

# VA Healthcare 2020

Delivering  
High-Quality  
Care to the  
Nation's Heroes

December 2-4, 2020  
Washington D.C.

**Limited No-Cost Passes**  
Available for all Active US  
Military and Government  
employees

Disclaimer: This is not an official VA event. IDGA is solely responsible for its content and neither the Department of Veterans Affairs nor any of its components (VHA, VBA) have officially sponsored or endorsed this event or IDGA.



- WELCOME
- KEYNOTES
- SPEAKERS
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# WELCOME

Dear Colleagues,

Across the entirety of the United States Government, **there is no priority more imperative than that of providing the highest-quality care to our nation's Veterans.** As the United States' largest integrated healthcare network, the U.S. Department of Veterans Affairs is tasked with providing our Nation's Veterans world-class benefits and services they have rightfully earned.

As Veteran and current day healthcare priorities evolve at a rapid pace, the VA has and must continue to pivot its services and offerings to ensure it can remain relevant in this ever-increasingly digital age. In doing so, the Veterans Affairs Secretary, The Honorable Robert Wilkie, has identified four crucial modernization priorities to accelerate the Department's transformation as it relates to interacting with, and how the VA ultimately serves Veterans, their families, caregivers, survivors, and the Nation:

- Customer Service
- Mission Act Implementation
- Replacing the aging Electronic Health Record (EHR)
- VA Business System Transformation

These focus areas in conjunction with existing VA efforts will guide the Department's next steps in order to result in positive and enduring outcomes for the Veterans they serve and their families, **and at IDGA's VA Healthcare Summit, you will be able to learn as how to these elements will merge for a ...unified, digital, and customer-centric facing VA healthcare system.**

Our Veterans Healthcare Summit is now in its 12th year, and is an industry-wide staple for those supporting the VA's mission set. Our partners across the Military, Government, Private Health, academia and consultant communities have consistently made this event a marquee gathering for those senior stakeholders. With a Summit regularly hosting over 350+ attendees, this engagement opportunity will provide those leaders across the VA Healthcare ecosystem the chance to learn, share, and connect with our Nation's Veterans to improve health, access, and delivery.

We look forward to welcoming you!

Very Respectfully,  
Jonathan Sanders  
Deputy Divisional Director, IDGA  
VA Healthcare Series Lead

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# 2020 VA HEALTHCARE KEYNOTE SPEAKER:



## Barbara Van Dahlen, Ph.D.

Executive Director PREVENTS Task Force  
Office of the Secretary  
**U.S. Department of Veterans Affairs**

Named to TIME magazine's 2012 list of the 100 most influential people in the world, Dr. Van Dahlen is the Founder of Give an Hour, a national nonprofit that provides free mental health care to those in need including service members, veterans and their families. Dr. Van Dahlen led the organization as President until 2019. A licensed clinical psychologist who practiced in the Washington, D.C. area for over 20 years, she received her Ph.D. in clinical psychology from the University of Maryland in 1991.

# VAHC SUMMIT AGENDA CODING

IDGA's VA Healthcare Summit will  
focus on the below core areas:



Driving Customer  
Experience across all VA  
Operations – CX



Enabling VA Business  
Systems Transformation  
– BIZ



Understanding the Aims and  
Current Impact of the VA  
Mission Act – MISSION



Providing Highest-Quality  
Care for our Nation's  
Veterans – VETS



Advancing VA EHR  
Capabilities and  
Modernization – EHR



Expanding Digital Efforts to  
Better Serve Today's Veteran  
– DIGITAL

**These agenda coding items will guide you through  
our expansive agenda! Navigate your day at  
IDGA's Summit through the assistance of these  
informative VA Healthcare topic-focused codes!**

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# 2020 DECEMBER SPEAKERS



**Barbara Van Dahlen, Ph.D.**  
Executive Director PREVENTS  
Task Force  
**Office of the Secretary**  
**U.S. Department of**  
**Veterans Affairs**



**Margarita Devlin, MA, CRC**  
Principal Deputy Under  
Secretary for Benefits  
**U.S. Department of**  
**Veterans Affairs**



**Carolyn Clancy, MD**  
Deputy Under Secretary for  
Discovery, Education and Affiliate  
Networks (10X), Veterans Health  
Administration  
**U.S. Department of**  
**Veterans Affairs**



