

VA Healthcare 2020

Delivering
High-Quality
Care to the
Nation's Heroes

December 2-4, 2020
Digital Online Summit

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.



VA HEALTHCARE SUMMIT // VA HEALTHCARE SUMMIT

- WELCOME
- KEYNOTES
- SPEAKERS
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WELCOME TO OUR DIGITAL SUMMIT



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 our second iteration of it as a digital summit! We are pleased to once again provide this community the opportunity to participate in our digital forum, where in many instances we have partners walking away with over 30+ meetings!

We look forward to welcoming you!

Very Respectfully,

Jonathan Sanders
VA Healthcare Series Lead
Deputy Divisional Director, IDGA

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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 DIGITAL 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 DIGITAL 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,
Diversity & Inclusion
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



Dr. Shawn Norman
Director, Chief Telehealth/
Telemedicine
U.S. Department of Veterans
Affairs



Amy Parker
Chief Learning Officer / Executive
Director
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



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

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2020 DECEMBER DIGITAL SPEAKERS



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



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



Martin Pellum
Program Director, Leadership
Talent Management, Healthcare
Leadership Talent Institute (HLTI)
Veterans Health Administration
**U.S. Department of
Veterans Affairs**



Lisa Anne Red, MSHA
Acting Director, Healthcare
Leadership Talent Institute
(HLTI) Veterans Health
Administration
**U.S. Department of
Veterans Affairs**



**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**



Ryan Vega
Executive Director
VHA Innovation Ecosystem
**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. 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**



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



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

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2020 DECEMBER DIGITAL SPEAKERS



Ryan Rogers, MBA
DHS Candidate
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**



Dr. Frederic D. Seifer
Medical Director of Population
Health
**St. Lawrence Health System,
Potsdam, NY**



Rosemary Baughn, MSN, RN
Senior VP of Hospice and
Palliative Care
Visiting Nurse Service of NY



Joseph Vitti, MBA
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)**



Dr. Mark Willis
MDR and Compliance
Willis QS Consulting

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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




0900
Morning Registration & Meeting Setting

1050
Chairperson's Opening Remarks

1100 ———      
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

1130
Johnson and Johnson Sponsored Session



1200 ————— 
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

1230
Retreat Sponsored Session



1300
Afternoon Coffee Break and Meetings

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Track Sessions

TRACK A: Driving Innovation to Deliver High Quality of Care

1330

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



1400

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



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Consultations

	Consultations GROUP #1	Consultations GROUP #2	Consultations GROUP #3	Consultations GROUP #4
1430	Sponsored Session 	Sponsored Session <small>Sponsored by:</small> 	Driving Health System Transformation and Innovation to Advance VA Daily Operations	Supporting Veterans in the Face of a Global Health Crisis
1500	Supporting the VA's Continued Digital Outreach to our Nation's Veterans	Driving EHR Security & Information Exchange	Connecting Research to Hospitals and External Partners for Improved Healthcare Delivery	Supporting VA Appeals Modernization Efforts

1530
Afternoon Networking Break & Meetings

1600
Sponsored Session 

1630    
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

1700
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, MSN, RN**
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

1730
Continued Networking Opportunities

1930
End of Digital Day 1



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

0900
Morning Registration and Meeting Setting

1050
Chairperson's Opening Remarks

1100
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

1130
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

1200
Transformation Treatment Center Sponsored Session

1230
Advancing U.S. Dept. of Veterans Affairs Telehealth Capabilities

Telehealth and telemedicine have long since been a priority of the VA over the past decade as their growth into the digital ecosystem continues to grow. This effort has been surging over the past months as a result of the COVID-19 environment, with some telehealth services increasing as much 100% YoY. This session will highlight the VA's efforts across the space, and the way ahead for a digital-enabled healthcare system.

- VA efforts to expand telehealth and telemedicine capability: near-term initiatives
- Addressing the massive increase in telehealth utilization as a result of the COVID-19 environment
- Telehealth and telemedicine priorities for the future: the Department's future vision & way ahead

Dr. Shawn Norman
Director, Chief Telehealth/Telemedicine
U.S. Department of Veterans Affairs

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1230 **Afternoon Networking Break & Meetings**

Track Sessions

**TRACK A:
Clinical Focus**

1300

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

1330

COPD and Bronchiectasis: Co-Morbid Diseases that Demand Attention Now; A RespirTech Sponsored Session



- Each year, the VA provides care for approximately 1.25 million patients with a diagnosis of COPD.
- As many as half of these patients also have bronchiectasis.
- It is these patients, with both COPD and bronchiectasis, who make the heaviest demands both clinically and financially on the VA healthcare system.
- Focused case-finding and targeted interventions can help reduce the healthcare burden and improve the lives of America’s veterans.



Dr. Frederic D. Seifer
Medical Director of Population Health
St. Lawrence Health System, Potsdam, NY

**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

Current IT Purchasing Trends and RFI’s of Note from Industry: What does Industry want to know from the VA?



- Current TAC priorities and trends
- RFIs from Industry; what does industry want to know
- Interoperability challenges

**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

Sponsored Session



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1400



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

1430



VHA's Initiatives to Develop Leaders at Every Level of the VA Enterprise

One of the key initiatives at the VA is that of leadership development. Ensuring that today's bright VA partners are able to understand their pathway to become senior-leaders at the VA is one of top goals of the VHA Healthcare Leadership Talent Institute.

