VA HEALTH CARE | Defining EXCELLENCE in the 21st Century

Smart Service Delivery Systems to support Systems of Care within VHA

Heather Woodward-Hagg, PhD

Acting Director, Veterans Engineering Resource Center (VERC) National Program Office

Director, VA Center for Applied Systems Engineering

Introductions

- Heather Woodward-Hagg
  - Acting Director, Veterans Engineering Resource Center (VERC) National Program Office
  - Director, VA Center for Applied Systems Engineering
- PhD in Manufacturing Engineering (emphasis in Health Systems) from Worcester Polytechnic Institute, MS Materials Science, BS in Mechanical Engineering, BS in Ceramic Engineering
- Previously Assistant Professor, College of Engineering and Technology, Purdue University (Indianapolis) and Process Engineer at Intel

12/5/14

Today's Talk…

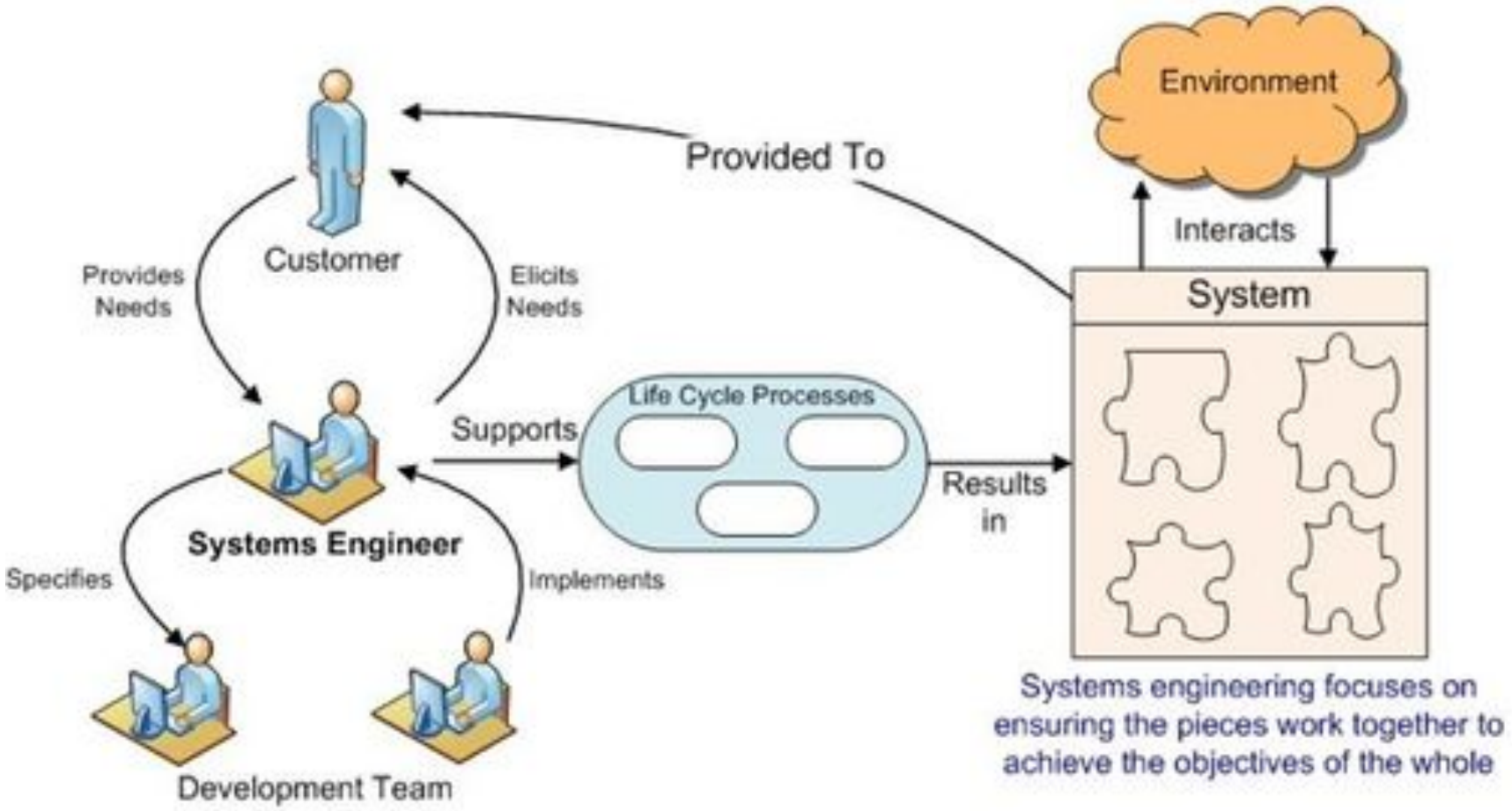
- Introduction to the Veterans Engineering Resource Center Program
- VA 'Future State' Service Delivery Model
- Challenges to building robust Systems of Care

