which reports are impacted by coding inaccuracies. Learn about the tools available to help you trouble-shoot and correct identified issues.

**Faculty:** Mimi Haberfelde

**Learning Objectives:** The participant will be able to: 1. List the sources for VANOD Administrative and Clinical reports. 2. State the codes by which nursing staff are identified in PAID and HR files. 3. Describe data requirements and trouble-shooting data discrepancies. 4. Explain methods for validating VANOD Administrative and Clinical reports.

**#303 Bringing the Social Media Revolution to Healthcare** - A high level overview of how social media technologies can be leveraged to transform 21st century healthcare. From blogs to Facebook to Twitter to YouTube, the power of worldwide broadcasting and publishing is now available to anyone. Lee Aase, Director of Social Media at the Mayo Clinic will describe how VA can use these tools creatively to accomplish organizational objectives.

**Faculty:** Lee Aase

**Learning Objectives:** The participant will be able to: 1. Discuss the growth of social media including why this trend must be recognized in a 21st century workplace. 2. List examples of how social media tools have been used to create positive impacts on healthcare and medical conditions. 3. Describe the impact of using social media to disseminate research findings to benefit patients.

**#403 Using Social Media to Empower the VA Patient** - Recent VA-based research critically examines the use of social media, condition-specific tracking tools, and digital educational resources to support patient empowerment in improving their health. This VeHU Track session will focus on the study in a population of Veterans with epilepsy but will provide commentary on the general opportunities and potential pitfalls for this emerging health trend.

**Faculty:** Dr. John Hixson

**Learning Objectives:** The participant will be able to: 1. Discuss the use of social media in a health care environment. 2. List the condition-specific tracking tools used by VA health care providers. 3. Describe where to find educational resources for patient's use. 4. Discuss internal and external barriers to implementation of social media platforms.

### Friday 1:00 PM - 2:30 PM (ET)

**#104 Did You Know? A Brief Overview of CPRS Functionality for Providers** - This Provider Track sponsored basic level lecture class demonstrates functionality in CPRS that a user may not be aware exists in CPRS, to help facilitate the use and customization of the medical record improving the delivery of care. This class provides the answers to questions such as "What is the function of patient record flags?", "What is the role of the Clinical Applications Coordinator (CAC)?", and many more. Updated for 2012, this class illustrates the new customization capabilities of CPRS.

**Faculty:** Brian Laufer, Richard Moran

**Learning Objectives:** The participant will be able to: 1. Navigate CPRS even faster. 2. Uncover patient data "hidden" in CPRS. 3. Find which of your patients are using the My Healthvet personal health record. 4. Locate data from other VA facilities and the DoD.

**#204 The Clinical Assessment Reporting and Tracking (CART) Program: Transactional Quality Management** - This course will review the development and implementation of the CART program and its success in achieving transactional quality of care in VA cardiac catheterization laboratories. The course will also describe CART's current quality programs, collaborations with the Food & Drug Administration (FDA) and the National Cardiac Data Registry (NCDR), and plans to integrate real time locator system (RTLS) technologies for invasive cardiology supply chain management.

**Faculty:** Dr. Paul Varosy, Dr. Thomas Maddox

**Learning Objectives:** The participant will be able to: 1. Summarize the methods by which CART has been successfully implemented. 2. Describe the nature of transactional quality of care. 3. Understand the future directions of the CART program.

**#304 Copy/Paste: Didn't I Read That In Another Note?** - Struggling with monitoring copy and paste? Get inspired by this HIM sponsored class highlighting how one facility tackled the topic and was recognized by their VISN as a "best practice." The HIM Medical Records Reviewer from the Altoona - James E. Van Zandt VA Medical Center will share their copy and paste monitoring process, to include reporting findings and taking any necessary corrective action.

**Faculty:** Betsy Susko

**Learning Objectives:** The participant will be able to: 1. Discuss the Altoona's copy and paste monitor to include how it was developed. 2. List the outcome benefits of this monitor. 3. Identify reporting means and mechanisms. 4. Describe how Altoona corrects any outlying findings.

**#404 Cultural Competence and Caring for the Rural Veteran** - The majority of rural CBOC staff resides in their rural communities or have rural roots. A strong appreciation for rural cultures has in the past centered on self reliance, importance of family and extended family members, and a degree of hesitancy with strangers.