- Leadership talent management priorities across the VA
- VHA Healthcare Leadership Talent Institute lines of effort
- Meeting the need for high performing transformational healthcare leaders aligned with VHA's mission and strategic direction



Lisa Anne Red, MSHA
 Acting Director, Healthcare Leadership Talent Institute (HLTI) Veterans Health Administration
U.S. Department of Veterans Affairs



Martin Pllum
 Program Director, Leadership Talent Management Healthcare Leadership Talent Institute (HLTI) Veterans Health Administration
U.S. Department of Veterans Affairs



1500

AAfternoon Networking Brief & Metings

TRACK A: VA Research and Development Efforts

1530

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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1600



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)

1630

Chairperson's Closing Remarks

1645

Continued Networking Opportunities

1930




End of Digital Day 2






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FOCUS DAY

AGENDA CODING

-  Driving Customer Experience across all VA Operations - CX
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-  Providing Highest-Quality Care for our Nation's Veterans – VETS
-  Expanding Digital Efforts to Better Serve Today's Veteran – DIGITAL



0900

Morning Registration and Meeting Setting

1050

Chairperson Opening Remarks

1100

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, Diversity & Inclusion
U.S. Department of Veterans Affairs

1130

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

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1200

Johnson & Johnson Sponsored Session



1400

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



1230

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

1430

PROJECT MANAGEMENT AND RISK & QUALITY ASSESSMENT TOOLS TO ENABLE HEALTHCARE DELIVERY SUCCESS



- 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

1300

Afternoon Networking Break & Meetings

1330

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)

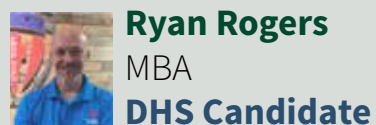
U.S. Department of Veterans Affairs

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1500
Afternoon Networking Break & Meetings

1530
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



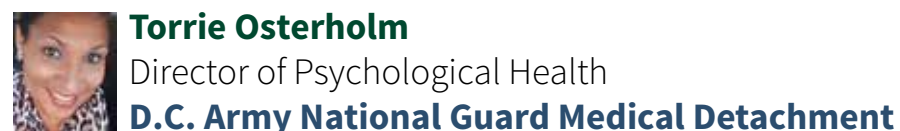
1600
Department Technological Priorities & Needs to Provide High-Quality Care to Veterans

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



1630
Sleep Hygiene Related to Psychological Health in the Military

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



1700
Continued Networking Opportunities
1930
End of Digital VA Healthcare Summit

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Join the Conversation by Contacting:

Rhys Davies
IDGA Sales Director - North America

T: 212-885-2772

E: Rhys.Davies@iqpc.com

EMAIL ME

Networking

Ensure that you have the opportunity to engage with the key decision makers within your industry.

Branding

Your company can be elevated to a position where they are seen as a market leader.

Thought Leadership

If you think that you should be viewed as a true industry leader then your need to demonstrate your market knowledge and expertise through a thought leadership opportunity, such as speaking or chairing.

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3 EASY WAYS TO PURCHASE YOUR PASS

Email idga@idga.org

Visit www.idga.org/events-veteransaffairshealthcare-online

Call 1-800-882-8684

Team Discounts*

3 DAY ALL-ACCESS PASS: MAIN CONFERENCE + FOCUS DAY	NO COST TO ALL ACTIVE U.S. MILITARY AND GOVERNMENT EMPLOYEES All Active Federal Employees, to include Military Personnel, will be granted free admission to our event. However, in order to logistically support this event, we must require online pre-registration. Onsite registration will not be permitted and Online Registration will close on 7/28/2020. Limited Passes Available.	
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ACADEMIA, NON-PROFIT, AND FOREIGN MILITARY	Register & Pay By August 14, 2020	Standard
2 DAY MAIN CONFERENCE	\$995 SAVE \$400	\$1,395
3 DAY ALL-ACCESS PASS: MAIN CONFERENCE + FOCUS DAY	\$1,495 SAVE \$400	\$1,895
FOCUS DAY \$595	\$595	

Vendors, Consultants, and Solution Providers	Register & Pay By August 14, 2020	Standard
2 DAY MAIN CONFERENCE	\$1,115 SAVE \$400	\$1,515
3 DAY ALL-ACCESS PASS: MAIN CONFERENCE + FOCUS DAY	\$1,865 SAVE \$400	\$2,265
FOCUS DAY \$595	\$750	

TEAMWORK MAKES THE DREAM WORK!

Team Discounts*	Savings
Groups of 3 to 4	10%
Groups of 5+	15%

*IQPC reserves the right to determine who is considered an End-User or a Vendor upon registration for an event. Those who are determined a vendor will be denied access to End-User pricing. These prices are featured as a limited time only promotion. IQPC reserves the right to increase these prices at its discretion.

Please note multiple discounts cannot be combined. A \$99 processing charge will be assessed to all registrations not accompanied by credit card payment at the time of registration.

MAKE CHECKS PAYABLE IN U.S. DOLLARS TO: IQPC

*CT residents or people employed in the state of CT must add 6.35% sales tax.

Team Discounts: For information on team discounts, please contact IQPC Customer Service at 1-800-882-8684. Only one discount may be applied per registrant.

Special Discounts Available:

A limited number of discounts are available for the non-profit sector, government organizations and academia. For more information, please contact customer service at 1-800-882-8684.

Details for making payment via EFT or wire transfer:

Bank Name: JP Morgan Chase & Co.
Name on Account:
Penton Learning Systems LLC dba IQPC
Account #: 937-332641
ABA/Routing #: 021000021
Reference: 18482.011

Payment Policy: Payment is due in full at the time of registration and includes lunches and refreshment. Your registration will not be confirmed until payment is received and may be subject to cancellation. For IQPC's Cancellation, Postponement and Substitution Policy, please visit www.iqpc.com/cancellation

Special Dietary Needs: If you have a dietary restriction, please contact Customer Service at 1-800-882-8684 to discuss your specific needs.

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