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VA Mobile Contracting

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May 29, 2015

VA HEALTH CARE | Defining **EXCELLENCE** in the 21st Century

Agenda

1) Contracted Elements of Application Development
2) Template used for VA Mobile App Contracting
3) Requirements for the Contracting Process
4) Questions

Overview of Access to Care

Transactions

- Fill my prescription
- Make / Request an appointment
- Pay VA bills online
- Submit travel claim online

Information Sharing

- Share data with my clinical team that I am tracking from my biometric and home monitoring devices
- Control my healthcare data – I can store it, I can send it, I can receive it, I can combine it
- Personalize care based on what you already know about me

Expert Care

- Asynchronous and synchronous remote visits with providers
- In-home/mobile monitoring, video visits, and care coordination
- Problem solving support tools to help me with self-management
- Telephone call centers that use common triage tools
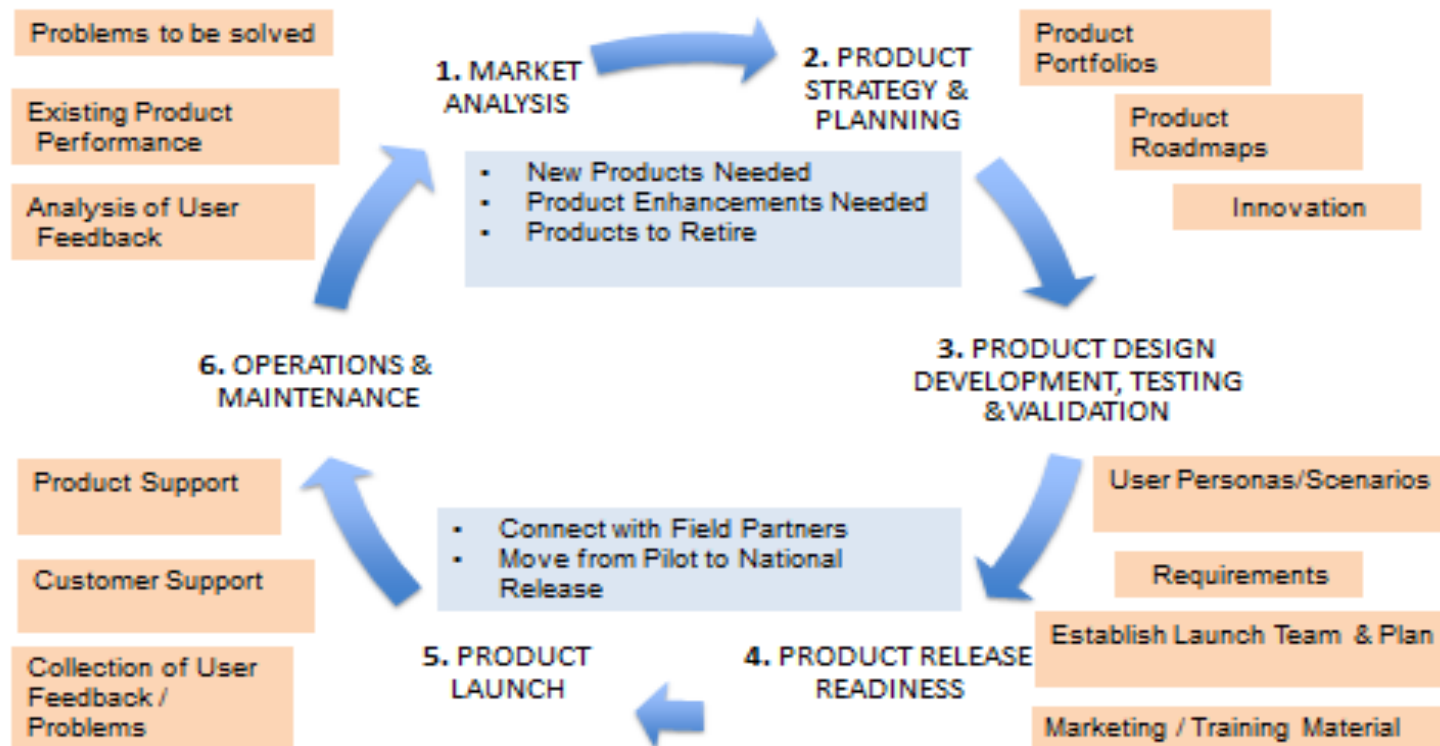
Communications

- Secure messaging with my healthcare team
- Text messages to support self-management

What Types of Work do we Contract?