These attitudes may diverge from the emerging VA sense of continuity and comprehensive care offered to rural Veterans. Demographic studies tell us that the face of rural is changing, and is doing so very quickly. In order to provide efficient and quality health care to rural Veterans from different races, ethnicities and generations, health care providers need to be culturally competent. Cultural competence is achieved through curiosity, understanding, and sensitivity to the Veteran's culture. The aim of this program is to provide a skill set for cultural competency. A national, cultural competency expert speaker from the VA Office of Diversity & Inclusion will provide an overview of rural related, healthcare centric, cultural competence from the very negative practices associated with cultural destructiveness through growing levels of cultural awareness to cultural proficiency and competence. Specifically designed around rural Veterans, the learning will be based on healthcare encounters with healthcare examples that deal with special populations. Discussion will highlight how culture and language impact healthcare and relationships with both rural Veterans and their families. These relationships affect health and wellness belief systems, as well as illness, how causes are perceived, and how health care treatment is sought. Opportunities for audience participation, input, and question will be provided.

**Faculty:** Dr. John Fuller, Kristen Wing

**Learning Objectives:** The participant will be able to: 1. Identify components of the VHA patient centered philosophy. 2. Define the components of cultural competency. 3. Describe the relationship and effect that cultural diversity and cultural competency have on rural Veteran health care. 4. Identify behaviors, attitudes and skills that enable effective cross-cultural interactions.

### Friday 3:00 PM - 4:30 PM (ET)

**#105 VHA Healthcare Kiosk Initiative** - This Provider sponsored basic level lecture class will provide an overview of the kiosk architecture, functional capabilities and lessons learned. It will describe the business case and strategic goals of the product. It will conduct a high level technical review addressing questions about data sources, information validity and veteran privacy. A project timeline to date and forecasts for future deployments will also be reviewed.

**Faculty:** Blake Lesselroth, Lori Amos

**Learning Objectives:** The participant will be able to: 1. Discuss the first functional capabilities available on the kiosk platform. 2. Express the impact of the kiosk technology on clinical workflow and performance expectations. 3. Possess a high level of knowledge of the Veterans Point-of-Service Program goals. 4. Describe how the kiosk will help address medication reconciliation enterprise strategies.

**#205 PACT Tools** - This course examines tools that can assist nurses to identify high risk populations, and to improve patient access to care. This course will discuss PACT (Patient Aligned Care Teams) Almanac, PACT Compass, Secure Messaging, 48 hour Post-Discharge calls, and Nursing Protocols.

**Faculty:** Tammi Mercedes

**Learning Objectives:** The participant will be able to: 1. Describe the PACT delivery of care model. 2. Identify potential PACT tools such as Almanac, Secure Messaging, Instant Messaging, 48 hour Post-Discharge call and Nursing Protocols. 3. Identify how to use of these tools can improve patient care.

**#305 Be VICTORIOUS with VLER! – HIM/ROI Business Implications** - This HIM Track sponsored session is designed to give you a "heads-up" in implementing VLER at your facility, and the impact on the Release of Information Unit. Hear how HIM at the Hunter Holmes McGuire VA Medical Center in Richmond planned, implemented and is dealing with VLER on a daily basis. What lessons were learned, what are the benefits and what preparations do you need to be making?

**Faculty:** Barbara Freeby

**Learning Objectives:** The participant will be able to: 1. Describe the importance of sharing Veterans' information with other health care partners. 2. Discuss the background of VLER and NHIN. 3. Discuss NHIN pilot projects in San Diego and Hampton, future implications, and lessons learned. 4. Discuss the role Health Information Management and Release of Information plays in the NHIN. 5. Discuss important issues for the Health Information Manager to be aware of and identify areas where additional solutions/guidance is needed.

**#405 The Mayo Clinic: A Pioneer for Internal Communications in Healthcare** - Lee Aase, director of the

Mayo Clinic Center for Social Media, will share how Mayo progressed naturally from traditional media relations to giving employees an internal platform for collaboration. He will describe the steps taken, safeguards developed and concrete results achieved. Finally, he will share the Mayo Clinic's vision for how to continue to apply these revolutionary social media tools to improve health and healthcare for people everywhere.

