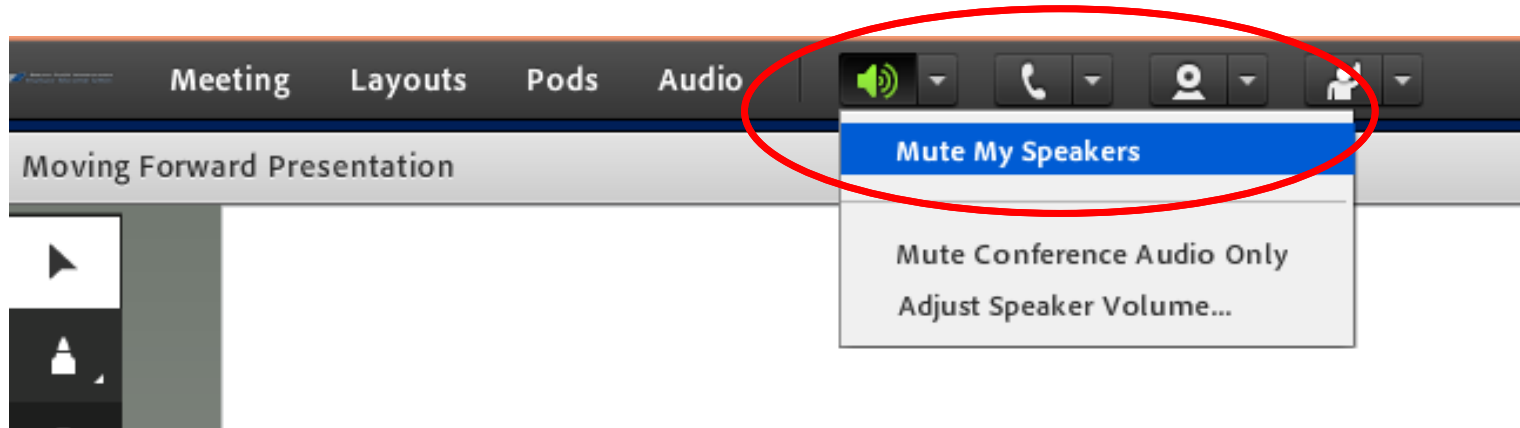


# Please remember to mute your speakers.



## 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.



**U.S. Department of Veterans Affairs**

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Office of Connected Care

**VA**



U.S. Department  
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# 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

**VA**



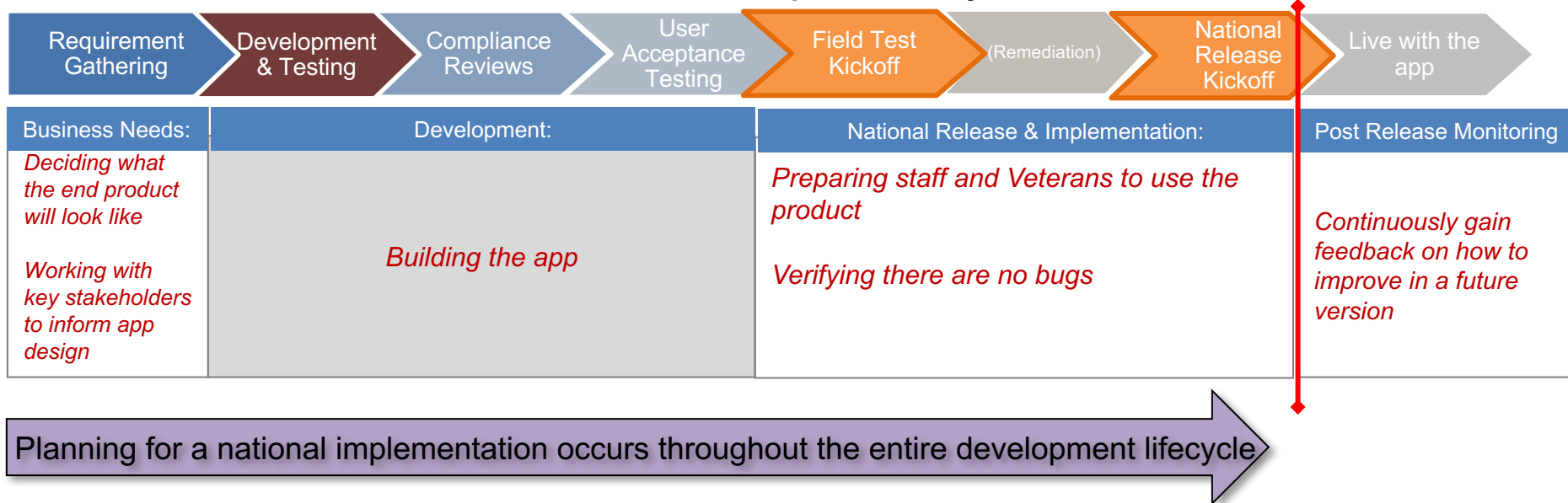
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# Software Development Lifecycle Process