What is a VERC?

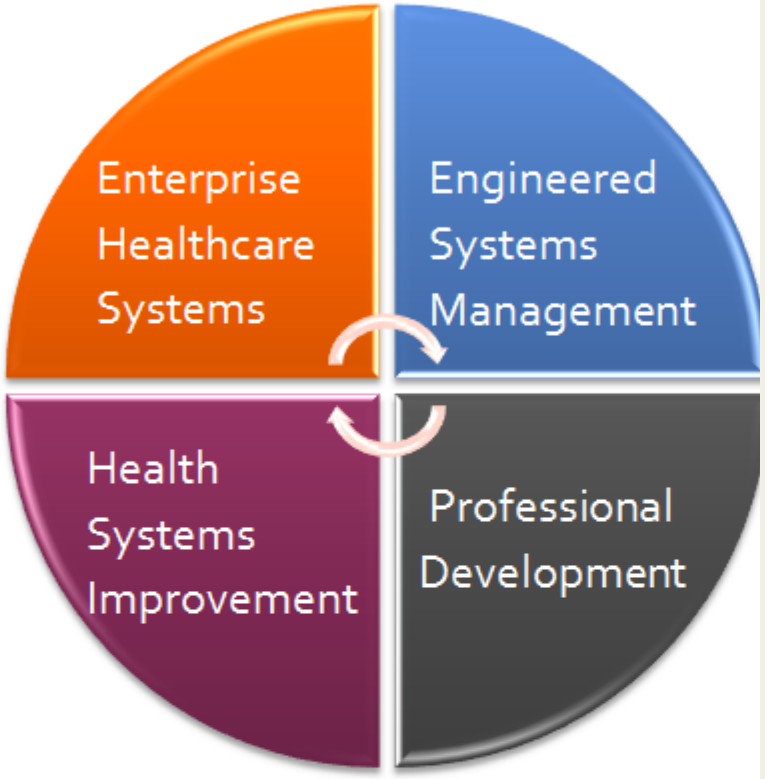
- Veterans Engineering Resource Center (VERC)

- Mission:
  - *To propose, develop, and facilitate innovative solutions to challenges within VHA healthcare delivery through the integration of systems engineering principles.*