**Faculty:** Lee Aase

**Learning Objectives:** The participant will be able to: 1. Describe why the Mayo Clinic adopted social media for health-related purposes. 2. Discuss the Mayo Clinic's use of social media for internal communications, including innovative use of videos and blogs to promote employee conversation. 3. Restate Mayo's vision of how social media technologies will continue to enhance improvements in healthcare.

### Friday 5:00 PM - 6:30 PM (ET)

**#902 A Patient Centered Healthy Health Care System** - In this session, Principal Deputy Under Secretary for Health, Dr. Robert Jesse, and Dr. Tracy Gaudet, Director, Office of Patient Centered Care, will explain what "connected health" means to veteran patients. This is your chance to have Dr. Jesse and Dr. Gaudet answer your questions about connected health and patient centered care as they explain the concept of a patient centered healthy health care system.

**Faculty:** Dr. Robert Jesse, Dr. Tracy Gaudet

**Learning Objectives:** The participant will be able to: 1. Explain what is connected health to the VA. 2. Discuss the VA's use of patient centered care concept.

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### 8/21/2012 - Tuesday

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### Tuesday 11:00 AM - 12:30 PM (ET)

**#106 Electronic Prescriptions for Controlled Substances** - This is a Pharmacy Track sponsored session. CPRS version 29 will introduce a feature called Electronic Prescriptions for Controlled Substances (EPCS). This process will allow direct transmission of a provider-entered controlled substance prescription to the VA pharmacy. For many years, VA Medical Centers have used a variety of processes for their Schedule II prescriptions (paper Rx, or electronic Rx with an ink-signed paper copy), and Schedule III, IV and V prescriptions (typically via regular provider order entry methods). With EPCS, the process will be standardized to use one method for all schedules of controlled substances, and will be compliant with the Drug Enforcement Administration's (DEA's) rule on ePrescribing.

**Faculty:** Jamie Crumley, Kenny Condie, Rob Silverman

**Learning Objectives:** The participant (pharmacists) will be able to: 1. Discuss preparations for the forthcoming release of CPRS version 29, including new functionality for electronic prescribing of controlled substances (EPCS). 2. Identify procedures necessary to set up prescribers' accounts to be able to utilize the EPCS features 3. List common issues with EPCS prescriptions. The participant will be able to (Pharmacy Technician): 1. Recognize the difference in access requirements between a pharmacist and pharmacy technician to EPCS functionalities. 2. Describe the reasons why a prescription may not have been successfully transmitted to the pharmacy. 3. List the reports available to identify pending digitally signed controlled substance prescriptions.

**#206 My HealtheVet: New Enhancements & Next Steps** - This course will review the current state of My HealtheVet (features currently available) and talk about future enhancements to the application as well as partnerships with various programs to improve the functionality being provided to our Veterans. Online authentication and the use of third party credentials to improve access to services will be addressed. The current virtual environment, along with plans to migrate to cloud architecture, will be discussed. The concept of agile development as it relates to the introduction of new MHV functionality will also be presented.

**Faculty:** Kim Nazi, Richard Beaudoin

**Learning Objectives:** The participant will be able to: 1. Describe the current and future functionality that is offered through MHV. 2. Explain the process of online authentication and third party credentials. 3. Define the

current virtual environment as well as the use of “Cloud Resources” for future MHV development. 4. Relate the agile development concepts to future MHV development.

**#306 Patient Engagement in the Medical Record: Are the Veterans Ready? Are We?** - This Informatics sponsored class will be taught by Dave deBronkart, widely known as e-Patient Dave. Dave is the leading spokesman for the e-patient movement - empowered, engaged, equipped enabled - and an international activist for healthcare transformation through participatory medicine and personal health data rights. A self-professed "data geek" and high tech marketer before cancer almost killed him in 2007, Dave will share his personal experience and the rationale for patients and families to be actively involved in the medical record and all aspects of the new wave of consumer informatics tools.

**Faculty:** Dave deBronkart

**Learning Objectives:** The participant will be able to: 1. Define the term consumer informatics from the perspective of the patient and family. 2. State three ways health information technology can enable the patient and family to be engaged in better care. 3. State two ways health IT can support the transformation to patient centered care. 4. Name two vital assets that the internet lets patients access that were not possible twenty years ago. 5. Name two new challenges in adopting consumer informatics.

