Please remember to mute your speakers.

VA Mobile Discussion Series

For audio, please dial in using VANTS:
1-800-767-1750 pc: 43950#

Thank you for joining. We will begin shortly.
How to Implement a VA App

VA Mobile Discussion Series

January 25, 2018

Katherine Lawyer, VA Mobile Implementation Deployment Team

Cindy Wamsley, VA Mobile Implementation Deployment Team

Conor O’Brien, VA Mobile Implementation Deployment Team
AGENDA

• Software Development Lifecycle
  • Impact to Deployment and Implementation
  • Continuous Iterations to Improve the Product

• Application Specific Planning
  • National Deployment Planning
  • Identifying the Audience
  • Where Should We Go? Data-Driven Decisions
  • Field Test Activities
  • National Release Activities
Software Development Lifecycle Process
Deciding what the end product will look like
Working with key stakeholders to inform app design

Planning for a national implementation occurs throughout the entire development lifecycle

- National deployment planning occurs at the very beginning of the lifecycle and continues throughout the entire process
- Identifying key stakeholders, use cases for the product and target end users informs both the deployment strategy and overall design of the app
- Key implementation efforts occur during Field Test and Nation Release


Deciding what the end product will look like Building the app Preparing staff and Veterans to use the product Continuously gain feedback on how to improve in a future version

Working with key stakeholders to inform app design Verifying there are no bugs
• Many VA apps are released in an iterative model, where products are constantly updated and improved
• Subsequent versions may be minor enhancements, or significant changes in functionality
• As new versions near release, the same core implementation planning approach is taken

Requirements for Next Version
• End user feedback and gov’t direction informs new versions
• Begin planning for next implementation

Development
• Building the next version
• Progressing through the Software Development Lifecycle

Align & Plan

Develop

Execute

Prepare

Implementation
• Progress through deployment phase
• Collect field feedback to inform next version
• Gather “Lessons Learned” to improve deployment approach

Deployment Planning
• Finalize templates, tools, and materials
• Identify any process changes that need to happen

January 2018
Application-Specific Planning
Every application follows a similar approach, though the length and complexity of each phase may vary app by app. Phases in national deployment include:
- Define adoption strategies
- Plan deployment
- Communication/marketing preparation and delivery
- Deployment preparation
- Outreach
- Site readiness and implementation
- Training preparation and delivery

The strategy may be tailored depending on
- Target end users and stakeholders
- Impact to existing workflows (how much change for the user)
- Technical requirements
TYPES OF APPS AND AUDIENCES

Support Managing One’s Own Health or a Family Member’s Health

- Self-Service Transactions
  - Self-Scheduling
  - Prescription Refill

- Self-Management of Health
  - Health Education Applications
  - Self-Monitoring Applications

- Health Resource Navigation
  - Online Peer Support Networks

Improve Communications for Better Integration of Care

- Giving Patients Control of their own Health Information
  - Patient-mediated Data Exchange

- Connecting Patients with their Health Care Teams between Visits
  - Text Messaging (protocol driven)
  - Secure Email

Improve the Efficiency of Care Delivery

- Telehealth Services
  - Case-Managed Home Monitoring
  - Store & Forward Technologies
  - Clinical Video Telehealth

- Mobile Health Care Teams
  - Mobile Tablets/Apps for Clinical Care

Information from presentation by Kathy Frisbee

January 2018
Deployment strategies/models will be based on what makes sense

<table>
<thead>
<tr>
<th>Model</th>
<th>Description and Logic</th>
</tr>
</thead>
<tbody>
<tr>
<td>Big Bang Light</td>
<td>The product(s) do not require workflow or process changes on the provider’s side. This model may be used for version or URL updates and requires little training and a relatively passive communications strategy. (Mostly used for some Veteran-facing apps)</td>
</tr>
<tr>
<td>Waves</td>
<td>Phased, high-touch approach impacting many facilities and requiring a high degree of workflow changes, training and communications. Users may need to be invited to use the product or blocked from using it. The Waves model requires support from local VA facility leadership.</td>
</tr>
<tr>
<td>Focused/Targeted</td>
<td>Targets a specific audience with special characteristics (e.g., specialty care, condition types, treatments) and may impact fewer than half of all sites. Technical limitations, such as device limitations, a lack of iPads or VistA configurations, may also need to be considered.</td>
</tr>
<tr>
<td>Big Bang Heavy</td>
<td>Requires a lot of upfront work before it can be released. In depth training and active communications are needed because workflow and process changes are required. Some of these apps may be Veteran Facing applications with dependencies on other applications or Provider engagement.</td>
</tr>
</tbody>
</table>
# FIELD TEST ACTIVITIES