- Training Materials and Support
- Marketing and Communications
- Application Development, Compliance, and Implementation
- Project and Program Management Support
- Project Lifecycle Coordination
- Product Management
- Release Management
- Software Quality Assurance Testing (SQA)
- Infrastructure as a Service (IaaS)
- Medical Device Procurement
- Help Desk
- Maintenance and Sustainment

Mobile Product Life Cycle

PRODUCT LIFE CYCLE SUPPORT

Problems to be solved

Existing Product Performance

Analysis of User Feedback

1. MARKET ANALYSIS

Product Portfolios

Product Roadmaps

Innovation

- New Products Needed
- Product Enhancements Needed
- Products to Retire

2. PRODUCT STRATEGY & PLANNING

6. OPERATIONS & MAINTENANCE

3. PRODUCT DESIGN DEVELOPMENT, TESTING & VALIDATION

User Personas/Scenarios

Requirements

Establish Launch Team & Plan

Marketing / Training Material

Product Support

Customer Support

Collection of User Feedback / Problems

- Connect with Field Partners
- Move from Pilot to National Release

5. PRODUCT LAUNCH

4. PRODUCT RELEASE READINESS

Mobile Application Pre-requisite Work

- Gather and Document Business Requirements
- Conduct an Architectural Review
- Conduct Market Research
- Review Compliance Body Requirements such as Patient Safety, Security, 508, Privacy, etc.
- Evaluate current/existing VHA Mobile functionality:
  - Similar app or functionality that can be rolled into the new application
  - Simply add new application functionality to an existing VHA Mobile App

Mobile Applications Contract Template

- Template created specifically for mobile applications in a time and materials (T&M) format

- Dedicated TAC team to handle mobile applications contracts using the already approved template

- With a solid set of Business Requirements (BRD) it can take as little as 90 days to contract out for a mobile application

Mobile Applications Template Sections

- The PWS follows the ProPath Mobile Application Development Workflow (MADW) found at:
  - http://vaww.oed.wss.va.gov/process/maps/process_MADW.pdf

- The key sections are:
  - MADW-2 - Initiate Mobile Effort
  - MADW-3 - Application Development document
  - MADW-4 - Verification and Validation
  - MADW-5 - Compliance Review
  - MADW-6 - User Acceptance Test
  - MADW-7 - Field Test (IOC)
  - MADW-8 - Releasing the Application Nationally

- The key sections are utilized as milestones in the App project plan and the Integrated Master Schedule

VETERANS HEALTH ADMINISTRATION

Integrated Master Schedule

- The Contractor is Required to Generate:
  - An Application Project Work Breakdown Structure (WBS) for all work required by sections 5.3.2 through 5.3.6 detailing the activities required
  - Estimated duration and both Contractor and VA resources required.
  - These sections cover the work required to complete:
    - MADW-2 Initiate Mobile Effort
    - MADW-4 Verification and Validation
    - MADW-5 Compliance Review
    - MADW-6 User Acceptance Test
    - MADW-7 Field Test (IOC)
    - MADW-8 Releasing the Application Nationally
  - Contractor shall provide the estimated number of development sprints, associated story points, estimated level of effort, and cost.
  - This section covers the work required to complete:
    - MADW-3 Application Development document

Mobile Application Categories

- In order to better support the VA's customer experience (Veterans, Care Givers and Providers) the CHO has grouped the apps into ten distinct categories.
- Managing by category will allow prioritization of the work to be performed and ensure overall programs and systems work together to improve and support the mobile app user experience.
- The app categories are:
  - Awareness, Consideration and On-Boarding
  - Enrollment and Scheduling Services
  - Pre-Arrival Appointment Reminder
  - Arrival and Check In
  - Care Delivery
  - Check-Out and Discharge
  - Billing and Payment
  - Care Management and Wellness
  - Experience Feedback, Engagement, and Customization
  - Research / Clinical Study

Mobile Application Contract - What is Agile and What is Not

- Section MADW3 (Application Development) uses the Agile Methodology
  - This is about 40% of the total cost of the mobile application implementation work
  - The other 60% is more sequential (waterfall approach); remaining sections of the application lifecycle

Mobile Application Acquisition Activities

- Designate a Contracting Officer Representative (COR) and a Project Manager (PM)
- Contact Connected Health and work with our approved template
- Submit to TAC's VOA system and request assignment to the designated TAC team for mobile development work
- Enter the negotiation and review process with Contracting Officer and Contract Specialists to answer questions and determine the package actionable state:
- Request for Information (RFI); if necessary
- Request for Proposal (RFP); solicitation issued
- Vendor Questions
- Receive Proposals from the Vendors
- Technical Evaluation
    - (Source Selection Evaluation Board – SSEB)
- Contract Award

Milestones
1. Package Actionable
2. Solicitation
3. Proposal Receipt Date
4. Technical Evaluation
5. Contract Award

Post Production Implementation Considerations

- After the application is implemented into production there are many costs associated with the maintenance and sustainment of an application that are not covered under the contract template:
  - Cost of ownership
    - Staff and other Resources
  - Content Updates
  - Functionality Updates
    - User Interface
    - Backend Database
  - Future Integration into new VHA solutions
    - New Systems
    - New Repositories
  - Operating System Upgrades and Compatibility
  - New Training Requirements
  - Marketing and Communications Material Updates
  - New Policy and Standards Adherence