**#406 VSSC-Your OEF/OIF/OND Reporting Solution** - This VeHU Track sponsored overview-level class will describe the VSSC OEF/OIF/OND team as it has been chartered to support VA Central Office and VHA field operations by producing various reporting options that will aid our customers in identifying and managing the OEF/OIF/OND veterans accessing VHA care. This presentation will provide detailed information about the OEF/OIF/OND source data and present the commonly used OEF/OIF/OND reporting products. The products will then be demonstrated in a low stress, structured workplace simulation.

**Faculty:** Dennis Rick, Jim Pithan

**Learning Objectives:** The participant will be able to: 1. Apply standardized terminology to the OEF/OIF/OND dataset. 2. Access the VSSC website and navigate to OEF/OIF/OND Reports. 3. Determine the best reporting option for specific reporting tasks. 4. Perform basic customization operations to extend the usefulness of standard reports. 5. Submit a help desk request when problems are encountered.

### **Tuesday 1:00 PM - 2:30 PM (ET)**

**#107 Enhancing Patient Safety: New Pharmacy Software Functionality** - This Pharmacy sponsored lecture session will detail the latest pharmacy software enhancements and their impact on patient safety. Emphasis will be placed on the development of enhancements to MOCHA v1.0 and the implementation of MOCHA v2.0 Dosing Order Checks.

**Faculty:** Amy Colon, Michael Martinko

**Learning Objectives:** The participant will be able to: 1. Describe and demonstrate the latest enhancements to the Pharmacy Reengineering MOCHA software. 2. Contrast the MOCHA v1.0 Enhance Order Checks against the MOCHA v2.0 Dosing Order Checks. 3. Discuss the patient safety aspects of the newly developed functionality.

**#207 Going Mobile and Getting Social – Connecting Veterans with their Health Care** - This session will describe mobile trends and highlight VA efforts in these exciting areas including My HealthVet and other VA resources. The session will also look at how social media (yes, Facebook, but also PatientsLikeMe.com; MeYouHealth.com, ACOR) is impacting health care and what Veterans and their caregivers need to understand as they participate in such platforms.

**Faculty:** Chip Harman, Kim Nazi

**Learning Objectives:** The participant will be able to: 1. Describe the latest mobile and social media trends. 2. Express how VA is developing a variety of mobile apps and tools to support Veterans and their caregiver's needs. 3. List the opportunities for connecting with Veterans using social media, and opportunities for Veterans to connect with others using social media tools.

**#307 Human Factors for CPRS** - This session will provide participants the opportunity to learn about this exciting science and how you can apply the concepts to the Informatics tools you create for your customers.

Usability Principles, Human Error, Cognitive Ergonomics, Physical Environment-all can apply to the next template, reminder or order menu that you provide to hospital staff. How can you design a better, more effective tool that is intuitive enough to reduce errors for your users and also be easy enough to work with that it will actually be helpful? We can show you how to use Human Factors to build the healthcare workplace of the future!

**Faculty:** Dr. Jennifer Wagner, Melissa Eggink

**Learning Objectives:** The participant will be able to: 1. Comprehend how Human Factors Engineering principles can be applied during the creation of CPRS tools (templates, reminders, order menus/sets) to improve usability and reduce the probability of human error. 2. Review examples of tools "before" and "after" the application of HFE concepts. 3. Produce exercises to demonstrate concepts like "Usability." 4. Translate that knowledge to discuss ways to make CPRS tools more intuitive for users.

**#407 Mental Health Software Updates** - This VeHU Track class will provide an overview of several recent software releases to VistA packages that support mental health clinical processes. The Mental Health Assistant (MHA) software has added several new instruments and functionality, which will be reviewed. To facilitate tracking of patients at high risk for suicide, a clinical reminder has been developed that identifies when a high risk patient has missed a scheduled mental health appointment. This helps meet the requirement for f/u after a missed appointment and decreases risk for loss to f/u for care. Additionally, the PRF for identifying the high risk patient will be converted to a Category I National PRF. Details of this process will be described.