**Harvey Johnson**  
Deputy Assistant Secretary for  
Resolution Management and  
Acting Executive Director  
**Office of Diversity and**  
**Inclusion, U.S. Department of**  
**Veterans Affairs**



**Amy Parker**  
Chief Learning Officer / Executive  
Director  
**U.S. Department of**  
**Veterans Affairs**



**Matthew A. Miller, SES, PhD, MPH**  
Director, Suicide Prevention Program  
**Office of Mental Health and Suicide**  
**Prevention, U.S. Department of Veterans**  
**Affairs**



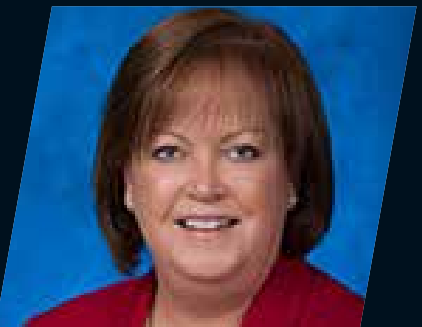
**Volney (Jim) Warner, SES**  
Chief Learning Officer, Veterans  
Health Administration  
**U.S. Department of**  
**Veterans Affairs**



**Deborah Lafer Scher**  
Executive Advisor to  
the Secretary  
**U.S. Department of**  
**Veterans Affairs**



**Thomas Osborne, MD**  
Director of VA National  
Center for Collaborative  
Healthcare Innovation  
CMIO of VA Palo Alto  
Healthcare System  
**U.S. Department of**  
**Veterans Affairs**



**Kathleen Barry, MHA, RN, NEA-BC**  
Director Workforce and Leadership  
Development & Acting Deputy Chief  
Nurse Office of Nursing Service  
**U.S. Department of**  
**Veteran Affairs**



**Drew Myklegard,**  
Executive Director, Demand  
Management  
**Office of Information &**  
**Technology**  
**U.S. Department of**  
**Veterans Affairs**



**Michael Renfrow**  
Deputy Director for  
Patient Experience  
**U.S. Department of**  
**Veterans Affairs**

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# 2020 DECEMBER SPEAKERS



**Alison M. Whitehead, MPH, RYT, PMP**  
Acting Director Integrative Health Coordinating Center  
VHA Office of Patient Centered Care & Cultural Transformation,  
**U.S. Department of Veterans Affairs**



**Cheryl Mason**  
Chairman of the Board of Veterans' Appeals (Board)  
Office of Public and Intergovernmental Affairs  
**U.S. Department of Veterans Affairs**



**Dr. Maureen Marks**  
Executive Director, VHA National Center for Organizational Development (NCOD)  
**U.S. Department of Veterans Affairs**



**Ryan Vega**  
Executive Director  
**VHA Innovation Ecosystem**  
**U.S. Department of Veterans Affairs**



**Dr. Chad Kessler**  
National Director for Emergency Medicine for VHA & Lead, Clinical Coordination Cell for VHA COVID-19 Clinical Response  
**Durham VA Medical Center**  
**U.S. Department of Veterans Affairs**



**Dr. Joseph Ronzio**  
Deputy Chief Health Technology Officer  
**U.S. Department of Veterans Affairs**



**Dr. Sumitra Muralidhar**  
Program Director  
**Million Veteran Program**  
**Office of Research and Development**  
**U.S. Department of Veterans Affairs**



**Dr. Ronald Przygodzki**  
Director, Genomic Medicine  
Office of Research and Development  
**U.S. Department of Veterans Affairs**



**Lori Smith**  
Director, Procurement Services (Community Care Network)  
Strategic Acquisition Center  
**U.S. Department of Veterans Affairs**



**David Fuller**  
Chief, Data Analytics Division  
**U.S. Department of Veterans Affairs**



**Donn Latimer**  
Chief Data Analytics Division  
**U.S. Department of Veterans Affairs**



**Dennis O. May, Colonel, USAF (Retired)**  
Deputy Director Center for Minority Veterans  
**U.S. Department of Veterans Affairs**

