



# Status of Electronic Health Records

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# DAV RESOLUTIONS

## RESOLUTION NO. 248

- Ensure a safe, secure and effective Electronic Health Record for veterans that allows the Department of Veterans Affairs to fulfill core missions of patient care, research and training

## RESOLUTION NO. 531

- Support Department of Veterans Affairs Modernization of Information Technology and improvements to include digital sharing, adequate funding and improved access for disabled veterans

## RESOLUTION NO. 009

- Urge the Department of Veterans Affairs to provide service-connected veterans meaningful access to personal health information

# EHRM SEPARATING FACT FROM SENSATION:

## Recent media coverage on VA's EHRM Program is a distraction to the Program

- VA should admit failure of its new e-health record system – Federal News Network
- OIG: VA lacked Timelines for Cerner EHRM Progress Reports – Techtarget
- Lawmakers grill VA, Oracle leaders over pharmacy-related patient safety issues – Fierce Healthcare
- Faulty veteran health record system needs urgent fix – Dallas News
- GAO: Some progress, but changes still needed for The Department of Veterans Affairs HIT System – HealthITSecurity
- Low-Quality Data hinders VA's effort to reduce care disparities – TechTarget



# EHRM SEPARATING FACT FROM SENSATION:

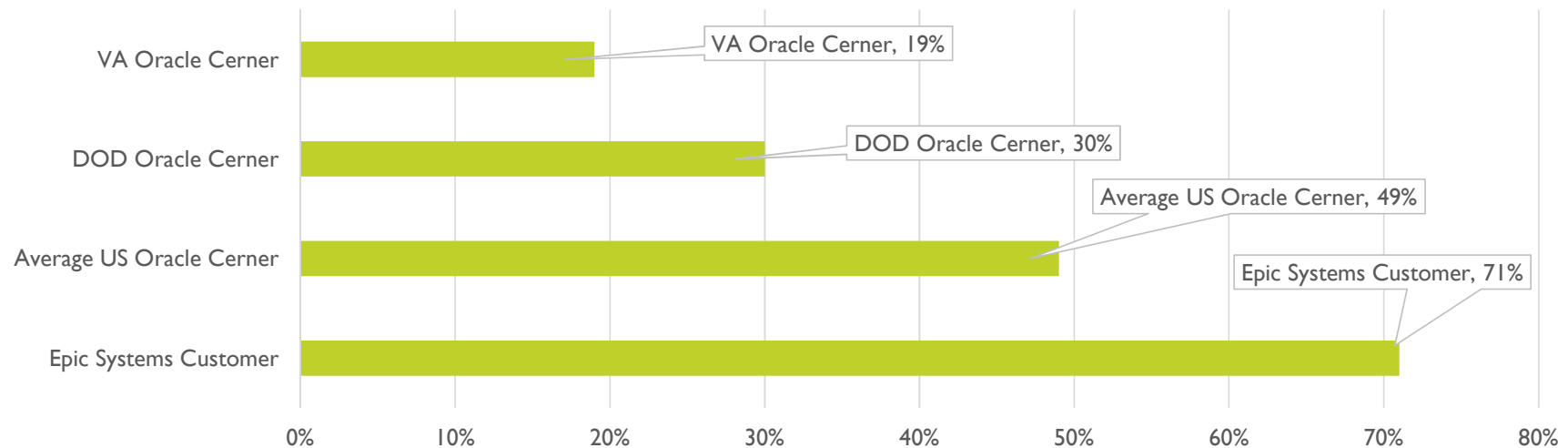
## Looking at the facts...

- VA EHRM Contract Renewal: Oracle Health's contract renewal on June 13<sup>th</sup> is a testament to the progress being made and joint commitment to success
- Captain James A Lovel Federal Health Care Center (FHCC) Development: The successful deployment is an encouraging data point towards a restart
- Deputy Secretary Visits to 5 live sites: Sites much more balanced in things going well vs. those that are not
- VA Reset Results Dashboard: Fundamental metrics being used to measure success are trending positive, indicating an improvement in the current state of affairs
- KLAS survey: Results indicative of challenges with VA governance, lack of standardization, change control, and communications



# HOW DOES VA ORACLE CERNER PROJECT COMPARE?

Users who feel the health software enables “high-quality care”



# VA EHRM RESET

## Workstreams

**Workstream 1:** Rapid Enterprise Baseline Improvement (REBI)

**Effective Configuration Process**

**Workstream 2:** Workforce Development

**Workstream 3:** Help Desk / Incident Management

**Workstream 4:** Technical “Get Well” Approach

**End User Experience**

**Workstream 5:** Transparent Communications

**Workstream 6:** Federal Health Care Center, FHCC Deployment

**Workstream 7:** Data Analytics

**Workstream 8:** Deployment Scheduling

**Workstream 9:** Transition to Normal Ops

**Workstream 10:** Model Alignment

**“BIG ROCK” PROJECT**

Increment 1

Increment 2

Increment 3

Increment 4

Increment 5

June 23 - Aug 23

Sep 23 – Nov 23

Dec 23 – Feb 24

Mar 24 – May 24

Jun 24 – Aug 24



# SITE VISIT WITH VA DEP SEC

## VA Themes:

- Lack of timely resolution of change requests, particularly those that create “unsafe” conditions
- Communication of new policies and system changes not good enough
- Staffing not built to support HER
- Decreased productivity per user is resulting in more referrals to community / loss of revenue
- Budget constraints / VERA Funding Model

## Oracle Health Themes:

- Specific Solutions require product uplift:
  - Behavioral Health
  - Charge Capture / Revenue Cycle
  - Pharmacy
  - Radiology
  - Referral Management
  - 7-24 Viewer
  - Patient Record Flags

## System performance:

- Downtime/hangs/freezes persist
- Block upgrades fail to deliver on expectations

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# VA PHARMACY STATUS

VA pharmacy is being used at all 6 Federal VA sites

- Veterans have had millions of prescriptions sent from Consolidated Mail Outpatient Pharmacy (CMOP)
- VA pharmacists are using new capability in the Federal EMR to allow for effective communication between the VAMC pharmacist and CMOP pharmacist dispensing prescriptions.



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# VA PHARMACY STATUS

## Benefit to the Veteran

- Less chance of prescription being sent back to the local VAMC for clarification
- Less chance of delay in fulfilling prescriptions to the Veteran

## Feb 2024 updates have been well received by staff

- Veterans can have their prescriptions easily refilled
- Non pharmacy staff access to support
- Pharmacists can perform an address override to mail from CMOP address that are not USPS valid but are deliverable
  - Benefits to the Veteran: More seamless refill and delivery

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# PHARMACY PATH AHEAD

Work continues on the integration between the provider application and the pharmacy application.

**Oracle is committed to supporting the pharmacy needs of Veterans and VA staff**

**Product uplift work continues to support DoD, VA and Federal clients**

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## PROGRESS OR NOT?

- The renewal of contract shows promise
- FHCC test was promising for DOD and VA
- H.R.8371, the Senator Elizabeth Dole 21st Century Veterans Healthcare and Benefits Improvement Act, has provisions to continuing to support the EHRM along with accountability and oversight
- Time will tell


*Thank You!*

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