

# Transforming Health Care Delivery, One Mobile Device at a Time

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Stacy Washington is a Field Implementation Services (FIS) Implementation Manager (IM) with OI&T. On her current assignment, Stacy is a member of the delivery team responsible for distributing up to 11,200 mobile devices to up to 19 VA facilities across the country over the next few months. She's working to support the VA Mobile Health Provider Program, which aims to equip providers and care teams with mobile technology to enhance patient care. The program is a joint effort between OI&T and the VHA Office of Informatics and Analytics' Connected Health Office.

The [Mobile Health Provider Program](#) has already delivered mobile devices to more than 3,000 providers at eleven medical facilities. Stacy's role in the program is to coordinate OI&T operations and VHA logistics to ensure that devices are successfully inventoried, bar coded, and shipped to the facilities. In addition, she facilitates the training at the Genius Bar for the providers.

According to Stacy, “Providers and staff at VA medical facilities have hard jobs. I think that is sometimes taken for granted. It’s an incredible feeling to be able to hand them a tool that can make their jobs easier.” Once distributed, Stacy and the delivery team offer various support and trainings to familiarize the clinicians with their new devices, and to teach them how to incorporate this technology into their everyday practice.

“Many of our providers already know how to use a tablet in their home setting, but our challenge is to teach them how to use them in the clinical setting,” she explains. “Once they leave our trainings, clinicians seem to be very excited about the possibilities that this device brings to their work.”

Providers are already using their devices in a variety of ways to improve health care delivery. For example, a provider in Orlando regularly uses her device as a patient education tool to display medical images that help patients understand medical options to improve their care. A provider in Washington, D.C., uses his device outside of the hospital to read preliminary views of patient scans. There are countless other ways that providers across the country are utilizing this new tool to deliver better care.

Stacy’s favorite part of the program? “It gives me a chance to say thank you to the providers who care for our Veterans every day. For us to be able to take care of them is priceless.”

The future is bright for the Mobile Health Provider Program. Over the course of the next few months, Stacy and the delivery team will continue to hit the road and deploy mobile devices to providers at up to eight more facilities.

Stacy doesn’t seem to mind the travel: “All the travel, the long hours, it’s worth it. VA is changing the way medical providers take care of patients. We are moving them into the 21<sup>st</sup> century in technology, and I’m proud to be a part of such a historic effort.”

For more information on the Mobile Health Provider Program, please visit <http://mobilehealth.va.gov/providers>.