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# 2020 DECEMBER SPEAKERS



**Anne Dunn**  
Deputy Director  
**VHA Homeless Programs**  
**U.S. Department of Veterans Affairs**



**Candace Brandmayr**  
Computer Engineer, Technology Acquisition Center (TAC), Office of Procurement, Acquisition, and Logistics (OPAL)  
**U.S. Department of Veterans Affairs**



**Preeti R. John, MD, MPH, FACS, CPE**  
Critical Care & Palliative Care Surgeon and Facility LSTDI  
**Director**  
**U.S. Department of Veterans Affairs**



**Frederick G. White Jr., PhD, MSPH, IH, CX-I, VHA-CM**  
Senior Management Analyst  
**Veterans Experience Office (PX)**  
**U.S. Department of Veterans Affairs**



**Toni Hightower**  
CPXP, CX-Pro1, MAJ (Retired)  
USAR, PX Coach and OTM  
Master Trainer  
**PX Implementation and Consultation Division**  
**U.S. Department of Veterans Affairs**



**Ryan Rogers**  
Director of Business Management  
**PTSD Foundation of America**



**Dr. Charles "Chuck" Brandon**  
Director, Business Process Improvement Program Office  
**Office of Business Transformation**  
**Headquarters US Army**



**Torrie Osterholm**  
Director of Psychological Health  
**D.C. Army National Guard Medical Detachment**



**Rosemary Baughn**  
Senior VP of Hospice and Palliative Care  
**Visiting Nurse Service of NY**



**Joseph Vitti**  
Supervisor  
**VNSNY Hospice's Veterans, Visiting Nurse Service of NY**



**Dr. Dale Nordenberg**  
Co-Founder & Executive Director  
**Medical Device Innovation, Safety, and Security Consortium (MDISS)**



**Julia Rollison, PhD, MPH**  
Policy Researcher  
**RAND Corporation**

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# 2020 DECEMBER SPEAKERS



**Dr. Mark Willis**  
MDR and Compliance  
**Willis QS Consulting**



**Abby Rosenberg**  
Program Manager  
**Aptive Resources**



**Austin Hagerty**  
Chief Data Scientist  
**Booz Allen Hamilton**



**Moritz Steller**  
Sr. Data Scientist  
**Booz Allen Hamilton**

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# VA FY 2018-2024 Strategic Goals & Objectives

**Mission Statement:** To fulfill President Lincoln’s promise,  
*“To care for him who shall have borne the battle and for his widow, and his orphan.”*

## VA PRIORITIES



**CUSTOMER SERVICE:** We will be driven by customer feedback, unified Veteran data, and employees characterized by customer-centric mindset to make accessing VA services seamless, effective, efficient and emotionally resonant for our Veterans



**MISSION ACT:** VA is committed to ensuring Veterans have a wide variety of options for their health and well-being.



**ELECTRONIC HEALTH RECORD:** This new system will enable the seamless and secure transfer of Veterans’ and Service members’ sensitive health information.



**BUSINESS SYSTEMS TRANSFORMATION:** Modernized systems and technology enable employees to enhance the quality of the care and services deserve.



**SUICIDE PREVENTION:** Suicide Prevention is VA’s top clinical priority; it is a national health crises and requires all Government, along with public-private partnerships, to address.




<https://www.va.gov/oei/docs/va2018-2024strategicplan.pdf>




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# DAY ONE

## AGENDA CODING



-  Driving Customer Experience across all VA Operations - CX
-  Understanding the Aims and Current Impact of the VA Mission Act - MISSION
-  Advancing VA EHR Capabilities and Modernization - EHR

-  Enabling VA Business Systems Transformation - BIZ
-  Providing Highest-Quality Care for our Nation's Veterans – VETS
-  Expanding Digital Efforts to Better Serve Today's Veteran – DIGITAL




0800  
**Registration and Morning Networking**

0850  
**Chairperson's Opening Remarks**

0900 ———        
**VA Innovation and Vision for 21st Century Care: Meeting the VA's FY 2018-2024 Strategic Plan**

In 2018, Secretary Wilkie of the Department of Veterans Affairs enacted a strategic plan highlighting major aims across the VA over the course of five years. This session will highlight the ongoing efforts to meet these aims, and the efforts that have been made thus far.