**Faculty:** Dr. Katy Lysell

**Learning Objectives:** The participant will be able to: 1. Identify new functionality in the MHA software. 2. Identify new clinical tools added to MHA library. 3. Demonstrate understanding of high risk MH patient tracking requirements. 4. Demonstrate understanding of process for converting PRF for High Risk for Suicide to a national Category I PRF.

**#507 The 5 W's of iEHR! Who, What, When, Where and Why!** - This VeHU Track sponsored presentation will provide an overview of where we are now, what we need to do to get to an iEHR, and how it impacts providers. The session will end with a call to action for Providers about the critical part they have in ensuring the success of the iEHR.

**Faculty:** Dr. Paul Nichol, Dr. Theresa Cullen

**Learning Objectives:** The participant will be able to: 1. Describe the purpose of the iEHR program. 2. Be able to identify the primary technical aspects of the program. 3. Be able to identify the primary clinical aspects of the program. 4. Express the long-term planning process for implementation.

### **Tuesday 3:00 PM - 4:30 PM (ET)**

**#903 Putting the Pieces Together: E-Connected Health at VA** - How do the pieces of e-connected health at VA fit together? Gail Graham, Assistant Deputy Undersecretary for Health for Informatics and Analytics, and Dr. Theresa Cullen, Director Office of Informatics and Analytics, Health Informatics, will moderate a session describing how VA projects such as My HealthVet (MHV), Health Informatics Initiative (hi2), integrated Electronic Health Record (iEHR), virtual lifetime electronic record (VLER) and others will help provide e-connections for Veterans' health.

**Faculty:** Gail Graham, Dr. Theresa Cullen

**Learning Objectives:** The participant will be able to: 1. List e-connection projects the VA is implementing. 2. Describe new enhancements to My HealthVet. 3. Explain how staff can participate in Health Informatics training classes. 4. Discuss the integration of VA and DoD health records into a virtual lifetime health record.

### **Tuesday 5:00 PM - 6:30 PM (ET)**

**#108 The VHA Patient Care Assessment System (PCAS)** - Patient Care Assessment System (PCAS) is a web-based application which will be accessible to all members of PACT, but is targeted specifically as a tool to help PACT care and case managers track and facilitate care for high risk patients. PCAS unifies VA and non-VA components of a Veteran's care in one interface, combining data from VistA, VA Corporate Data Warehouse (CDW), and other VA data sources with manually-entered information regarding community-based

health care. PCAS contains tools to help PACT members quickly assess the various health risks of patients, evaluate patients based on their CAN score, and review key components of their care such as recent admissions, outpatient visits, and clinical data. In addition, PCAS will provide care planning and management tools which will help care managers properly coordinate and document care.

**Faculty:** Tamara Box

**Learning Objectives:** The participant will be able to: 1. Explain the purpose and intended users of PCAS. 2. Learn about the coordination between OABI, PACT, VHA Web and Mobile Solutions, and other VA stakeholders to define the requirements for PCAS. 3. Describe the core functionality and data sources of the National Release v1. 4. Discuss the roadmap for future PCAS releases, how to gain access, and how to help.

**#208 Field Based Analytics Pilot Program – Creating a Data Driven Organization** - This presentation will outline the components in the Field Based Analytics Program that contribute to creating a data driven organization – from Leadership to the front lines. This presentation will share success stories along the journey to become a data-driven organization from the initial 11 Pilot sites in the Field Based Analytics Program. You'll be shown data that demonstrates how the facility has evolved since the program began and how the Pilot Program Leadership, Education, Consultation, Healthcare Certificate Program and Systems Redesign components have helped each selected facility succeed with their goals.

**Faculty:** Jill Powers, Ron Freyberg

**Learning Objectives:** The participant will be able to: 1. Describe the Field Analytics Pilot Program and its benefits to the organization. 2. Discuss success stories shared from the pilot sites. 3. Identify ways field sites can utilize knowledge gained from the pilot site experiences.

**#308 Basic Fileman** - This BASIC VA Fileman presentation will orient participants to the key features/functions available to CIS staff (INQUIRE, PRINT, SEARCH, LIST FILE ATTRIBUTES) in VA Fileman.