VHA Health Systems Engineering

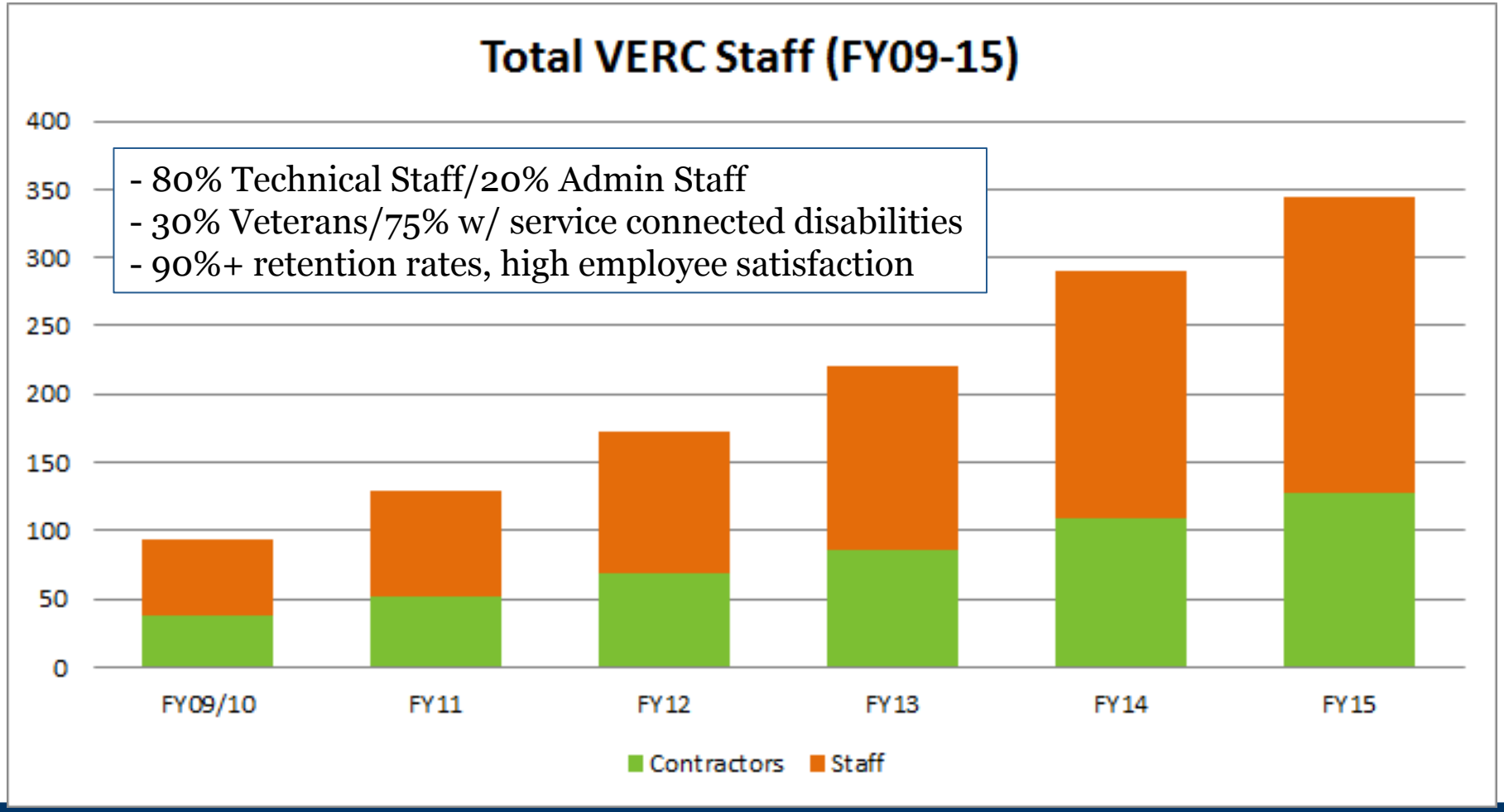


National VERC Program Approaches



- **Enterprise Health Systems**: Design, analysis and control of complex, enterprise-level systems
- **Engineered Systems Management:** Develop/ deploy models processes and standards for systems management
- **Health Systems Improvement**: Application of Systems Engineering/Science methods to design, analyze and control local, targeted or bounded systems (Lean, LSS)
- **Professional Development:** Development of VHA workforce capacity in Systems Thinking

VERC Staffing by FY



VERC National Engagement

Over 1000 engagements across 90% of VHA facilities.

Denotes VERC on-site support/training or engagement activity, individual markings may indicate multiple engagements

VERC Academic Partnerships

HSE Integration with VHA – Lessons Learned

- Translation of SE in healthcare is our responsibility
- Health Services Research (HSR) and Implementation Science (IS) are key
- Resiliency…lack of organizational/cultural readiness should not be an excuse/ constraint
- The journey is more important than the destination!