- Update on the FY 2018 – FY 2024 strategic plan and aims
- Efforts to ensure our Nation's Veterans receive high-quality care
- Strategies for improving process management with private sector and community support

 **Deborah Lafer-Scher**  
Executive Advisor to the Secretary  
**US Department of Veteran Affairs**

0930  
**Johnson and Johnson Sponsored Session**

1000  
**Networking Break and Technology Demonstrations**

1030 —————   
**Event Keynote Remarks: Preventing Suicide for All Americans through PREVENTS**

On March 5, 2019, President Trump signed Executive Order 13861, The President's Roadmap to Empower Veterans and End a National Tragedy of Suicide (PREVENTS). This Executive Order created a dedicated Task Force to coordinate efforts across the Government and to build a national strategy focused on improving overall mental health to prevent suicide. To lead this multi-agency national effort, Dr. Barbara Van Dahlen, was selected as Executive Director of the PREVENTS Task Force.

- The President's Roadmap to Empower Veterans and End a National Tragedy of Suicide
- Purpose, goals, and work: near-term initiatives
- Partnership efforts to prevent suicide rates for Veterans & Americans

 **Barbara Van Dahlen, Ph.D.**  
Executive Director PREVENTS Task Force  
**Office of the Secretary, U.S. Department of Veterans Affairs**

1100  
**Retreat Sponsored Session**

1130  
**Morning Coffee Break**

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# Track Sessions

## TRACK A: Driving Innovation to Deliver High Quality of Care

1200

### Overview of VHA Innovation Ecosystem: Changing and Saving Veterans Lives through Mission Driven Innovation

- Opportunities to leverage AI and telehealth
- Changing the way health providers interact with patients
- Translating innovation into practice: how to operationalize innovation



**Ryan Vega**  
Executive Director  
VHA Innovation Ecosystem



## TRACK B: Enabling Initiatives

### Developing Lines of Effort to Curb Veterans Homelessness in the US

- Current initiatives supporting the integrated national system of VHA Homeless Programs
- Efforts to review and approve new program requirements
- Updates on the Veterans Justice Outreach programs



**Anne Dunn**  
Deputy Director  
VHA Homeless Programs



## TRACK C: Workforce Priorities

### Semper Disco: VA's Culture of Learning

- Developing workforce skills and capabilities at the VA: Necessary next steps
- Engaging employees around Leadership Development
- Preparing supervisors to lead



**Amy Parker**  
Chief Learning Officer / Executive Director  
U.S. Department of Veterans Affairs



1230

### Driving Collaboration across VA Healthcare Systems for Improved Healthcare Results

- Efforts to spur innovation across U.S. Department of Veterans Affairs
- Partnership development efforts to enhance Veteran care
- Collaborating with industry, Government, and academics in the development of cutting-edge healthcare solutions



**Thomas Osborne, MD**  
Director of VA National Center for Collaborative Healthcare Innovation, CMIO of VA Palo Alto Healthcare System  
U.S. Department of Veterans Affairs



### Ensuring All Veterans Receive Equal Service Regardless of Race, Origin, Religion, or Gender: Center for Minority Veterans

- Customer-centric efforts to deliver greater healthcare results
- 23 percent of the Veteran population FY2020 Vs. Expected 36 percent in 2043: meeting this expected growth
- Process improvement efforts and technological needs

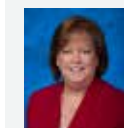


**Dennis O. May, Colonel, USAF (Retired)**  
Deputy Director Center for Minority Veterans  
U.S. Department of Veterans Affairs



### Implementing Nurse Workforce Initiatives to Advance Healthcare Delivery

- Developing, implementing, and directing National nursing policies and programs for a workforce of over 105,000 nursing personnel
- Workforce recruitment & training initiatives
- Near-term policy efforts



**Kathleen Barry, MHA, RN, NEA-BC**  
Director Workforce and Leadership Development & Acting Deputy Chief Nurse Office of Nursing Service, U.S. Department of Veteran Affairs





1300 **Networking Lunch**

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# Consultations

IDGA's consultations provide you the opportunity to join an intimate discussion led by one of our subject matter experts focusing on emerging topics in the Government Healthcare arena. With a selection of topic areas quite relevant across the VA space, our leaders will provide key insight across a wide array of pertinent and timely topic areas.