**Faculty:** Thomas Fagan

**Learning Objectives:** The participant will be able to: 1. Demonstrate an understanding of the VA FileMan DATA DICTIONARY utility. 2. List File Attributes Option to view VistA File structure needed to create report. 3. Use the VA FileMan report options for INQUIRE to File Entries to display select record(s) from VistA Files, SEARCH and PRINT (SORT) File Entries to produce simple Search from VistA Files. 4. List the 3 types of templates in VA FileMan used to store SEARCH and SORT logic or PRINT OUTPUT format. 5. Discuss the use of the hierarchal structure in VA FileMan designing reports using multiples fields. 6. Identify how to use the relational structure in VA FileMan designing reports using POINTING.

**#408 Clinical Operations: From the Front Lines to the Clinical Settings** - This VeHU Tack session will provide a look at lessons learned in a combat hospital through the eyes of a Veteran. The presenter will guide participants through a day at a combat hospital in Iraq. He will share how his active duty experiences now impact his role at the VA as Clinical Applications Coordinator in creating Reminder Dialogs and Clinical Reminders in the Computerized Patient Records System (CPRS).

**Faculty:** Daniel Garcia

**Learning Objectives:** The participant will be able to: 1. Describe how the Iraq combat hospital experience is used to provide improvements to patient flow in a VA Clinical setting. 2. Identify how the use of Clinical Reminders can improve the clinicians effectiveness in the patient care setting.

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**8/23/2012 - Thursday**

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**Thursday 11:00 AM - 12:30 PM (ET)**

**#109 New Ward Implementation: What Would a PI Do?** - This Pharmacy Track sponsored hands-on class will cover the steps necessary to bring a new inpatient ward location online. This is a basic class intended for pharmacy informaticists (PIs) who may never have created a new ward or AR/WS Area of Use (AOU) or reviewed the site parameters because the previous PI set them up. Participants will get an overview of a number of infrequently used menus and options and will be able to contribute to the multi-disciplinary team to

help facilitate a smooth implementation.

**Faculty:** Tamyra Simmons

**Learning Objectives:** The participant will be able to: 1. Prepare for implementation of a new ward. 2. Set up pharmacy files for a new inpatient ward. 3. Review the interdependence of VistA packages.

**#209 Workload Credit in Secure Messaging** - This session will demonstrate the current process and future enhancements for Secure Messaging workload capture, as well as the appropriate documentation to support workload capture.

**Faculty:** Dr. David Douglas, Mary Johnson

**Learning Objectives:** The participant will be able to: 1. Determine what an encounter is and is not from the HIM standpoint. 2. Explain the documentation needs, provided by HIM, in CPRS for workload capture. 3. List the appropriate CPT code to use per correct coding guidelines offered by HIMs. 4. Describe the current and future process for capturing Secure Messaging workload. 5. Describe the future process for documenting increments of time spent on Secure Messaging.

**#309 CSI for CIS -- Problem Review and Resolution** - This popular “investigative” interactive presentation will allow participants to put on their thinking caps and pull out their investigative/troubleshooting skills to solve real CIS/CAC type of problems encountered in VistA/CPRS.

**Faculty:** Diane Baker, Jeff Tueting

**Learning Objectives:** The participant will be able to: 1. Recognize how to troubleshoot clinical application issues. 2. Discuss the different scenarios based on actual site-reported issues.

**#409 Certification of VA's Electronic Health Record (EHR) System for the Meaningful Use of EHR Technology** - This VeHU sponsored, overview-level presentation will explain what the EHR certification criteria are, how VA's EHR System complies with the criteria, where gaps exist, and VA's plan for resolving the gaps. It will describe VA's readiness preparation for certification, and will also describe the roles of EHR performance measures and clinical quality measure reporting to meet the Meaningful use Attestation requirements. The Meaningful Use of EHR Technology program has been established by the Department of Health and Human Services (HHS) to provide health care providers with incentives to implement certified EHR technology. All federal health care agencies are required by the Office of Management and Budget (OMB) to meet the requirements for Meaningful Use.

**Faculty:** Dr. Joe Francis

**Learning Objectives:** The participant will be able to: 1. Describe the ways the Meaningful Use of EHR Technology Initiative will improve and advance the adoption of EHR systems in the US. 2. Discuss why the VA is required to participate in the Meaningful Use Initiative even though it does not qualify for the incentive payments. 3. Describe how the VA's EHR System does not meet the certification criteria and its plans for becoming compliant. 4. Explain the relationship to and impacts of Meaningful Use on interoperability.

