

Department of Veterans Affairs

Caring4Women

User Guide



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Version 1.0.1

Revision History

Note: The revision history cycle begins once changes or enhancements are requested after the document has been baselined.

Date	Version	Description	Author

Artifact Rationale

A User Guide is a technical communication document intended to give assistance to people using a particular system. It is usually written by a technical writer, although it can also be written by programmers, product or project managers, or other technical staff. Most user guides contain both a written guide and the associated images. In the case of computer applications, it is usual to include screenshots of the human-machine interface(s), and hardware manuals often include clear, simplified diagrams. The language used is matched to the intended audience, with jargon kept to a minimum or explained thoroughly. The User Guide is a mandatory, increment-level document, and should be updated to reflect the contents of the most recently deployed increment.

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1. Introduction

This document provides an overview of the continuous development and evolving functionality of the Caring4Women mobile application. Caring4Women is a web-based application that raises awareness and provides educational opportunities for new Department of Veteran's (VA) or Civilian providers, who may be seeing a woman Veteran for the first time. This application may also be used as part of the VA general orientation.

1.1. Purpose

The User Guide is authored by Agilex/LongView International and Technology, Inc. for the purpose of capturing and describing the capabilities of the mobile application developed/to-be developed. The User Guide provides guidance and clarification regarding the functionality of the mobile application, as well as identifies the important features and familiarizes users with the navigational elements of the Caring4Women application.

1.2. Overview

Caring4Women is an important educational source for VA and Non-VA providers when making clinical decisions regarding medical conditions for women who may have served in the military. This application provides guidance on how to associate and relate to a woman veteran based on her personal experience(s) during the years/era that she served. Additionally, this application helps to identify and mitigate certain medical health issues that may be more common among women veterans based on their exposures to certain traumatic situations, which branch they served in, their term of services, among many other variables.

1.2.1. Caring4Women Functionality

At a high level, Caring4Women provides the following capabilities:

- 1.1.1 A VA or Non-VA Provider using the Caring4Women application from a mobile device or website can review the About module to view statistics and trends regarding both historical and current population growth among women veterans.
- 1.1.2 A VA or Non-VA Provider using the Caring4Women application from a mobile device or website can select the To Ask module to learn more about which questions to ask a woman veteran to learn more about how and why a woman veteran may be experiencing certain symptoms or thoughts.
- 1.1.3 A VA or Non-VA Provider using the Caring4Women application from a mobile device or website can select the Vet Issues module to learn more about the four (4) most commonly encountered women veteran issues including physical health issues categorized by era, suicide statistics and signs, Posttraumatic Stress Disorder (PTSD) and all associated background information, symptoms and treatments, and additional information and resources on Military Sex Trauma (MST).
- 1.1.4 A VA or Non-VA Provider using the Caring4Women application from a mobile device or website can select the Transition tab to educate themselves of the challenges faced by women veterans during their transition from military to civilian life.
- 1.1.5 A VA or Non-VA Provider using the Caring4Women application from a mobile device or website can select the Resources tab to learn more about the medical benefits and eligibility of the woman vet, as well as local medical centers and facilities. This topic also provides additional VA health care support resources, including a Veterans crisis line and call center.

1.3. Project References

The following documentation was leveraged for the creation of this User Guide:

- Caring4Women Application Concept Paper

1.3.1. Stakeholders Information

Type of Stakeholder	Description	Responsibilities
Business Owner(s)/Business Subject Matter Expert(s) (SME)	[REDACTED]	Monitors the progress and time lines. Provide background on current system and processes. Describe features of current systems, including known problems. Identify features of enhancement.
Customer Application Point of Contact (POC)	[REDACTED]	Provide strategic direction to the program. Elicits executive support and funding.
Internal Product Owner	[REDACTED]	Contributes to BRD development. Provides strategic direction to the product line. Ensure that the enhancements will account for current business processes and existing software capabilities. Monitors the progress and time lines.
Internal Technical Lead	[REDACTED]	Provide technical background information about the current software and requested enhancements.
Internal Product Owner	[REDACTED]	Ensure all requirements have been captured and conveyed, and overseeing the lifecycle of the Caring4Women app from start to finish.

1.3.2. Coordination

This application required extensive coordination among all parties involved. Once buy-in was obtained, and the application was approved from all necessary parties, the Agilex/Longview product and development teams met internally, as well as held weekly status meetings with the user and technical SMEs to incorporate their feedback along the way.