	Consultations <b>GROUP #1</b>	Consultations <b>GROUP #2</b>	Consultations <b>GROUP #3</b>	Consultations <b>GROUP #4</b>
1345	<b>Medigate Sponsored Session</b>  	<b>Sotera Sponsored Session</b>  Sponsored by: 	<b>Driving Health System Transformation and Innovation to Advance VA Daily Operations</b>	<b>Supporting Veterans in the Face of a Global Health Crisis</b>
1415	<b>Supporting the VA's Continued Digital Outreach to our Nation's Veterans</b>	<b>Driving EHR Security &amp; Information Exchange</b>	<b>Connecting Research to Hospitals and External Partners for Improved Healthcare Delivery</b>	<b>Supporting VA Appeals Modernization Efforts</b>


1445  
**Networking Break**

1515  
**Promedtek Sponsored Session**

1545  
**Case Study: Rapid Learning COVID Training Development and Distribution In A Health Care Setting**

- Enterprise approach to training for COVID-19
- COVID-19 training and development distribution
- Measuring overall effectiveness

 **Volney (Jim) Warner, SES**  
Chief Learning Officer  
**Veterans Health Administration, U.S. Department of Veterans Affairs**

 **Dr. Chad Kessler**  
National Director for Emergency Medicine for VHA & Lead, Clinical Coordination Cell for VHA COVID-19 Clinical Response  
**Durham VA Medical Center, U.S. Department of Veterans Affairs**

1615  
**Implementing the Mission Act: Effect on Community Healthcare Providers and Partners**

The landmark legislation of the Mission Act will fundamentally change VA healthcare; this will allow the VA to combine VA and locally offered services to best meet the health needs of the Veteran wherever they might be. Understanding the implementation and integration across VA operations will be of critical importance to the Military health paradigm.

- How has the Mission Act most drastically altered the delivery of healthcare
- Mission Act effect on care for Veterans
- Efforts to update staff and facility to enable

 **Rosemary Baughn**  
Senior Vice President of Hospice and Palliative Care  
**Visiting Nurse Service of New York**

 **Joseph Vitti**  
Supervisor, VNSNY Hospice's Veterans  
**Visiting Nurse Service of NY**

1645  
**Chairperson's Closing Remarks**

1700  
**Grad Fair Drinks Reception**

The VA's recent focus on retention and recruitment initiatives has prompted IDGA to turn our drinks reception into a Grad Fair! We invite all graduating medical professionals to attend for a mixer with leadership across our senior-led VA delegation in order to directly support the Department's goals! **Join us for a drink, and don't forget your resume!**



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# DAY TWO



## AGENDA CODING

- Driving Customer Experience across all VA Operations - CX
- Understanding the Aims and Current Impact of the VA Mission Act - MISSION
- Advancing VA EHR Capabilities and Modernization - EHR

- Enabling VA Business Systems Transformation - BIZ
- Providing Highest-Quality Care for our Nation's Veterans - VETS
- Expanding Digital Efforts to Better Serve Today's Veteran - DIGITAL

0800

### Registration and Morning Networking

0850

### Chairperson's Opening Remarks

0900

### VBA's #BestYearEver:

### Aggressively Pursuing Excellence

The Veterans Benefits Administration provide a variety of benefits and services to Servicemembers, Veterans, and their families across the country. In doing so it requires a culture of innovation, collaboration, and efficiency to ensure these rightfully earned benefits can be delivered at the point of need.

- Providing Veterans with the benefits they have earned in a manner that honors their service
- Ensuring strong fiscal stewardship of the money entrusted to us by taxpayers
- Fostering a culture of collaboration



#### Margarita Devlin, MA, CRC

Principal Deputy Under Secretary for Benefits  
US Department of Veterans Affairs

0930

### Improving VHA Delivery of Care through Next-Gen Education & Affiliate Network Development

As part of the U.S. Department of Veterans Affairs' (VA) modernization efforts to improve efficiency in care coordination for Veterans, the enactment of Executive Order 13781 made sizable efforts enhance quality care for Veterans by improving coordination of services in the areas of population health; education and training of health care professionals; research, academic affiliations; engineering services; and human resources (HR).