# SDLC AND IMPLEMENTATION

## Software Development Lifecycle

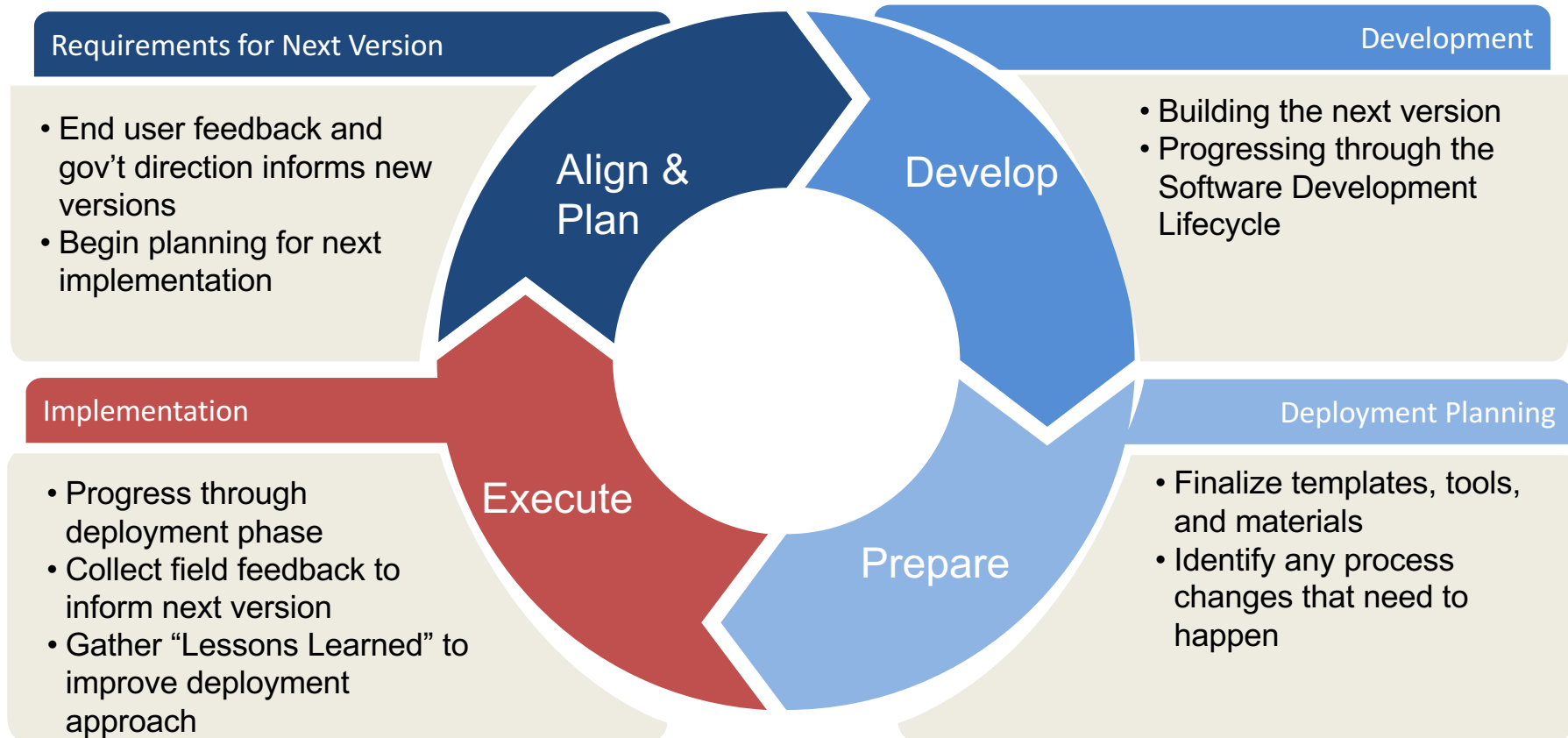


- National deployment planning occurs at the very beginning of the lifecycle and continues throughout the entire process
- Identifying key stakeholders, use cases for the product and target end users informs both the deployment strategy and overall design of the app
- Key implementation efforts occur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