1.3.3. Help Desk

Technical Help Desk support for the application shall be provided for users to obtain assistance with the mobile application.

Technical Help Desk Support	
[REDACTED]	[REDACTED]

1.4. Acronyms and Abbreviations

Term	Definition
BRD	Business Requirements Document
CDW	Corporate Data Warehouse
CPRS	Computerized Patient Record System
CPG	Clinical Practice Guideline
DoD	Department of Defense
EA	Enterprise Architecture
ETA	Enterprise Technical Architecture
IAM	Identity and Access Management
IOC	Initial Operating Capability
ISO	International Organization for Standardization
M.D.	Medical Doctor
MDM	Mobile Device Management
MST	Military Sex Trauma
OIT	Office of Information and Technology
OM	Operations and Maintenance
PDF	Portable Document Format
PTSD	Posttraumatic Stress Disorder
RTM	Requirements Traceability Matrix
SME	Subject Matter Expert
SSO	Single Sign On
UI	User Interface
VA	Department of Veterans Affairs
VHA	Veterans Health Administration
VistA	Veterans Health Information Systems and Technology Architecture
VPN	Virtual Private Network

2. System Summary

This section provides a general system overview and outlines the system uses in supporting the activities of the user and staff.

2.1. Dependencies

- The content displayed in this application is only accessible when connected to a secure internet connection.
- An internet connection must be established to connect to the embedded links within the application content.
- This is a read-only application containing static text. Therefore, the accuracy and relevance of the information displayed is subjective depending on when the application was last updated.
- This application will require a stable, secure, mobile platform that allows for easy access from government issued mobile devices to existing VA resources and infrastructure.
- The primary and secondary stakeholders should be available for further functional and non-functional requirements definitions as well as for user feedback during development.
- Compatibility with the security profile issued by the OneVA EA ETA-compliant MDM.
- A major dependency for successful development and implementation of this mobile application is for VA to have an OIT approved Mobile Governance Board.

2.2. System Configuration

Currently, no authentication is required to login to the Caring4Women mobile application, therefore no integration with OIT-approved mobile application access channels, such as HealthAdapter, exist. All content displayed is static text, and does not leverage a data repository.

2.3. Data Flows

Caring4Women is a web-based, read-only application displaying various modules of static text. This section is not applicable, as this application does not leverage a data repository.

2.4. User Access Levels

The table below outlines the different users, user responsibilities, and respective access to the system:

User	Description	Responsibilities	System Access
VA Providers including Doctors, Physician Assistants, Nurses, Nurse Practitioners, and Occupational Health Providers	VA clinical care providers who provide preventative, curative, promotional, or rehabilitative counseling and health care to women veterans.	Educational resource to maintain awareness, assess mental, physical, and personal health of a woman veteran, and provide medical counseling and recommendations based on the information collected.	Read-Only
Non-VA Providers including Civilian Doctors, Physician Assistants, Nurses, Nurse Practitioners, and Occupational Health Providers	Non-VA providers and staff who provide preventative, curative, promotional, or rehabilitative counseling and health care to women veterans.	Educational resource to maintain awareness, assess mental, physical, and personal health of a woman veteran, and provide medical counseling and recommendations based on the information collected.	Read-Only
System Administrators	VHA facility staff who serve as primary resources overseeing technical and functional operation of IT	Maintain upkeep, configuration, and reliable operation of the application as needed	Read-Only

	resources		
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2.5. Contingencies and Alternate Modes of Operation

The accessibility of this web-based application is contingent upon communication to the web and application server(s), as well as other various functional network elements and application deployments.

3. Getting Started with Caring4Women

The following section provides an overview of the system functionality from initial login through log off of the application.

3.1. Logging On

The Caring4Women application is a stand-alone app that requires no authentication and can be accessed from the LaunchPad using the following URL:



3.2. System Menu and Modules

3.2.1. End User License Agreement

Upon launching the Caring4Women application from the LaunchPad, the user will be prompted to accept an End User License Agreement before proceeding to the home page of the application.

