Interoperability Modernization Strategy

Federal Electronic Health Record Modernization (FEHRM) office

Yvonne Cole  
Metrics & Analysis Lead

Norman Stone, Lt Col, USAF, MC  
Clinical Informaticist

10 November 2021
Agenda

DOD-VA
Interoperability Modernization Strategy

- Overview
- Phase 3: Performance Measurement Plan
- Performance Measure “Down-Select”
- Next Steps
- Questions
DOD-VA
Interoperability Modernization Strategy

- Overview
- Phase 3: Performance Measurement Plan
- Performance Measure “Down-Select”
- Next Steps
- Questions
Overview

**DOD-VA Interoperability Modernization Strategy**

**Phase 1: Strategy**
- Identify Goals & Objectives
- Delivered to Congress 6 Oct 2020

**Phase 2: Supporting Plan**
- Identify Initiatives supporting the Goals & Objectives
- Draft Supporting Plan
- EXCOM Approval 25 Mar 2021

**Phase 3: Performance Measurement**
- Identify Performance Measures
- Draft Performance Measurement Plan

**Advisory Group**
- Integrated Product Team

**ONC-HIT**
- Federal Health IT Strategic Plan

**Dec 2019 NDAA 2020**
## GOAL 1
**Promote Health & Wellness**

1A  Beneficiaries are empowered to manage their health and wellness

1B  Beneficiaries are empowered to manage their health care and benefits

1C  Health and benefits team members and public health organizations are able to access and analyze data and communicate findings and recommendations to improve individual- and population-level health and wellness

1D  Benefits and service providers deliver effective and efficient benefits and services

## GOAL 2
**Enhance the Delivery & Experience of Care**

2A  Beneficiaries access health care and benefits regardless of location

2B  Beneficiaries have access to information to make informed choices about their health care providers and insurers

2C  Health and benefits team members provide care wherever the beneficiary is located

2D  Health and benefits team members practice safe and effective beneficiary-centered care

2E  Health and benefits team members experience reduced administrative burden and focus their time on beneficiaries

2F  Health and benefits team members are supported by information technology that meets their workflow and usability needs

2G  Patient safety and population health professionals identify, predict, monitor and prevent adverse events

2H  DOD, VA and members of the health care and benefits partner continuum promote sharing of health and benefits information among other federal, state and local entities in accordance with applicable laws and patient preferences

## GOAL 3
**Build a Secure, Data-Driven Ecosystem to Accelerate Research and Innovation**

3A  Beneficiaries have the choice to contribute their data to research initiatives

3B  Researchers and IT professionals advance interoperability to better facilitate research and innovation

3C  Researchers and innovators leverage data and information technologies to build information systems that are evidence-based to advance health, health care delivery and provision of benefits

## GOAL 4
**Connect Health Care and Health Data**

4A  Leadership in health and benefits delivery, finance, and technology optimize the value of information technology

4B  Leadership in information and technology enable seamless integration between systems to support health care and related benefits
DOD-VA Interoperability Modernization Strategy

Phase 2: Supporting Plan

27 Initiatives

- Chart Search API
- Common Operational Picture
- Community Administration of Vaccine Encounters (CAVE)
- COVID-19 Registry
- Direct Secure Messaging Capability
- Disability Benefits Questionnaire (DBQ) Data Ingestion
- DOD/VA Joint Personal Health Record Initiative (Digital Patient Engagement Platform)
- Electronic Health Record Modernization Interoperability Components
- Enable Access to Commissaries and Morale, Welfare and Recreation Facilities to Eligible Veterans and Caregivers

- Federated Interagency Terminology Service (FITS)
- Identity Management
  - Individual Longitudinal Exposure Record (ILER)
  - Integrated Disability Evaluation (IDES) Case File Transfer Capability
- Interoperability Standards Framework (ISF)
  - Joint Federal Enclave
  - Joint Health Information Exchange
- Joint Longitudinal Viewer (JLV)
  - Medical and Dental referrals for Veteran Readiness and Employment (VR&E) Program Participants

- Military Personnel Data Transmission between DOD and VA
- Monitoring and Surveillance for Public Health and Disease Outbreak
- Patient Portals
- Separation Health Assessment
- Solor (System of Logical Representation)

6 Foundational

- Standards Development
  - Telehealth
  - VA Digital Transformation
  - Veterans Benefits Management System (VBMS) EHRM Exam Management Integration
## Goals, Objectives & Initiatives