# CONTINUOUS ITERATIONS TO IMPROVE THE PRODUCT

- 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



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# Application-Specific Planning





# NATIONAL DEPLOYMENT OVERVIEW

- 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



# DEPLOYMENT STRATEGIES AND MODELS

Deployment strategies/models will be based on what makes sense

Model	Description and Logic
<b>Big Bang Light</b>	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)
<b>Waves</b>	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.
<b>Focused/ Targeted</b>	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.
<b>Big Bang Heavy</b>	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.



# FIELD TEST ACTIVITIES

	PLANNING & OUTREACH	SITE READINESS	CONDUCT FIELD TEST
<b>GOVERNMENT</b>	<ul style="list-style-type: none"><li>• Host meetings with identified program offices to discuss business process needs</li><li>• Communicate level of effort and technical requirements to identified POCs</li></ul>	<ul style="list-style-type: none"><li>• Validate field test materials</li><li>• Host kickoff &amp; town hall activities</li><li>• Recruit staff Veterans to test</li></ul>	<ul style="list-style-type: none"><li>• Host check-in calls</li><li>• Prioritize defects</li></ul>
<b>RELEASE TEAM</b>	<ul style="list-style-type: none"><li>• Distribute outreach materials</li><li>• Develop &amp; finalize field test implementation steps</li><li>• Identify process &amp; business rule changes</li><li>• Identify field testers</li><li>• Coordinate with help desk</li></ul>	<ul style="list-style-type: none"><li>• Provide technical requirements to field testers</li><li>• Create kickoff &amp; town hall materials</li><li>• Prep tasks specific to each site including configuration and training as needed</li></ul>	<ul style="list-style-type: none"><li>• Develop content for check-in calls</li><li>• Document lessons learned</li><li>• Adjust national release/deployment plan per lessons learned, if necessary</li></ul>
<b>DEV TEAM</b>	<ul style="list-style-type: none"><li>• Provide help desk technical information and training</li><li>• Provide dev status updates</li><li>• Provide technical functionality and requirements</li><li>• Provide test scripts</li></ul>	<ul style="list-style-type: none"><li>• Assist with technical troubleshooting</li></ul>	<ul style="list-style-type: none"><li>• Remediate/test/install in production</li><li>• Provide technical support during testing</li><li>• Track and remediate defects</li></ul>