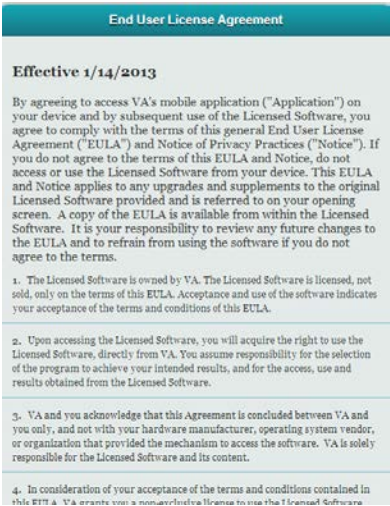
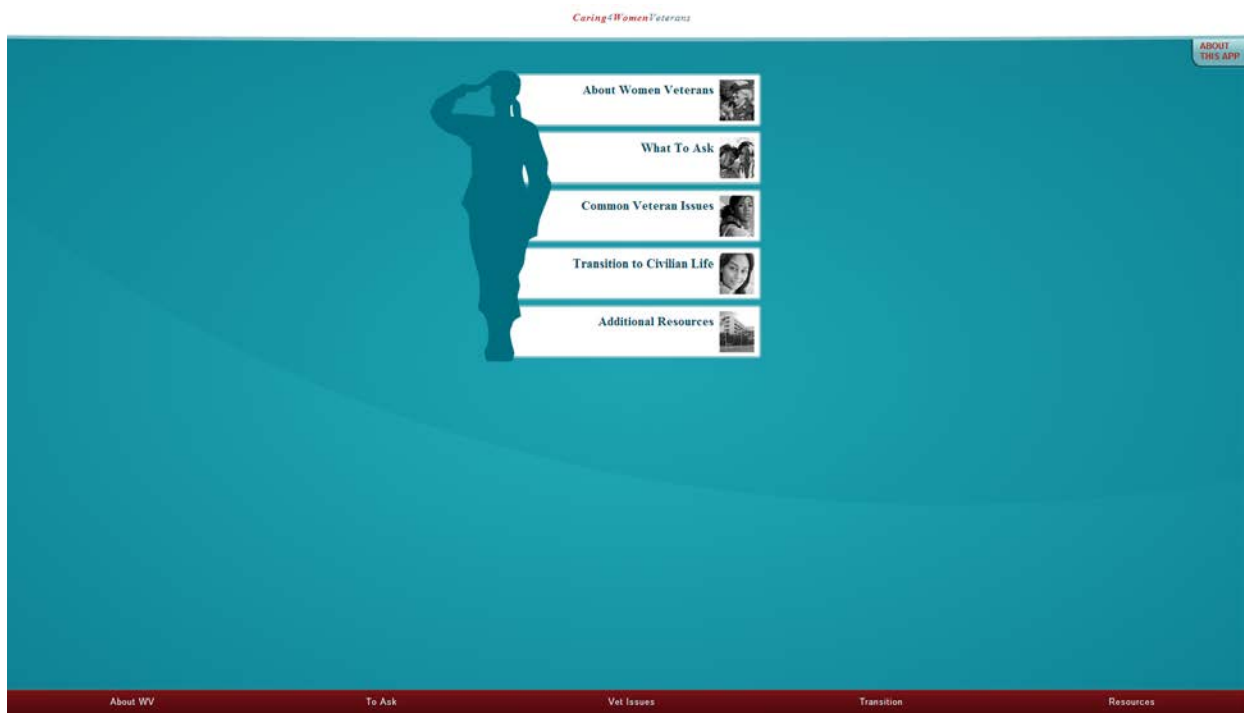


Figure 3.1: Accept End User License Agreement

3.2.2. Home Screen

Once the End User License Agreement has been reviewed and accepted, the user will be taken to the home screen. From the home screen, the user can select the About Womens Veterans, What To Ask, Common Veteran Issues, Transition to Civilian Life, or Additional Resources module(s).



3.2.3. About Womens Veterans Module

The About Womens Veterans module displays the following topics: Facts About Women Veterans, Women Veteran Population Growth, and Snapshot History of Women in the US Military. The Facts About Women Veterans and Women Veteran Population Growth topics contain visual representations of various trends and statistics of population growth among women veterans. The Snapshot History of Women in the US Military provides a slideshow and visual representation of the growth of active women veterans from 1945 through 2011.