VA 'Future State' Service Delivery Model

Challenges to building robust Systems of Care

Understand Experience Across the Spectrum

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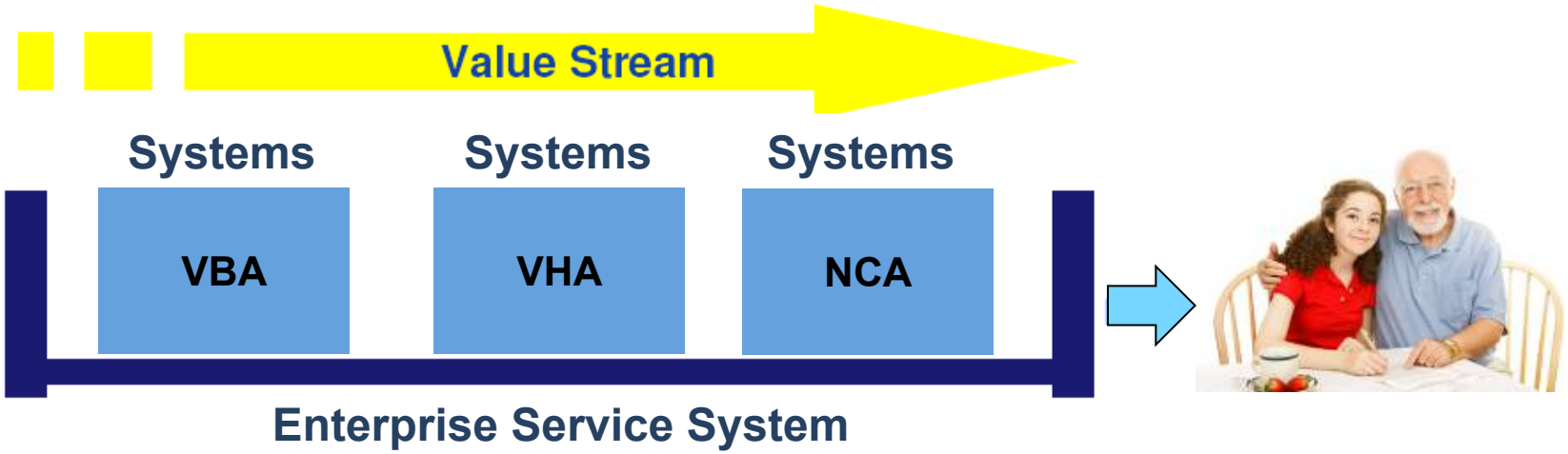
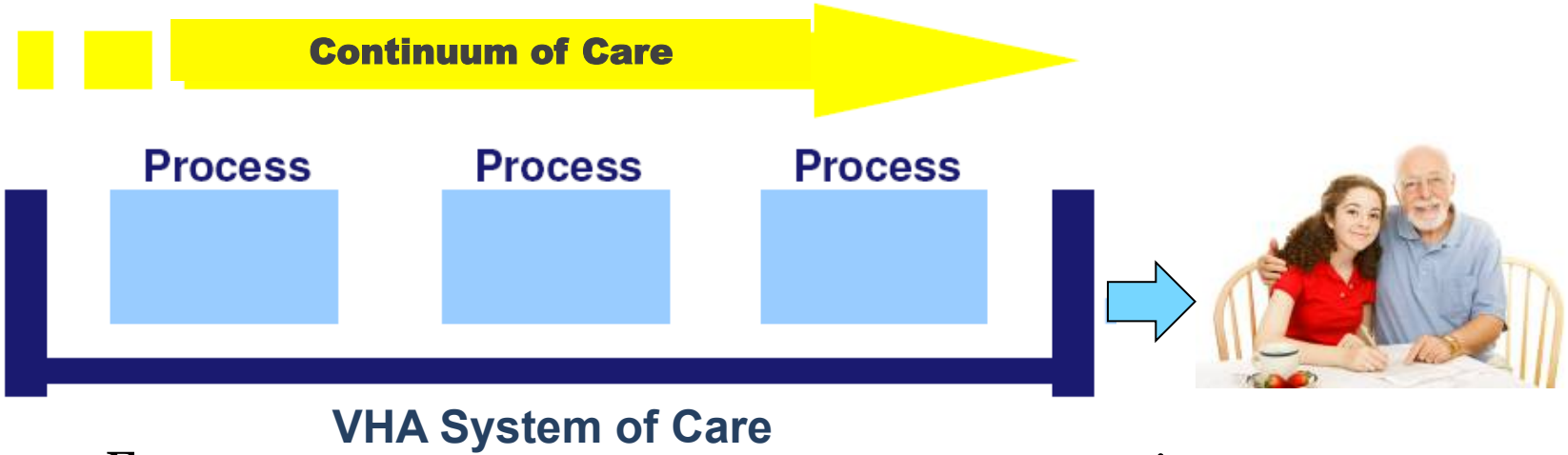
Enterprise Value Stream Defined