Mobile Application Portfolio Pipeline

Project Initiation	Gathering Requirements	Development	V&V	Compliance & Testing	Field Testing

PHASE 2
Rx Refill (V)
Convert Mobile Data Source
Patient Viewer (S)
VA Pain Coach (V)
Wound Care (S)
Warfarin Monitor (S)
Safe Women's Prescribing (S)
My VA-DoD Health App (V)
Wellness Check Phase (V)
Scheduler Manager (S)
Immunization (S)
Veteran Appt. Request (V)

NEW
Ask a Pharmacist (V)
Mental Health Pt. Outcomes (V)
Genetic Diagnostic Testing (V)
Addiction Support (V)
GREC (V)
Post Falls Nursing Note (S)

Nursing To Do List (S)
Interactive Patient Ed (S)
Cardiac Rehab App (V)
Antibiogram (S)
Chronic Kidney Disease (V)
Audio Tech Training (S)
Safe Patient Handling (S)
Stoke Pathways (S)
EDI Bed Locator (S)
Teledermatolgy (S)
Teledermatology (V)
Information App (V)
Patient Viewer (S)
Secure Messaging (S)
Safe Women's Rx (S)
Health Reconciliation (V)
Mobile Voice Dictation (S)
Mobile EKG (S)
My VA-DoD Health App (V)
PreVisit Agenda (V)
DoD/VA Transition App (V)
My Mobile Desktop (S)
Move Mobile 2

Immunization (S)
Warfarin Monitor (S)
Skin Check (S)
Mission Health (V)
DoD/VA Veteran Link (V)
DoD/VA SHA (S)
PTSD Coach (V)
Secure Messaging (V)
Veteran App Request (V)
Scheduler Manager (S)
Care4Caregivers (V)

Mobile Imaging (S)
Vet Appt Request (V)
Scheduler Manager (S)

**V=Veteran
S=Staff**

National Release

- Summary of Care (V)
- Mobile Blue Button (V)
- Launchpad (V)
- Caring 4 Women Vets (S)
- Preconception (S)
- Immunization (S)
- Move Mobile (V) – iOS App Store

External Mobile Applications

External Apps

- CAC Suport Wiki - IOS
- Clinical Application Support Wiki Android
- Concussion Coach
- CPRS Tips and Tricks Wiki - IOS
- CPRS Tips and Tricks Wiki Android
- DEMPS Mental Health Phone Apps
- Federal Benefits Booklet App
- Health 4 Heros (H4H)
- Health Benefits Enrollment Mobile Application
- Mobile eBenefits (MeB App)
- Move! Coach Web (MCW) Release 2
- My Goals
- My Recovery Plan Peer Support (may be modified)
- MyVeHU Campus Virtual Conference Guide - Android/HTML5
- MyVeHUCampus Virtual Conference Guide- IOS
- PFA Mobile (Provider) (Android)
- POP Patient Facing Application
- Post Deployment Integrated Care Wiki (PDIC) IOS
- Post Deployment Integrated Care Wiki App (Android)
- Prosthetic Sensory Aids Service (PSAS)
- Radiology and Nuclear Medicine Wiki - IOS
- Resident Supervision - Attending Practitioner Responsibilities
- Stay Quit App (Android)
- VA PUR
- Vet Change
- Vet Kiosk Wiki - IOS
- Veterans Administration - Virtual Medical Center (VA-VMC)
- Precision Oncology App
- Hearing Aid App
- Content Management System for Health Management Messaging
- DoD VA Transition App
- Information Application
- Mild Traumatic Brain Injury App/Concussion Coach (Android)
- Military Health History Pocket Card
- Mission Health Voucher
- Mood Coach
- Move! Coach
- PNCS SMARTForms
- PTSD Family Coach
- PTSD Family Coach (Android)
- Radiology and Nuclear Medicine Wiki - Android
- Safe Patient Handling
- Thoracentesis "Time Out"
- VA Virtual 311
- Benefits Mobile Application
- CBT-i Coach for Android
- Cognitive Processing Therapy Coach (CPT)
- CPT Coach for Android
- Mindfulness Coach
- Moving Forward
- Parenting2Go
- PE Coach for Android
- DoD VA Veteran Link
- Vet Kiosk Wiki App (Android)
- Imaging Viewing Solution (COTS)
- OPH Exposure App
- ACT Coach
- CBT for Insomnia Coach
- Concussion Coach App
- PE Coach
- Psychological First Aid Mobile
- PTSD Coach
- Stay Quit Coach

VA Web and Mobile Solutions Resources

- VA Mobile

  https://mobile.va.gov

- Contract Template Point of Contact:

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Contact Information

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Questions?

What future topics would you like to discuss?
Let us know by providing feedback below:

https://www.surveymonkey.com/r/MLZS6B6

Join us for next month's presentation June 26 on new
Women's Health Mobile Applications

VA Mobile
mobilehealth.va.gov