### Slide 1

<table>
<thead>
<tr>
<th>INITIATIVE</th>
<th>GOAL 1</th>
<th>GOAL 2</th>
<th>GOAL 3</th>
<th>GOAL 4</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>FOUNDATIONAL</strong></td>
<td>1A 1B 1C 1D</td>
<td>2A 2B 2C 2D</td>
<td>2E 2F 2G 2H</td>
<td>3A 3B 3C 4A 4B</td>
</tr>
<tr>
<td>Electronic Health Record Modernization Interoperability Components</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Federated Interagency Terminology Service (FITS)</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Identity Management</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Joint Longitudinal Viewer (JLV)</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Interoperability Standards Framework (ISF)</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Standards Development</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Chart Search API</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Common Operational Picture</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Community Administration of Vaccine Encounters (CAVE)</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>COVID-19 Registry</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Direct Secure Messaging Capability</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Disability Benefits Questionnaire (DBQ) Data Ingestion</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>DOD/VA Joint Personal Health Record Initiative (Digital Patient Engagement Platform)</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Enable Access to Commissaries and Morale, Welfare and Recreation Facilities to Eligible Veterans and Caregivers</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
</tbody>
</table>
# Goals, Objectives & Initiatives

## Slide 2

## Foundational

| Initiative | 1A | 1B | 1C | 1D | 2A | 2B | 2C | 2D | 2E | 2F | 2G | 2H | 3A | 3B | 3C | 4A | 4B |
|------------|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|
| Individual Longitudinal Exposure Record (ILER) |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |
| Integrated Disability Evaluation System (IDES) Case File Transfer Capability |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |
| Joint Federal Enclave |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |
| Joint Health Information Exchange |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |
| Medical and Dental Referrals for Veteran Readiness and Employment (VR&E) Program Participants |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |
| Military Personnel Data Transmission between DOD and VA |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |
| Monitoring and Surveillance for Public Health and Disease Outbreak |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |
| Patient Portals |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |
| Separation Health Assessment (SHA) |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |
| Solor (System of Logical Representation) |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |
| Telehealth |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |
| VA Digital Transformation |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |
| Veterans Benefits Management System (VBMS) EHRM Exam Management Integration |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |

# Initiatives Aligned: 6 5 4 7 7 4 3 7 9 7 14 3 7 1 3 4 5 14
DOD-VA
Interoperability Modernization Strategy

- Overview
- Phase 3: Performance Measurement Plan
- Performance Measure “Down-Select”
- Next Steps
- Questions
DOD-VA Interoperability Modernization Strategy

Phase 3: Performance Measurement

**Purpose**

Develop Performance Measures that enable tracking of progress toward the Objectives identified in the Interoperability Modernization Strategy

**Process**

1. Divide Initiatives into 5 Work Groups
2. Lead an Initiative by Initiative review → Develop Performance Measures
3. Align Performance Measures to Objectives
4. Identify the most illustrative Performance Measures for each Objective

**Deliverable**

A **Performance Measurement Plan** document centered on the Strategy Objectives and describing Performance Measures for each Objective.
# DOD-VA Interoperability Modernization Strategy

## Phase 3: Performance Measurement

### Work Groups

<table>
<thead>
<tr>
<th>WG 1: Benefits</th>
<th>WG 2: Standards</th>
<th>WG 3: Population Health</th>
<th>WG 4: Clinical</th>
<th>WG 5: Work Group #5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chart Search API</td>
<td>Interoperability Standards Framework (ISF)</td>
<td>COVID-19 Registry</td>
<td>Electronic Health Record Modernization Interoperability Components</td>
<td></td>
</tr>
<tr>
<td>Enable Access to Commissaries and Morale, Welfare and Recreation Facilities to Eligible Veterans and Caregivers</td>
<td>Solor (System of Logical Representation)</td>
<td>Individual Longitudinal Exposure Record (ILER)</td>
<td>Joint Health Information Exchange</td>
<td></td>
</tr>
<tr>
<td>Medical and Dental referrals for Veteran Readiness and Employment (VR&amp;E) Program Participants</td>
<td>Standards Development</td>
<td>Monitoring and Surveillance for Public Health and Disease Outbreak</td>
<td>Joint Longitudinal Viewer (JLV)</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Patient Portals</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Separation Health Assessment</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Telehealth</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Direct Messaging Capability</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Identity Management</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Joint Federal Enclave</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Military Personnel Data Transmission between DOD and VA</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>VA Digital Transformation</td>
<td></td>
</tr>
</tbody>
</table>
# DOD-VA Interoperability Modernization Strategy