<table>
<thead>
<tr>
<th>PLANNING &amp; OUTREACH</th>
<th>SITE READINESS</th>
<th>CONDUCT FIELD TEST</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>GOVERNMENT</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Host meetings with identified program offices to discuss business process needs</td>
<td>• Validate field test materials</td>
<td>• Host check-in calls</td>
</tr>
<tr>
<td>• Communicate level of effort and technical requirements to identified POCs</td>
<td>• Host kickoff &amp; town hall activities</td>
<td>• Prioritize defects</td>
</tr>
<tr>
<td>• Distribute outreach materials</td>
<td>• Provide technical requirements to field testers</td>
<td></td>
</tr>
<tr>
<td>• Develop &amp; finalize field test implementation steps</td>
<td>• Create kickoff &amp; town hall materials</td>
<td></td>
</tr>
<tr>
<td>• Identify process &amp; business rule changes</td>
<td>• Prep tasks specific to each site including configuration and training as needed</td>
<td></td>
</tr>
<tr>
<td>• Identify field testers</td>
<td>• Provide help desk technical information and training</td>
<td>• Adjust national release/deployment plan per lessons learned, if necessary</td>
</tr>
<tr>
<td>• Coordinate with help desk</td>
<td>• Provide dev status updates</td>
<td></td>
</tr>
<tr>
<td>• Provide tech support and requirements</td>
<td>• Provide test scripts</td>
<td></td>
</tr>
<tr>
<td>• Provide test scripts</td>
<td>• Assist with technical troubleshooting</td>
<td>• RemEDIATE/test/install in production</td>
</tr>
<tr>
<td>• Develop content for check-in calls</td>
<td>• Document lessons learned</td>
<td></td>
</tr>
<tr>
<td>• Provide technical functionality and requirements</td>
<td>• Track and remEDIATE defects</td>
<td></td>
</tr>
<tr>
<td>• Assist with technical troubleshooting</td>
<td>• Provide technical support during testing</td>
<td></td>
</tr>
</tbody>
</table>
### NATIONAL DEPLOYMENT ACTIVITIES

<table>
<thead>
<tr>
<th>GOVERNMENT</th>
<th>PLANNING &amp; OUTREACH</th>
<th>SITE READINESS</th>
<th>CONDUCT RELEASE</th>
</tr>
</thead>
</table>
| • Host meetings with identified program offices to discuss business process needs  
• Communicate level of effort and technical requirements to identified POCs | • Validate field test materials  
• Host kickoff & town hall activities  
• Recruit staff Veterans to test | • Host check-in calls  
• Prioritize feedback for next iteration |
| RELEASE TEAM | • Distribute outreach materials  
• Develop & finalize release implementation steps  
• Identify process & business rule changes  
• Coordinate with help desk | • Provide technical requirements to facilities testers  
• Create kickoff & town hall materials  
• Prep tasks specific to each site  
• Hold any training sessions | • Develop content for check-in calls  
• Gather feedback and lessons learned  
• Adjust national deployment plan per for future versions |
| DEV TEAM | • Provide help desk technical information and training  
• Inform Release Team of changes in schedule  
• Provide technical functionality and requirements | • Assist with technical troubleshooting | • Provide technical support once released  
• Track and remediate defects  
• Begin development of new versions based on feedback and government prioritization |
EXAMPLE IMPLEMENTATION STAGES FOR COMPLEX APPS

Site Kick Off: Complete

Stage 1: Determine Local Team
Stage 2: Implementation Planning
Stage 3: Implementation Execution
Stage 4: App Validation Testing
Stage 5

Site Kickoff (with VISN/Site POCs)

You are at this Site Implementation Stage

Stage 1:
Stage 2: Implementation Planning
Stage 3: Implementation Execution
Stage 4: App Validation Testing
Stage 5

Go-Live

Super User and Staff Training (if applicable)

Staff training can be completed on an ongoing basis but should be completed prior to the app going live at sites

VistA Patch Installation (if applicable)

VistA patches will be released through OI&T at a national level

Veteran training and outreach should occur after the app’s Go-Live date at sites

Veteran Training and Outreach

January 2018
What future topics would you like to discuss?

Let us know by providing feedback at this link:

https://www.surveymonkey.com/r/S5LGMSQ