- Fostering a collaborative environment that will address

the most complex health concerns facing Veterans

- VA MISSION Act Educational Initiatives
- Expanding VA affiliate networks to expand care capabilities for our nation's Veterans



#### Carolyn Clancy, MD

Deputy Under Secretary for Discovery Education and Affiliate Networks (10X),  
Veterans Health Administration,  
U.S. Department of Veterans Affairs

1000

### Networking Break & Technology Demonstration

1030

### Transformation Treatment Center Sponsored Session

1100

### Modernizing the Veterans Appeals Process for the 21st Century Veterans and Their Families

As Chairman of the Board of Veterans' Appeals (Board), Ms. Mason leads a team of approximately 1200 personnel including Veterans Law Judges, attorneys and operations and administrative professionals to meet the Board's mission of conducting hearings and deciding appeals for Veterans and their families. Ms. Mason is accountable for the efficient and effective management of Board resources and executing a budget in excess of \$190 million. The Board is the Secretary's designee to decide appeals arising from the Office of General Counsel and all three administrations.

- Efforts to provide more digital-centric services for today's Veteran
- Board of Veterans Appeals near-term priorities
- Opportunities in telehealth and appeals modernization



#### Cheryl Mason

Chairman of the Board of Veterans' Appeals (Board)  
Office of Public and Intergovernmental Affairs, U.S.  
Department of Veterans Affairs

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1130 Morning Coffee Break

# Track Sessions

## TRACK A: Clinical Focus

1200

### The VHA's Life Sustaining Treatment Decisions Initiative



- Promoting personalized, proactive, patient-driven care for Veterans with serious illness
- LSTDI overview and VA implementation efforts
- Skills training efforts for clinicians



**Preeti R. John, MD, MPH, FACS, CPE**  
Critical Care & Palliative Care Surgeon  
VA Maryland Health Care System

## TRACK B: Acquisition Priorities across the VA

### Strategic Acquisition Center Procurement Efforts to Support VA Mission Act Implementation



- Supporting Mission Act implementation for delivery of high-quality healthcare
- Initiatives to streamline customer service
- Current lines of effort



**Lori Smith**  
Director, Procurement Services (Community Care Network), Strategic Acquisition Center  
U.S. Department of Veterans Affairs

## TRACK C: Driving Efficiencies across the VA

### Lessons Learned from the US Army's Business Process Improvement Program Office



- Army lessons learned for large-scale agency business process improvements
- Current lines of effort
- Training efforts to contribute to lasting results



**Dr. Charles "Chuck" Brandon**  
Director, Business Process Improvement Program Office, Office of Business Transformation, Headquarters  
US Army

1230

### Respirtech Sponsored Session



### Strategic Acquisition Center Procurement Efforts to Support VA Mission Act Implementation



- Supporting Mission Act implementation for delivery of high-quality healthcare
- Initiatives to streamline customer service
- Current lines of effort



**Lori Smith**  
Director, Procurement Services (Community Care Network), Strategic Acquisition Center  
U.S. Department of Veterans Affairs

### Bitsopic Sponsored Session



1300 NETWORKING LUNCH

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1345



### Conducting Strategic Planning and Oversight for VA Suicide Prevention Efforts

As the top clinical priority for the VA, one requiring an all of Government approach to enable, preventing Veteran suicides is the top priority. With massive efforts across the Federal Government to prevent Veteran Suicide, our speaker will provide a strategic overview of the planning and oversight of suicide prevention, intervention, and postvention programs and policies applied to community and clinically based settings within a public health paradigm.

