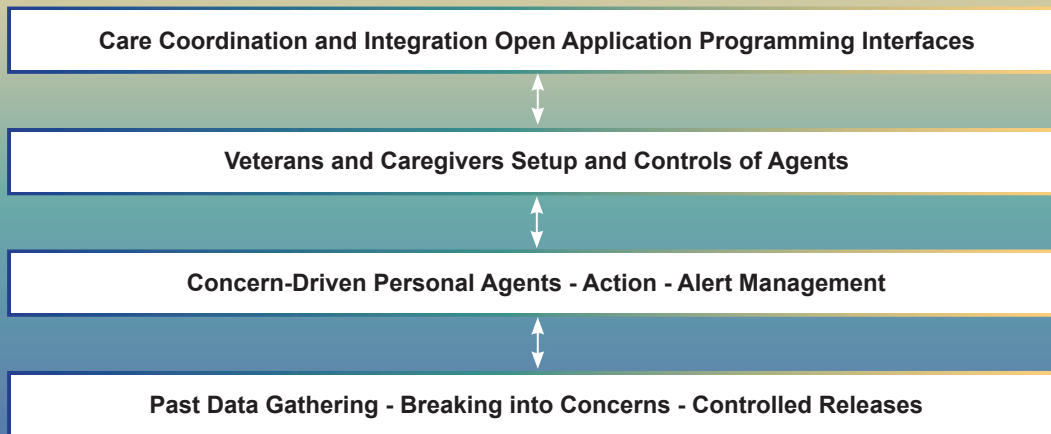


Veterans Technology Overview

Care Coordination Middleware Layered Technology Model With Concern-Driven Agent-Based Alerting and Smart Information Flows



Challenges

- Need to personalize, localize, and link together health, human and community services
- Establish clear goals to reduce suicides, substance abuse and eliminate scheduling bottlenecks
- Prevent contractor lock-in
- Move focus from regional to local

Barriers

- Isolated IT systems with difficult integration
- Evolving and unstable standards
- Resistance to innovation
- Waiting for standards
- No alternative contractors

Tool For Patient-Caregivers

- Personalizes vets' concerns: your own care coordinator
- Aligns life stages with resources, concerns and actions
- Provides options within VA and Choice-Community: fits preferences
- Allows patients to use new rules

Tool For Care Coordinator

- Allows schedulers to be community-oriented care coordinators with vet focus
- Supports dual role of coordinators for VA services & Choice services
- Coordinates home visits, transportation, and other support

- Supports suicide prevention & addiction recovery efforts
- Includes special focus on links between addiction/recovery management, and homelessness and suicide prevention

Tool For Providers

- Integrates information from DOD, VA and Choice together with timely feedback
- Expands support with the timely follow up and oversight of care coordinators
- Provides for quick resolution of patient issues
- Supports referrals and integrated treatment plans

Key Goals: Making Data Useful Information

- Delivers personalized-localized information via smart use of agent and cloud technology
- Moves from isolated to integrated system with vet focus
- Uses collaborative technology to optimize limited resources
- Gathers information from many sources

The Solution

- LifePulse360 care coordination framework with special agents and action plans that address not only health but arrange for human and community services
- LifePulse360 uses open application program interfaces (OPI) for care coordination, integration, interoperability-as-a-service and data protection services



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