- All of the activities required to achieve a specific outcome from Veteran entry into the system to Veteran exit from the system

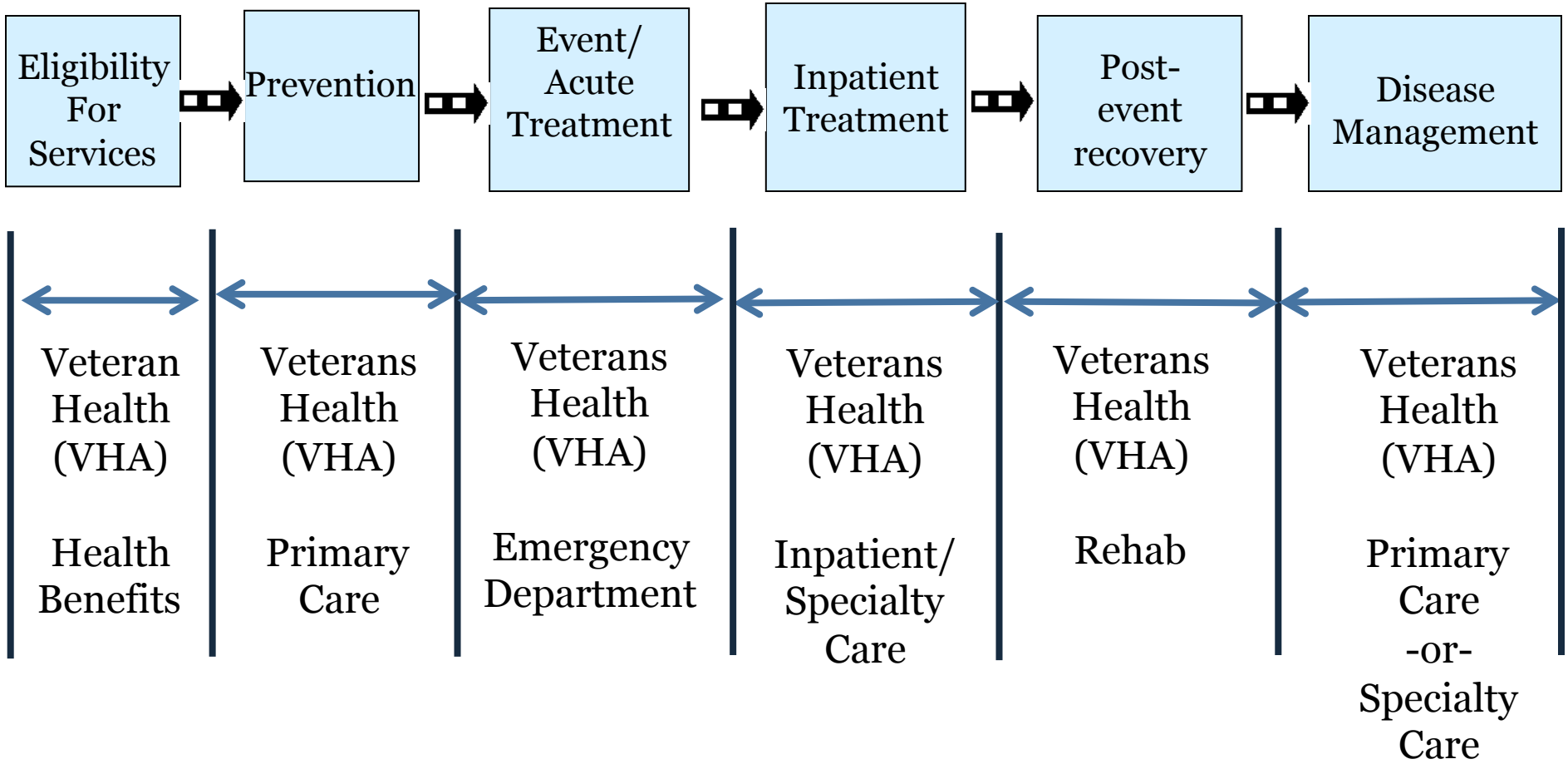


Continuum of Care Defined