- Implementing and reinforcing evidence-based community and clinical interventions
- Veteran suicide prevention emerging lines of effort
- Collaboration across the Federal Govt and impact of PREVENTS



**Matthew A. Miller, SES, PhD, MPH**  
 Director, Suicide Prevention Program  
**Office of Mental Health and Suicide Prevention, U.S. Department of Veterans Affairs**

1415



### Understanding the Demands and Unique Needs of VA Business Partners

The demand management division provides a VA enterprise-wide services that will enable VA to capture business needs, architect, engineer, monitor performance, ensure program alignment, and successfully provide cloud solutions in support of VA IT Modernization. Enabling a defined process for accepting business partner requirements and prioritizing them throughout the VA organization is of critical importance/

- Understanding where demand currently sits across the VA for its business partners
- Technology modernization efforts to meet necessary business needs
- DMD current priorities



**Drew Myklegard**  
 Executive Director, Demand Management  
**OI&T, U.S. Department of Veterans Affairs**



## TRACK A: VA Research and Development Efforts

1445

### Genomic Medicine R&D Efforts & Procedure across the VA



- Implementing R&D pharmacogenomics in clinics; lessons learned
- Genomic medicine R&D aimed at improving mental health
- Genomic lines of effort across Million Veteran Program



**Dr. Ronald Przygodzki**  
 Director, Genomic Medicine  
 Office of Research and Development  
**Department of Veterans Affairs**

## TRACK B: VA Research and Development Efforts

### The VHA's "Life Sustaining Treatment Decisions Initiative"



- Million Veteran Program Updates
- COVID-19 related research & future directions
- Enrollment and data collected/generated
- Scientific advances in mental health and other chronic diseases



**Dr. Suma Muralidhard**  
 Program Director, Million Veterans Program  
 OfficeOffice of Research and Development,  
**U.S. Department of Veterans Affairs**

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1515  
**Afternoon Networking Break**

1545  
**Sponsored Session Opportunity**



1615

**Panel Discussion A:**

**Financial & Healthcare Data Analytics Services Panel Product Demonstrations**

- Data science opportunities to bolster VA operations
- Architecture and governance developments for 21st century healthcare data
- Modernization opportunities across VA supply chains



Moderator: **David Fuller**  
Chief, Data Analytics Division  
**U.S. Department of Veterans Affairs**



Panelists: **Donn Latimer**  
Chief Data Analytics Division (Supply Chain)  
**U.S. Department of Veterans Affairs**



**Moritz Steller**  
Sr. Data Scientist  
**Booz Allen Hamilton**

**Austin Hagerty**

Chief Data Scientist  
**Booz Allen Hamilton**



**Panel Discussion B:**

**Driving Medical Device Security and Safety in an Internet-Connected Era**

- Identifying vulnerabilities in complex multi-vendor networks of medical devices
- Medical device strategies for an increasingly digital era
- Collaborative efforts across US Government & Industry



**Dr. Dale Nordenberg**  
Co-Founder & Executive Director  
**Medical Device Innovation, Safety, and Security Consortium (MDISS)**



1700  
**Chairperson's Closing Remarks**




1715  
**End of Main Day 2**




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# FOCUS DAY

## AGENDA CODING


-  Driving Customer Experience across all VA Operations - CX
-  Understanding the Aims and Current Impact of the VA Mission Act - MISSION
-  Advancing VA EHR Capabilities and Modernization - EHR

-  Enabling VA Business Systems Transformation - BIZ
-  Providing Highest-Quality Care for our Nation's Veterans – VETS
-  Expanding Digital Efforts to Better Serve Today's Veteran – DIGITAL



0800  
**Registration & Breakfast**

0850  
**Chairperson Opening Remarks**

0900  **Advancing VA Diversity & Inclusion Initiatives for A Strong VA Working Environment**

The mission of the U.S. Department of Veterans Affairs diversity and inclusion program is to grow a diverse workforce and cultivate an inclusive work environment, where employees are fully engaged and empowered to deliver the outstanding services to our Nation's Veterans, their families, and beneficiaries

- Guiding VA diversity and workforce inclusion efforts: necessary next steps
- Ensuring the integrity, effectiveness, and impartiality of the complaint processing procedures within the VA
- Expanding employee engagement efforts for improved workplace satisfaction and retention

 **Harvey Johnson**  
Deputy Assistant Secretary for Resolution Management and Acting Executive Director  
Office of Diversity and Inclusion  
**U.S. Department of Veterans Affairs**

0930   **VA Patient Experience's Roadmap to Excellence: Revolutionizing Patient Care**

As the Department of Veterans Affairs enters its next decade, delivering excellent patient experience has become a crucial segment across the agency. This session will provide a senior-level review of the programs aims in the near term, future endeavors, and enabling initiatives.