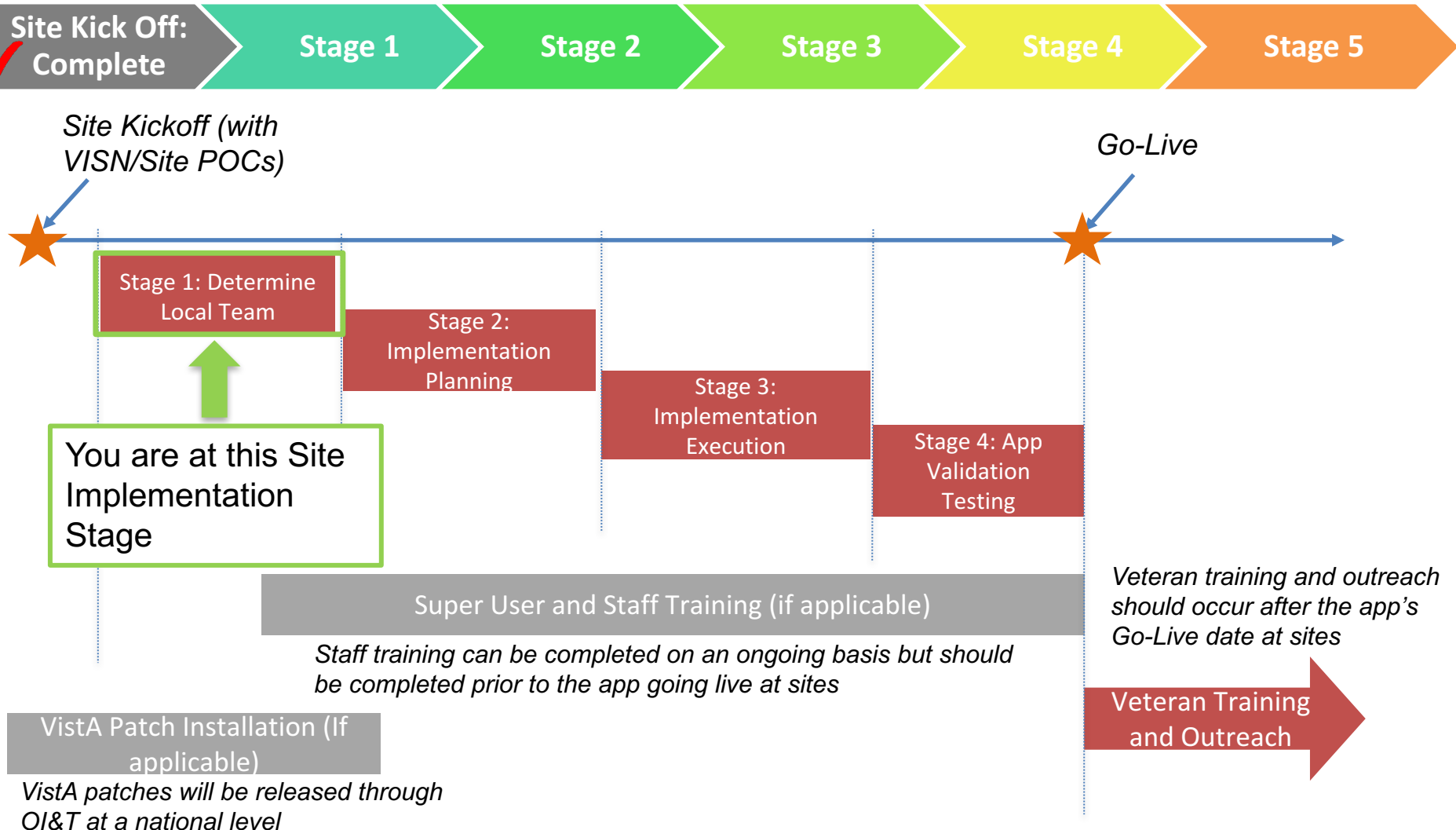


# NATIONAL DEPLOYMENT ACTIVITIES

	PLANNING & OUTREACH	SITE READINESS	CONDUCT RELEASE
<b>GOVERNMENT</b>	<ul style="list-style-type: none"><li>• Host meetings with identified program offices to discuss business process needs</li><li>• Communicate level of effort and technical requirements to identified POCs</li></ul>	<ul style="list-style-type: none"><li>• Validate field test materials</li><li>• Host kickoff &amp; town hall activities</li><li>• Recruit staff Veterans to test</li></ul>	<ul style="list-style-type: none"><li>• Host check-in calls</li><li>• Prioritize feedback for next iteration</li></ul>
<b>RELEASE TEAM</b>	<ul style="list-style-type: none"><li>• Distribute outreach materials</li><li>• Develop &amp; finalize release implementation steps</li><li>• Identify process &amp; business rule changes</li><li>• Coordinate with help desk</li></ul>	<ul style="list-style-type: none"><li>• Provide technical requirements to facilities testers</li><li>• Create kickoff &amp; town hall materials</li><li>• Prep tasks specific to each site</li><li>• Hold any training sessions</li></ul>	<ul style="list-style-type: none"><li>• Develop content for check-in calls</li><li>• Gather feedback and lessons learned</li><li>• Adjust national deployment plan per for future versions</li></ul>
<b>DEV TEAM</b>	<ul style="list-style-type: none"><li>• Provide help desk technical information and training</li><li>• Inform Release Team of changes in schedule</li><li>• Provide technical functionality and requirements</li></ul>	<ul style="list-style-type: none"><li>• Assist with technical troubleshooting</li></ul>	<ul style="list-style-type: none"><li>• Provide technical support once released</li><li>• Track and remediate defects</li><li>• Begin development of new versions based on feedback and government prioritization</li></ul>



# EXAMPLE IMPLEMENTATION STAGES FOR COMPLEX APPS





THANK YOU

What future topics would you like to discuss?

Let us know by providing feedback at this link:

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