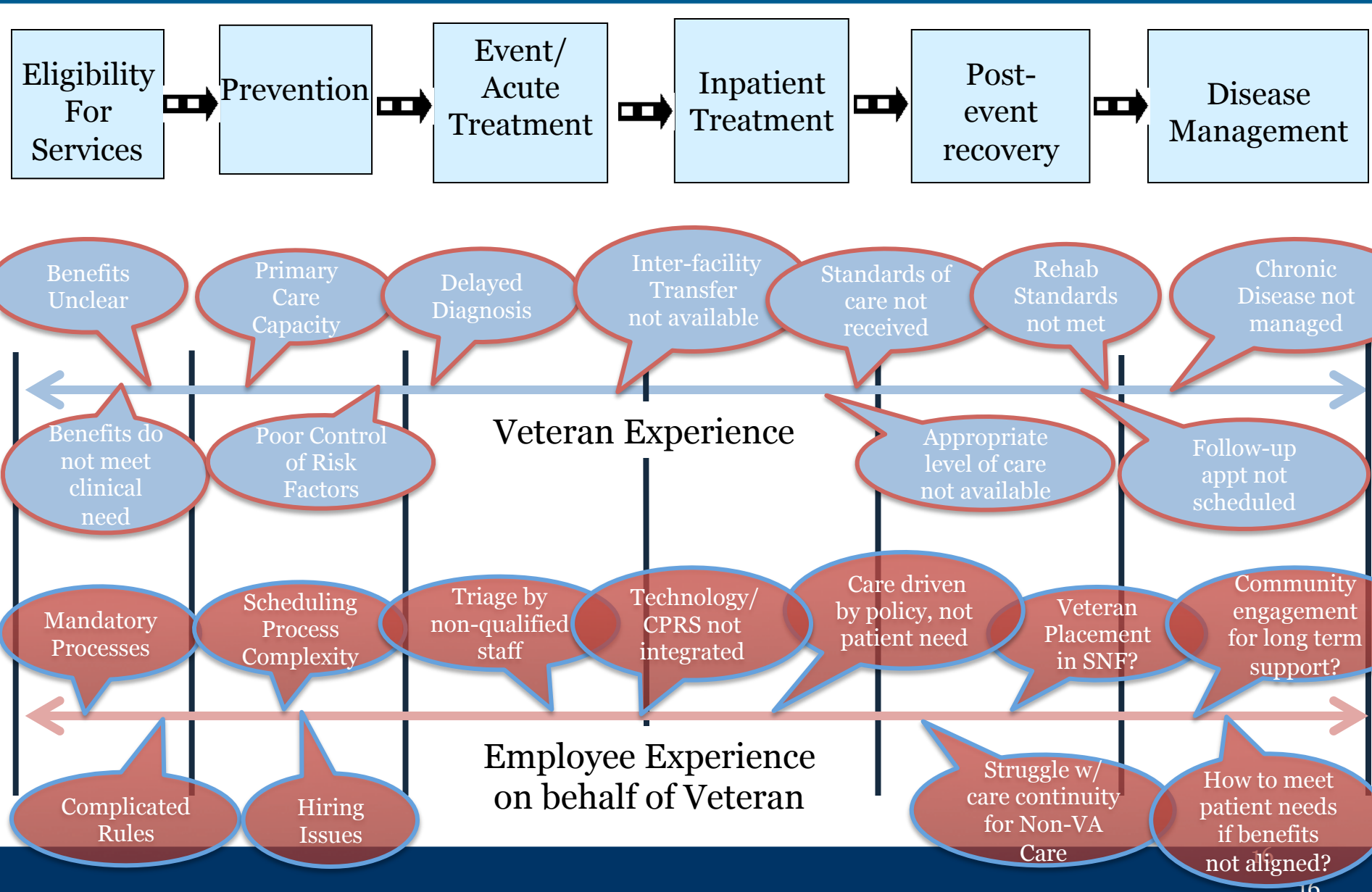
- All of the activities required to achieve a specific outcome from Veteran entry into the VHA System of Care to Veteran exit from the VHA System of Care.