**#509 Getting Started with Windows 7 & Office 2010** - The session “Getting Started with Windows 7 & Office 2010”, presented by John Sistrunk, will provide a valuable overview of Windows 7 and Office 2010 as well as important information on where to find terrific additional training to help enhance these critical daily skills. For Windows 7, John Sistrunk will walk you through changes and updates to the Desktop, Windows Explorer, and the Control Panel. For Office 2010, he will focus on some important differences and upgrades between Office 2007 and Office 2010, particularly in the new File (“Backstage View”) Tab. There will also be some great tips and tricks to getting started using Outlook right away, including Out of Office Assistant, Email Signature, and Searching. Mr. Sistrunk will be sharing helpful information on where to find additional training. Some of the areas he will touch on are: Free Live Training, Talent Management System, Windows 7 Landing Page, Productivity Hub, and Windows 7/Office 2010 Study Guide. Don't miss this invaluable opportunity to gain information to improve the efficacy of your day-to-day use of Windows 7 and Office 2010.

**Faculty:** John Sistrunk

**Learning Objectives:** The participant will be able to: 1. Discern and effectively utilize the upgrades and changes in Windows 7. 2. Identify and immediately implement the new features of Office 2010. 3. Recognize additional resources and learning opportunities for additional information on Windows 7 & Office 2010.

## Thursday 1:00 PM - 2:30 PM (ET)

**#110 VistA Report Automation via Attachmate Reflection®** - This Pharmacy sponsored intermediate presentation illustrates how Attachmate Reflection® can be programmed to automatically Extract, Transform, and Load data from VistA into any Microsoft Office product - with an emphasis on formatted e-mails in Outlook. Objectives include summarizing how Reflection® automation has been successfully employed in past projects, illustrating how to control Reflection® via Visual Basic for Applications, understanding how to identify applicable data and transfer that data between programs, and reviewing how to control Microsoft Office products from Reflection® via the Component Object Model.

**Faculty:** Douglas Hamre, Shawn Toy

**Learning Objectives:** The participant will be able to: 1. Summarize how Attachmate Reflection® automation has been successfully employed in past projects. 2. Illustrate how to control Reflection® using Visual Basic for Applications. 3. Describe how to identify applicable data and transfer that data between programs. 4. Demonstrate how to control Microsoft Office products from Reflection® via the Component Object Model.

**#210 My HealthVet and Mental Health - Secure Messaging and My Recovery Plan** - This session will demonstrate clinical uses of Secure Messaging within Mental Health. My Recovery Plan consists of a suite of tools to assist Veterans with patient information/educational materials, screening and assessment tools, monitoring and tracking patient goals, guided self-change modules, access to the Personal Health Record, and Secure Messaging to providers. My Goals is an online tool that offers six easy steps to achieving your Goals. In addition to Veterans using this tool on their own, it may also be used collaboratively with providers to support achieving behavior changes.

**Faculty:** Dr. David Douglas, Kellie Condon

**Learning Objectives:** The participant will be able to: 1. Discuss how the use of Secure Messaging in Mental Health can contribute to more patient interaction and involvement with their recovery. 2. Describe what My Recovery Plan is and how it will assist providers and Veterans. 3. List the use of six easy steps to achieve your goals. 4. Identify all of the different settings and ways My Goals may be used to assist Veterans and providers.

**#310 Notifications / Surrogates / Alerts** - Notifications and Alerts can be overwhelming!! And surrogates can cause confusion!! In this session, we will discuss effective business processes for managing alerts, and identify technical issues related to alerts and surrogate functionality.

**Faculty:** Rob Whelan, Sally Kellum

**Learning Objectives:** The participant will be able to: 1. Explain notification settings and parameters. 2. Describe how the Kernel handles Alerts. 3. List what data is stored in the Alert and Alert Tracking Files. 4. Discuss Surrogates and known issues related to Surrogate settings.

