

# OIA Connection Blog

## Serving Veterans by Enabling their VA Care Teams with Mobile Health Technology

*By Connected Care Communications*

Last year, more than 7,000 VA care team members received mobile devices at 18 medical facilities through the [Mobile Health Provider Program](#). The goal of this program is to equip VA care teams with mobile technology to enhance health care delivery.



William (Bill) Cerniuk

As you can imagine, putting that many mobile devices into the hands of VA care team members required strategic IT support. As with any technology, new users had questions and needed help troubleshooting. So, how did VA handle that amount of support and how does it continue to provide care teams with the right resources to take advantage of mobile technology? Meet William (Bill) Cerniuk of the Veterans Health Administration's Office of Connected Care.

“I serve as the liaison between IT and the VA care teams that are equipped with the mobile devices. It's my job to make sure the technology makes sense to the VA care teams, and to translate their needs to IT,” said Cerniuk.

The Mobile Health Provider Program recently interviewed Cerniuk to learn more about his leadership role within the program, and how he believes mobile devices are changing the culture of VA.

### **What is a typical day like?**

I spend most of my day working with VA care teams solving technical problems to make the devices fully functional. For example, I get questions such as, “Is it safe to use a video conferencing app for clinical visits? Can I use my device from home?” I work to make sure these questions and answers are then made accessible to all program participants through Yammer, Wiki pages and training materials.

I also look for software to ensure the technical aspects of the mobile devices are as fully functional as possible. For example, I look for software to improve access to internal networks, or remote access software that is more efficient, easy to use and more reliable.

### **Tell us what motivated you to join VA.**

Before joining VA, I was one of three directors for Army Knowledge Online. In this role, I directly supported soldiers overseas and at home. I saw, first-hand, how these soldiers put their lives on the line to protect us, and it made me proud to work for them. For me, joining VA was another way to serve our Veterans, by serving the VA care teams that care for them.

### **Do you, yourself, use a mobile device in your daily job?**

Absolutely. I can leave my laptop behind and use my iPad 100% of the time, with one exception: it's too small for developing software. I use it every day to hold video conferences with my team, develop PowerPoints, use a variety of office productivity apps, email, and access instant, on-the-go information.

### **Through your experience, and even looking at the future of this program, what do you see as the biggest benefit of technology like mobile devices to the Veteran?**

There is a huge transformation happening at VA. It is not just a technology change; it is a cultural change. Mobile devices allow instant, 24/7 access to VA infrastructure, information, and ultimately, the patients themselves. On top of that, many VA care team members don't have a VA-issued computer and must share one with several other people in their ward. Having their own mobile device is a significant advantage because it enables them with access to information where ever they are, whenever they need it.

### **What are you most proud of?**

I am proud to assist VA care team members with adopting and integrating mobile devices into their daily workflows, often in creative and innovative ways. Ensuring VA care teams are comfortable and efficient with their devices is satisfying to me because I know that it ultimately translates to better care for Veterans.

## **How can we learn more about the Mobile Health Provider Program?**

There are a number of ways to learn more:

- Check out the program [infographic](#)
- Visit the website at <https://mobile.va.gov/providers>

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