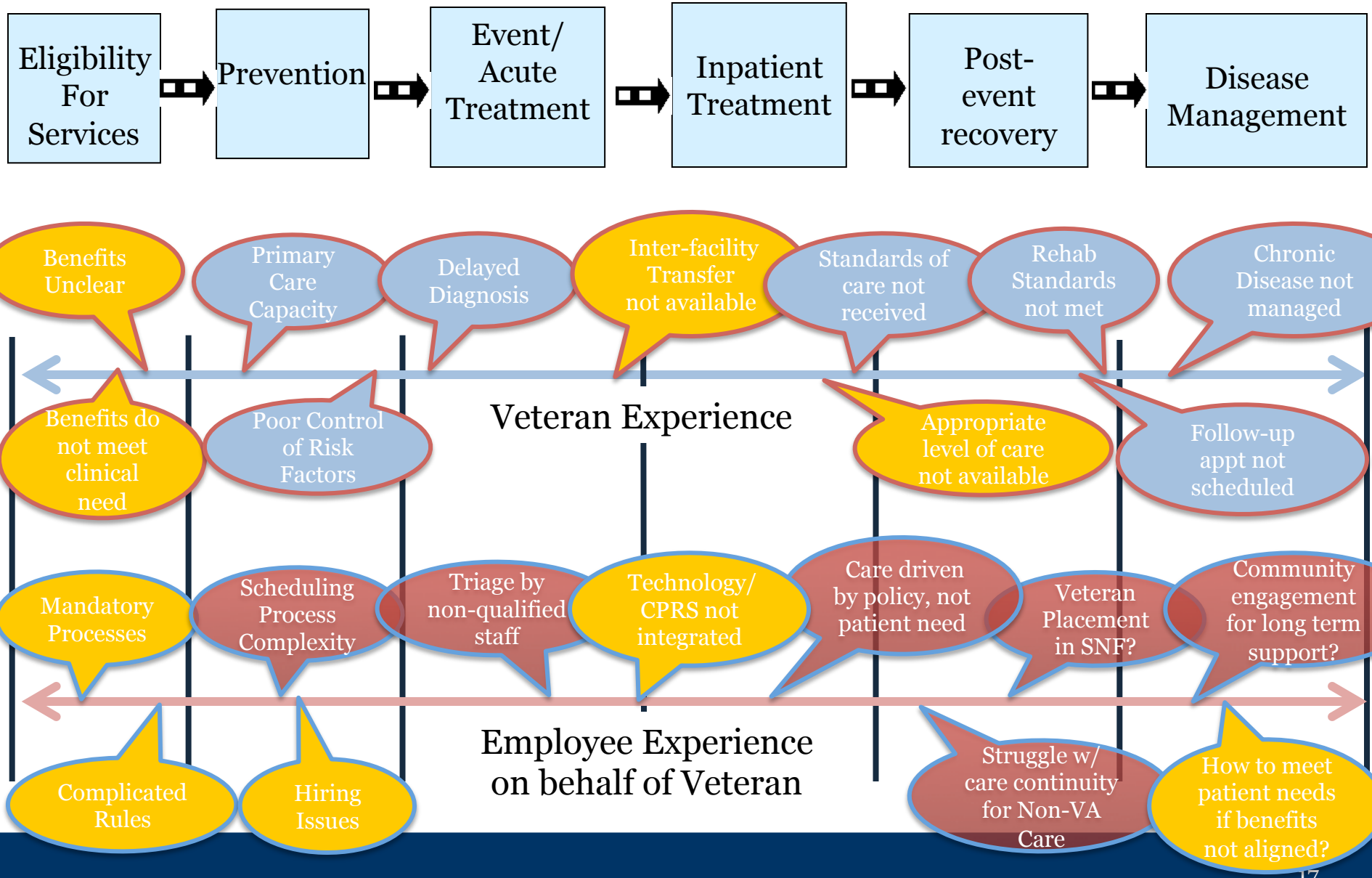
VHA Systems of Care Example



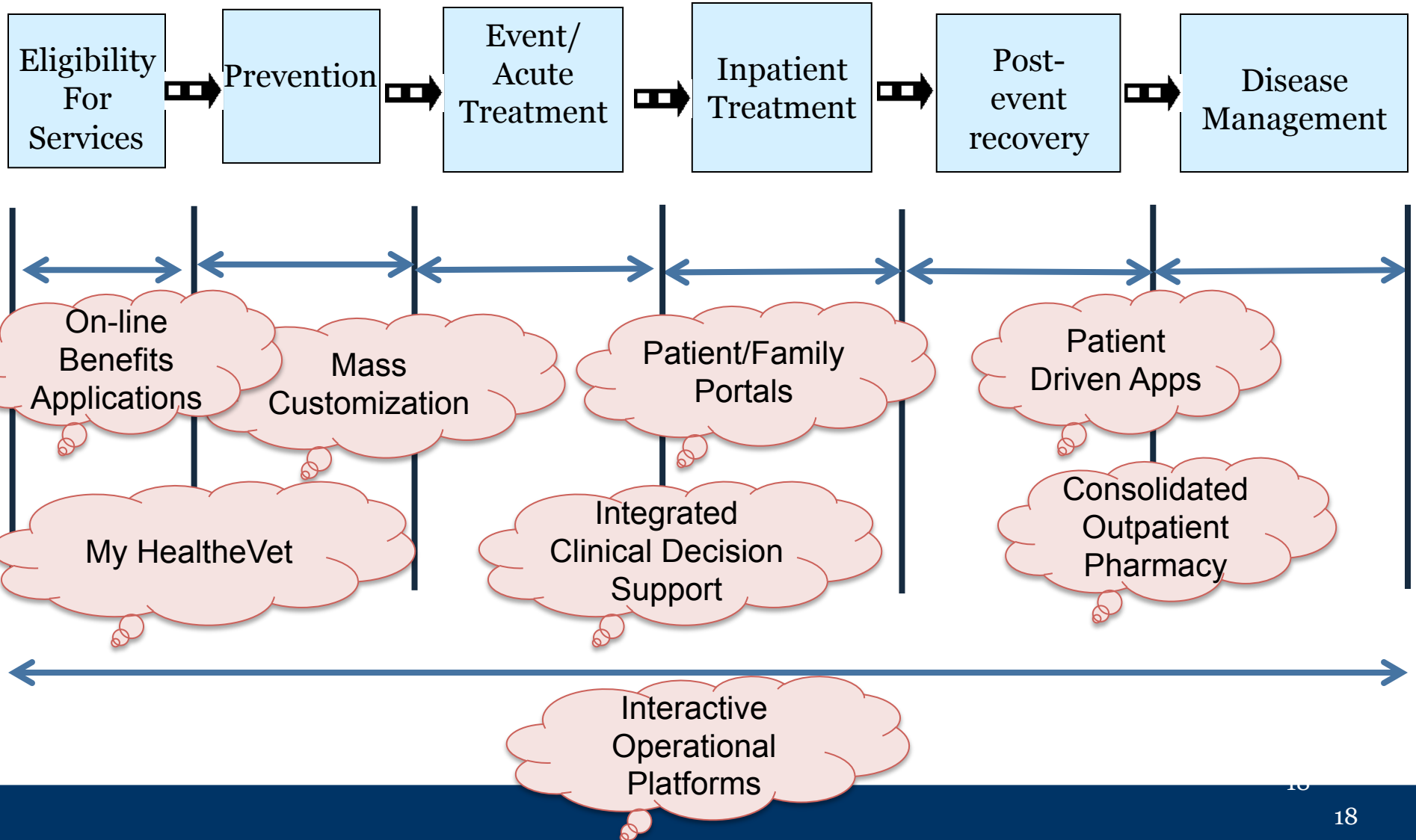
VHA Systems of Care Breakdowns



Link to Shared Services/Upstream Systems



VHA Service System Examples (Current State)



Key Questions

- How to integrate VHA Systems of Care with proposed VA Service Delivery Systems?

- How to align system analysis/design/ deployment approaches to insure that integration across VBA, VHA and NCA is possible?