## Phase 3: Performance Measurement

### Categories of Performance Measures

<table>
<thead>
<tr>
<th>CATEGORY</th>
<th>DEFINITION</th>
<th>EXAMPLES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transactional</td>
<td>A Performance Measure that counts the <strong>number of times a specific system activity or transaction occurs.</strong></td>
<td>- BlueButton record downloads&lt;br&gt;- Number of prescriptions sent to pharmacies electronically</td>
</tr>
<tr>
<td>Metric</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Programmatic</td>
<td>A Performance Measure that is based on the <strong>completion of a program management milestone</strong></td>
<td>- Percentage of hospitals that are “live” with a new electronic prescribing system</td>
</tr>
<tr>
<td>Metric</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Outcome</td>
<td>A Performance Measure that describes <strong>how often a desired end-result occurs</strong> in association with a specific system or process change. The outcome could be <strong>clinical</strong>, or it could be <strong>financial, efficiency, satisfaction</strong>, etc.</td>
<td>- Clinical: Improvement in cholesterol level in patients who had electronic prescriptions sent and filled&lt;br&gt;- Efficiency: Reduced time required by pharmacist to fill an electronic prescription</td>
</tr>
<tr>
<td>Metric</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
**Chart Search API**

**DESCRIPTION**

The Chart Search API is a software program designed to reduce the amount of time needed for Benefits and Claims Examiners to complete the “evidence gathering” phase of the response to Veterans’ claim for benefits.

The Chart Search API will search multiple systems simultaneously, then allow “tagging” of specific information and transfer of the information to the Veteran’s case file.

**CANDIDATE PERFORMANCE MEASURES**

1. **Delivery of Chart Search API software Iteration #1**
   - PROGRAMMATIC

2. **Number of Monthly Active Users (MAU) of the Chart Search API**
   - TRANSACTIONAL

3. **Number of searches performed with the Chart Search API in the past month**
   - TRANSACTIONAL

4. **Time in Queue for Evidence-Gathering Phase of Claim Review**
   - OUTCOME
Agenda

DOD-VA

Interoperability Modernization Strategy

- Overview
- Phase 3: Performance Measurement Plan
  - Performance Measure “Down-Select”
- Next Steps
- Questions
## Phase 1: Goals & Objectives

### GOAL 1
**Promote Health & Wellness**

1A. Beneficiaries are empowered to manage their health and wellness

1B. Beneficiaries are empowered to manage their health care and benefits

1C. Health and benefits team members and public health organizations are able to access and analyze data and communicate findings and recommendations to improve individual- and population-level health and wellness

1D. Benefits and service providers deliver effective and efficient benefits and services

### GOAL 2
**Enhance the Delivery & Experience of Care**

2A. Beneficiaries access health care and benefits regardless of location

2B. Beneficiaries have access to information to make informed choices about their health care providers and insurers

2C. Health and benefits team members provide care wherever the beneficiary is located

2D. Health and benefits team members practice safe and effective beneficiary-centered care

2E. Health and benefits team members experience reduced administrative burden and focus their time on beneficiaries

2F. Health and benefits team members are supported by information technology that meets their workflow and usability needs

2G. Patient safety and population health professionals identify, predict, monitor and prevent adverse events

2H. DOD, VA and members of the health care and benefits partner continuum promote sharing of health and benefits information among other federal, state and local entities in accordance with applicable laws and patient preferences

### GOAL 3
**Build a Secure, Data-Driven Ecosystem to Accelerate Research and Innovation**

3A. Beneficiaries have the choice to contribute their data to research initiatives

3B. Researchers and IT professionals advance interoperability to better facilitate research and innovation

3C. Researchers and innovators leverage data and information technologies to build information systems that are evidence-based to advance health, health care delivery and provision of benefits

### GOAL 4
**Connect Health Care and Health Data**

4A. Leadership in health and benefits delivery, finance, and technology optimize the value of information technology

4B. Leadership in information and technology enable seamless integration between systems to support health care and related benefits
DOD-VA Interoperability Modernization Strategy

Phase 3: Performance Measurement

**Conceptual Approach**

**GOAL 1**
Promote Health & Wellness

**GOAL 2**
Enhance the Delivery & Experience of Care

**GOAL 3**
Build a Secure, Data-Driven Ecosystem to Accelerate Research and Innovation

**GOAL 4**
Connect Health Care and Health Data

---

**PERFORMANCE MEASURE**
Time in Queue for Evidence-Gathering Phase of Claim Review

**OUTCOME**
Benefits and service providers deliver effective and efficient benefits and services

**PERFORMANCE MEASURE**
Number of Chart Searches Performed

**TRANSACTIONAL**

**PERFORMANCE MEASURE**
Number of Monthly Active Users (MAU)

**TRANSACTIONAL**

**PERFORMANCE MEASURE**
Delivery of Chart Search API Iteration 1

**PROGRAMMATIC**

---

16
## DOD-VA Interoperability Modernization Strategy
### Phase 3: Performance Measurement