**#410 VistA and Open Source** - This VeHU-sponsored, overview-level class will describe VA's adoption of an open source software approach for VistA, VA's electronic health record system. This presentation will define open source software and its benefits and discuss how VA is applying open source practices to VistA. We will explain OSEHRA, the open source custodial agent at the center of a new open source community and explore how OSEHRA benefits VA. We will also describe some current VA open source projects and cover how VA employees can participate in open source activities.

**Faculty:** Michael O'Neill

**Learning Objectives:** The participant will be able to: 1. Understand the basics of open source software. 2. Participate in OSEHRA-based open source activities. 3. Relate VA's open source VistA approach to their job at VA. 4. Locate information on VA's open source activities.

## Thursday 3:00 PM - 4:30 PM (ET)

**#111 Case Studies in Informatics Patient Safety** - The VA National Center for Patient Safety (NCPS) currently receives approximately 100,000 patient safety adverse event reports to its Root Cause Analysis (RCA) SPOT database annually. These cases are from facilities across the VA and events range from patient death to a near miss with no actual harm but the potential for severe patient harm or death. This VeHU Track session will discuss specific case studies where potential adverse events were identified and the actions put in

place to prevent risk of harm in the future.

**Faculty:** Dr. Danielle Hoover

**Learning Objectives:** The participant will be able to: 1. Express the proper procedure for reporting a patient safety concern at both the local and national level. 2. List examples of the types of adverse safety events that are reported to VA National Center for Patient Safety (NCPS). 3. Define role of the SPOT database.

**#211 What is VA's Health Management Platform?** - Meet the Health Management Platform (HMP). This Informatics Track session introduces the core technology currently being built, the collaborative nature of HMP development and demonstrates ways that it will support the transformation of health care delivery for VHA health care teams and Veterans.

**Faculty:** Jerry Rutherford, Kristian Johnson

**Learning Objectives:** The participant will be able to: 1. Relate the foundational changes in technology introduced by the HMP that will support the modernization of the VA's health IT systems. 2. Gain an understanding of the differences in current VA health IT systems and the technologies introduced in the HMP. 3. Describe agile development methods and developer/clinician collaboration and the intended benefits. 4. Identify ways that the HMP will provide flexible, dynamic data features that allow healthcare teams and patients to interact with information in ways that meet both their needs. 5. Relay the current status and future plans for HMP development.

**#311 Parameters -- Where to Find Them - How to Set Them** - Parameters abound in VISTA! And they can be stored EVERYWHERE!!! This session will provide insight into package-related parameters as well as the General Parameter Tools menu.

**Faculty:** Douglas Schneider, Emily Mellecker

**Learning Objectives:** The participant will be able to 1. Describe parameters associated with VISTA clinical applications. 2. Review how NAMESPACING of Parameters helps with package identification and look up. 3. List Entities for which parameters can be configured. 4. Distinguish between LISTING and EDITING parameters. 5. Use FileMan to run reports of various parameter settings.

**#411 Virtual Lifetime Electronic Record for Health** - This VeHU-sponsored, overview level class offers an overview of the Virtual Lifetime Electronic Record (VLER) and the Nationwide Health Information Network (NwHIN) software capability, including a review of VistA Web functionality which enables the viewing of VLER patient data retrieved from a Non-VA healthcare provider. The VLER patient authorization process will be discussed, which the Veteran must complete in order to 'opt-in' to participation in the VLER pilot between their local VAMC and non-VA healthcare provider. An overview of the current VLER Health pilot sites and the lessons learned will also be presented.

**Faculty:** Jamie Bennett, Margaret Pugh

**Learning Objectives:** The participant will be able to: 1. List when and where Veteran Non-VA healthcare data is viewable. 2. Discuss the prerequisites before Non-VA healthcare data may be made available. 3. List the location of the eleven VA Medical Center (VAMC) pilot sites.

**Thursday 5:00 PM - 6:30 PM (ET)**

**#904 Remembering Our Mission: Serving Those Who Serve US** - To fulfill President Lincoln's promise to care for those who have borne the battle and for their families and loved ones. As is a VeHU tradition, join us to honor veterans and reaffirm our passion for our mission. This will be special!

**Faculty:** Guest Veteran Speaker

**Learning Objectives:** The participant will be able to: 1. List ways to honor our veterans. 2. Discuss how veterans' experiences in the military affect their day to day life.