- Efforts to build PX structure across VA enterprise
- Initial lessons learned and role in current strategy to deliver high quality of care
- Integrating the VA's customer experience priority into the VA Patient Experience mission set

 **Michael Renfrow**  
Deputy Director for Patient Experience  
**U.S. Department of Veterans Affairs**

1000  
**Morning Networking Break**

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1030

**Johnson and Johnson Sponsored Session**

1100

**Implementing Major VA Plans and Programs across the Department: Lessons Learned**

As the VA continues to successfully rolls out new initiatives similar to improve customer experience and patient experience, it will be critically important to understand how these efforts are to be integrated and implemented at VA Centers across the US.

- Leading development of programs and policies for integrative health implementation across the VA
- Lessons learned when implementing major VA initiatives focusing on patient experience and customer experience
- Partnership efforts to guide implementation



**Alison M. Whitehead, MPH, RYT, PMP**

Acting Director Integrative Health Coordinating Center (IHCC), VHA Office of Patient Centered Care & Cultural Transformation

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

1130

**Exploring the Characteristics of VA Servant Leaders**

Servant Leadership is one that emphasizes caring, authenticity, and putting clients and employees first, and ahead of personal goals or leadership aspirations: customer service by another name. With representation from the VA's National Center for Organizational Development 's, our invited speakers will highlight characteristics instilled in VHA leaders that promote and support a culture of CX.

- Supporting CX initiatives across VA organizations via workforce consultations, surveys and assessments
- Near-term CX initiatives and meeting Secretary's Wilkie's CX aims
- Opportunities for industry collaboration



**Dr. Maureen Marks**

Executive Director, VHA National Center for Organizational Development (NCOD)

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



**Frederick G. White Jr., PhD, MSPH, IH, CX-I, VHA-CM**

Senior Management Analyst, Veterans Experience Office (PX)

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

1030 **Networking Lunch**

# WORKSHOP SESSIONS

**WORKSHOP A**

1115

**Patient Experience Focused**

- Providing services in PX education on behalf of the VA
- Strategic PX planning to local VA facilities; next-gen lines of effort
- Efforts to assist with VA implementation of PX methodologies and focus



**Major (R) Toni Hightower**

PX Coach

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

**WORKSHOP B**

**MANAGEMENT STRATEGIES FOCUSED**

- Leveraging project management approaches to VA rollouts for measured success
- Navigating challenge regulatory environment
- Applications across healthcare environments



**Dr. Mark Willis**

MDR & Compliance

**Willis QS Consulting**

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1330

**Sponsored Session Opportunity**

1400

**Afternoon Networking Break**

**TRACK A:  
Technology Modernization Efforts**

1430

**Department Technological Priorities & Needs to Provide High-Quality Care to Veterans**

- FY2021 budget priorities
- Emerging initiatives to meet diverse needs of Future Veterans
- Feedback from Veteran community; where is additional priority needed



**Dr. Joseph Ronzio**  
Deputy Chief Health Technology Officer  
**U.S. Department of Veterans Affairs**



**TRACK B:  
Mental Health Priorities**

**PTSD Foundation of America: Providing Hope and Healing for the Unseen Wounds of War**

- PTSD Foundation of America efforts to support Veteran PTSD healing, awareness, and networking
- Driving efficacy of programs: driving measurable success for Veterans suffering with PTSD
- Addressing the PTSD needs of today's Veterans



**Ryan Rogers**  
Director of Business Management  
**PTSD Foundation of America**



1500

**Using Data and Innovation to Improve Delivery of Care for Women Veterans**

- Key challenges affecting access & quality of care for Women Veterans
- Local strategies for multidisciplinary quality improvements
- Informing healthcare quality improvement efforts



**Abby Rosenberg**  
Program Manager  
**Apptive Resources**



**Julia Rollison**  
Policy Researcher  
**RAND Corporation**



**Sleep Hygiene Related to Psychological Health in the Military**

- Care strategies
- Partnership efforts
- Sleep hygiene: what is it?



**Torrie Osterholm**  
Director of Psychological Health  
**D.C. Army National Guard Medical Detachment**



1530

**Sponsored Session Opportunity**

1600

**End of Veterans Healthcare Summit**

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IDGA Sales Director - North America

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