### Down-Selection

<table>
<thead>
<tr>
<th>GOAL 1</th>
<th>GOAL 2</th>
<th>GOAL 3</th>
<th>GOAL 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>1A</td>
<td>1B</td>
<td>1C</td>
<td>1D</td>
</tr>
</tbody>
</table>

**Initial:**
Numerous candidate Performance Measures identified and aligned to each Objective
### Phase 3: Performance Measurement

#### Down-Selection

<table>
<thead>
<tr>
<th>GOAL 1</th>
<th>GOAL 2</th>
<th>GOAL 3</th>
<th>GOAL 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Promote Health &amp; Wellness</td>
<td>Enhance the Delivery &amp; Experience of Care</td>
<td>Build a Secure, Data-Driven Ecosystem to Accelerate Research and Innovation</td>
<td>Connect Health Care and Health Data</td>
</tr>
</tbody>
</table>

### GOAL 1: Promote Health & Wellness

- 1A
- 1B
- 1C
- 1D

### GOAL 2: Enhance the Delivery & Experience of Care

- 2A
- 2B
- 2C
- 2D
- 2E
- 2F
- 2G
- 2H

### GOAL 3: Build a Secure, Data-Driven Ecosystem to Accelerate Research and Innovation

- 3A
- 3B
- 3C

### GOAL 4: Connect Health Care and Health Data

- 4A
- 4B

**Down-select:** Identify & retain the most illustrative Performance Measures
## DOD-VA Interoperability Modernization Strategy

### Phase 3: Performance Measurement

<table>
<thead>
<tr>
<th>Down-Select</th>
<th>Considerations</th>
</tr>
</thead>
</table>
| **1**       | Addresses Congressional Interest  
Through legislation, hearings and communications, Congress has expressed interest in specific technologies, systems and processes. If a Performance Measure involves a technology, system or process with Congressional interest, it is prioritized. |
| **2**       | Directly Measures Progress Toward Interoperability  
Some Performance Measures track progress toward interoperability more directly than others. If a Performance Measure is designed to more directly track progress toward interoperability, it is prioritized. |
| **3**       | Measures an Outcome  
It has long been a goal of the health data interoperability (HDI) field to express the value of HDI in terms of health, efficiency, financial or other outcomes that matter to stakeholders. Performance Measures that track an outcome are prioritized. |
| **4**       | Exhibits Strong Support for Multiple Objectives  
Some Performance Measures emerge as highly illustrative of progress across multiple Objectives. If a Performance Measure demonstrates progress across multiple Objectives, it is prioritized. |
| **5**       | Derived from a Foundational Initiative  
The Interoperability Modernization Strategy contains six Initiatives whose effects on interoperability were so broad and pervasive, the Initiatives were considered “Foundational”. Performance Measures derived from Foundational Initiatives are prioritized. |
| **6**       | Objectives with Few Performance Measures  
During the process of generating Performance Measures and aligning them to Objectives, some Objectives have few Performance Measures aligned under them (3 or fewer). If an Objective has few Performance Measures aligned to it, then those Performance Measures are prioritized. |
DOD-VA Interoperability Modernization Strategy

Phase 3: Performance Measurement

Down-Selection

GOAL 1
Promote Health & Wellness

GOAL 2
Enhance the Delivery & Experience of Care

GOAL 3
Build a Secure, Data-Driven Ecosystem to Accelerate Research and Innovation

GOAL 4
Connect Health Care and Health Data

Goal:
A final, parsimonious set of the most illustrative Performance Measures for each Objective
DOD-VA Interoperability Modernization Strategy

- Overview
- Phase 3: Performance Measurement Plan
- Performance Measure “Down-Select”
- Next Steps
- Questions
DOD-VA Interoperability Modernization Strategy

Performance Measurement and Reporting

Transition to Metrics & Analysis IPT

DOD-VA
Interoperability Modernization Strategy

IPT
• Develop Goals and Objectives
• Outline candidate Performance Measures & related artifacts

FEHRM Metrics & Analysis (M&A) IPT

- Validate the scope of the IM Strategy PMP
- Validate M&A IPT membership
- Examine candidate Performance Measures
- Develop measure technical specifications
- Recommend reporting method, frequency of reporting, and responsible offices
DOD-VA

Interoperability Modernization Strategy

- Overview
- Phase 3: Performance Measurement Plan
- Performance Measure “Down-Select”
- Next Steps
- Questions
Questions