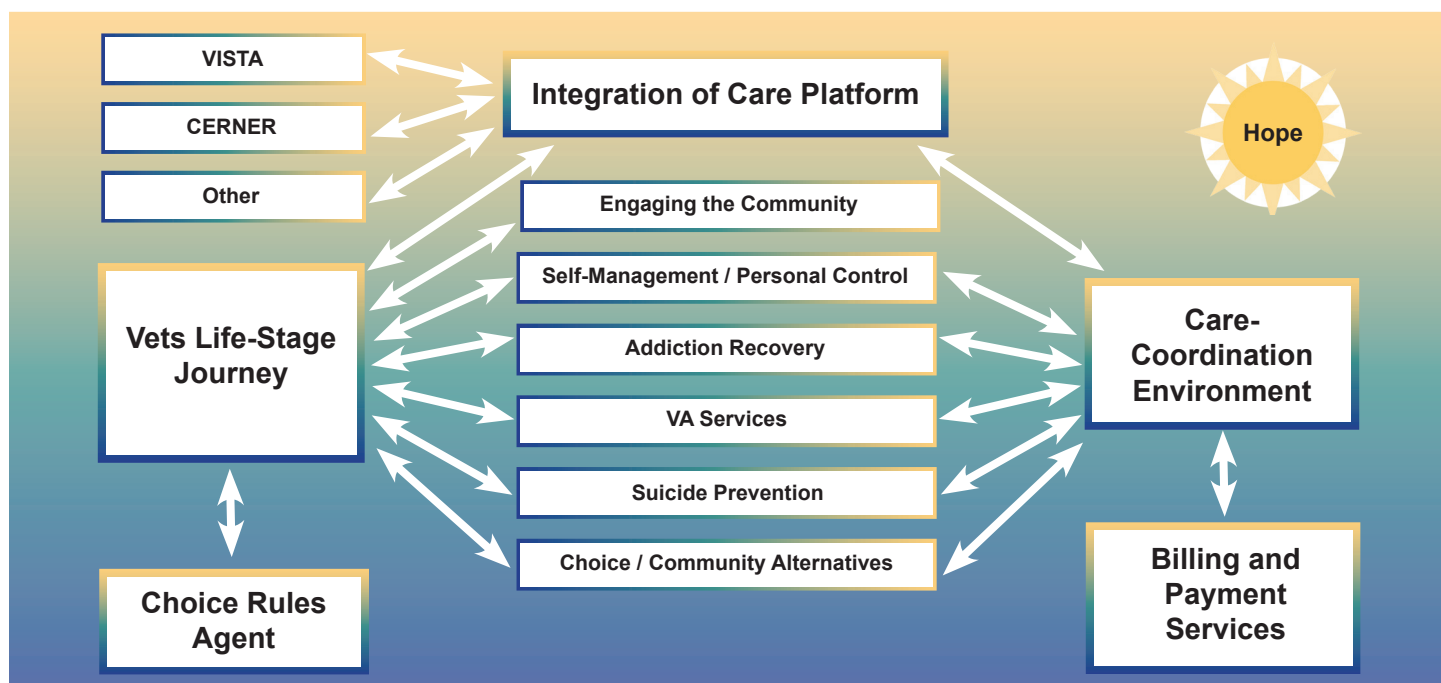


# Veterans Business Overview



*A Healthy Community is Reflected by How Well It Treats Our Veterans!!*

## Challenges

- VA's Regionalized Care Network is too dispersed and too remote to relate to personal-localized needs
- Need to personalize, localize, and link together health, human and community services
- Treat veterans' care needs as unique, including opioid addictions, suicides, homelessness
- Need to address a set of social concerns
- Responding with integrated actions and treatments that can project a better future

## Barriers

- Regionalized contracts were a simple choice in 2014
- Reluctance to switch to newer options
- Incumbency creates lock-in and blocks innovation
- Deadlines from Mission Act may force the VA to stay with its regional approach
- Time needed for critical systems analysis
- No open solicitation in response to the Mission Act which was signed in 2018

## Our Business Solution

- Allows the flexibility of the regionalized Choice program to move to the local county or neighborhood level

- Offers more localized services that reflect the care that citizens and the local cultures provide for our Veterans.
- Leverages local charities and veteran service organizations
- Defines the next generation of veterans care that enables a *vision for 2030*
- Provides immediate benefits by leveraging LifePulse360 business and technical extensions
- Supports an integrated set of consents and protections for VISTA, TriWest, etc.
- Adds a finder agent designed to support the Mission Act rules of access with localized choices and personalized preferences
- Allows connecting to local addiction recovery, behavioral support for suicide prevention, the homeless vets, in-prison vets
- Provides information gathering with bridging agents to gather data from VISTA and other vendors
- Ready for Cerner and other evolving standards
- Connects to locally known providers
- Connects to community resources and providers
- Provides access by volunteers from Veterans Support Organizations (VSO)
- Measures user satisfaction, efficiency and effectiveness of care



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