

2023

## IVC FOCUSING ON PEOPLE, PROCESSES AND TECHNOLOGY TO DELIVER BETTER VETERAN CARE

By Hillary Peabody, MPH and Don Prisby



**Hillary Peabody MPH,**  
Deputy Assistant Under  
Secretary for Health for  
Integrated Veteran Care,  
**Veterans Health Administration**  
**Department of Veterans Affairs**



**Don Prisby,**  
Founder and President,  
**NorthPoint Advocates**

**The 2023 VA Healthcare Summit, sponsored by IDGA, will be held July 18-19, 2023 at the Westin Old Town in Alexandria, Virginia.** The first presentation of the Summit will be delivered by Hillary P. Peabody, MPH, Deputy Assistant Under Secretary for Health for Integrated Veteran Care. **2023 Summit Co-Chair Don Prisby** recently spoke with Ms. Peabody.

In 2023, VA Secretary Denis McDonough set a goal to provide more care and more benefits to more Veterans than ever before. To meet this goal and fully implement the PACT Act, the largest expansion of VA benefits in our generation, our goal in the Office of Integrated Veterans Care (“IVC”) is to increase Veterans’ access to the soonest and best care.

To do so, we’re taking steps towards improving timely access to care through an organization-wide push. We’re collaborating with other VHA program offices, working together with teams at the VISN and medical center levels, and we’re listening to Veterans and their advocates to guide our work.

As one key group within VHA, IVC is focused on getting the right people, processes and technology in place to make it easier for Veterans to get the health care appointments they need in VA or through community care.

To provide timely, high-quality care, we need to grow our workforce. VHA is hiring at a record pace, with 5,800 more hires in the first six months of fiscal year 2023 than the same timeframe last year. Already, we have seen a net increase in staff for occupations most critical to ensuring timely care, including, nurses and schedulers, each of which showed some of the largest growth.

IVC is also working to simplify and standardize key processes that can have a direct impact on timeliness. These include efforts to better balance clinical workload and productivity across the organization, such as the use of checklists and field-based audits to promote consistency, efficiency, equity and trust.

At the same time, we’re rolling out a multi-year, comprehensive roadmap to modernize our scheduling systems, with plans for new or significantly improved systems for both internal and community care. Another IVC effort, Veteran Self Scheduling, will make it easier for Veterans to schedule their own community care appointments.

In addition, we’re strengthening our VHA community care network, which includes more than 1 million providers with coverage in all 50 States and U.S. territories. IVC is working with our current third-party administrators to ensure we have the comprehensive coverage and the quality-of-care Veterans deserve, while preparing for the next generation of community care network contracts.

With the right people, processes and technologies in place, Veterans can expect not only better access to the soonest and best care, but a more seamless and streamlined customer experience.

# VA Healthcare

2023

18 - 19 July, 2023 | The Westin Alexandria Old Town

## SPEAKERS INCLUDE:

### OUR CONFERENCE CO-CHAIRS



**James Gfrerer**  
CEO; Federal Business LLC;  
**Former CIO, Department  
of Veterans Affairs**



**Don Prisby**  
Founder and President  
**NorthPoint Advocates**



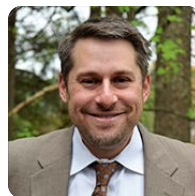
**Dr. Jesse Ehrenfeld MD, MPH**  
President  
**American Medical Association**



**Hillary Peabody MPH**  
Deputy Assistant Under Secretary  
for Health for Integrated Veteran Care,  
Veterans Health Administration  
**Department of Veterans Affairs**



**Dr. Neil Evans MD**  
Chief Officer Office of Connected Care  
Veterans Health Administration & Senior  
Advisor to the Assistant Secretary for  
Information and Technology/CIO Office of  
Information and Technology  
**Department of Veterans Affairs**



**Dr. Kevin Galpin MD**  
Executive Director, Telehealth  
Services Office of Connected Care,  
Veterans Health Administration  
**Department of Veterans Affairs**



**Dr. Peter Kaboli MD, MS**  
Acting Executive Director, Office of Rural Health  
**Department of Veterans Affairs**



**Dr. Helga Rippen MD, PhD, MPH, FACPM**  
Chief Interoperability and Veteran  
Access Officer  
**Department of Veterans Affairs**



**Evan Albert**  
Director of Measurement and Data Analytics  
**Department of Veterans Affairs**



**Ann Doran**  
Executive Director, Patient Advocacy,  
Veterans Health Administration  
**Department of Veterans Affairs**



**Dr. Angela Billups Ph.D**  
Executive Director, Office of Acquisition  
and Logistics  
**Department of Veterans Affairs**



**Dave Sloniker**  
Principal Executive Director, Enterprise  
Office of Supply Chain Management (ESCM);  
Executive Director, VA Logistics Redesign  
Program Office (VALOR)  
**Department of Veterans Affairs**

**PLUS MANY MORE...**