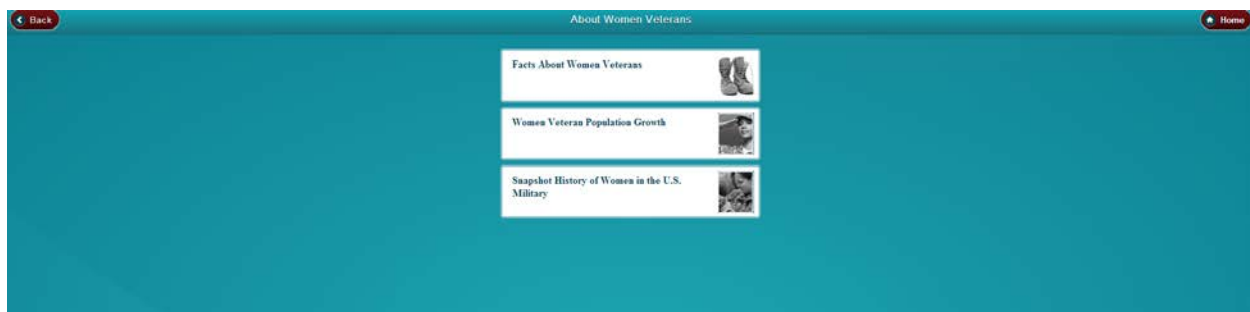


Figure 3.2: About Womens Veterans Module

3.2.4. What To Ask Module

The What To Ask module can be selected from the Home Screen, or through the bottom navigational tool. The What To Ask module provides information on why it is important to ask a woman if she is/was an active military member, as well as what types of questions to ask and the most effective way of asking them.

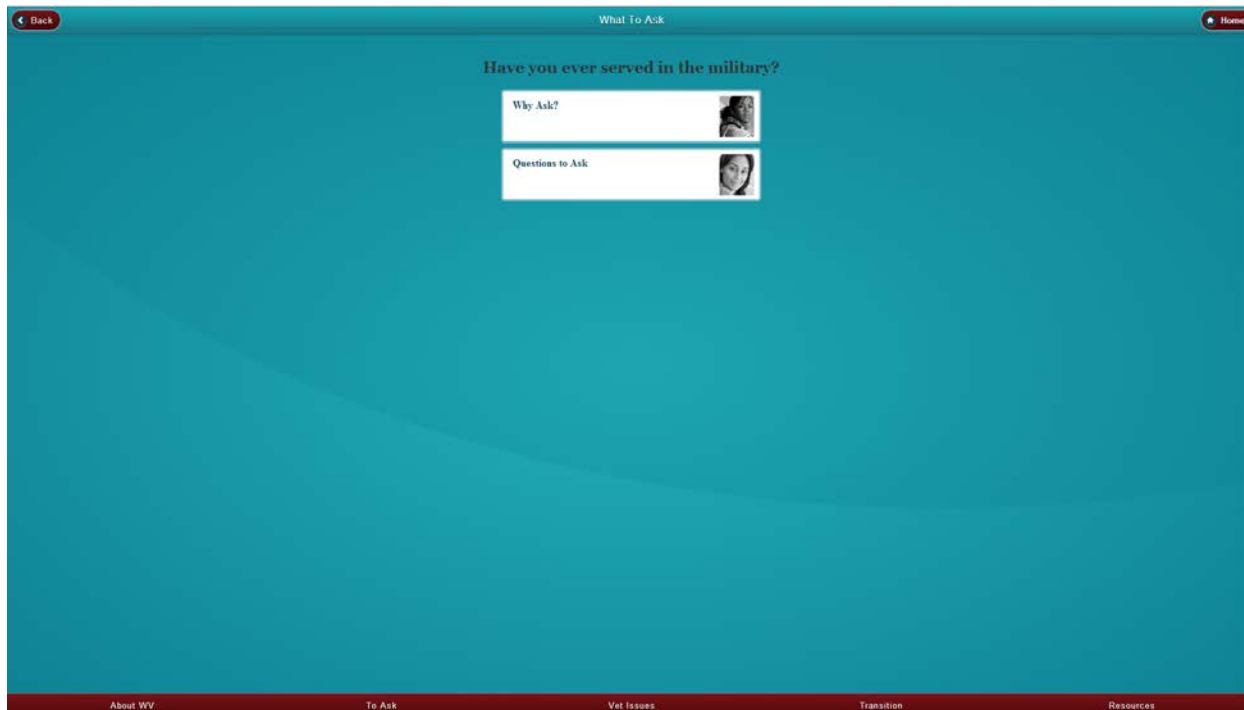


Figure 3.3: What To Ask Module

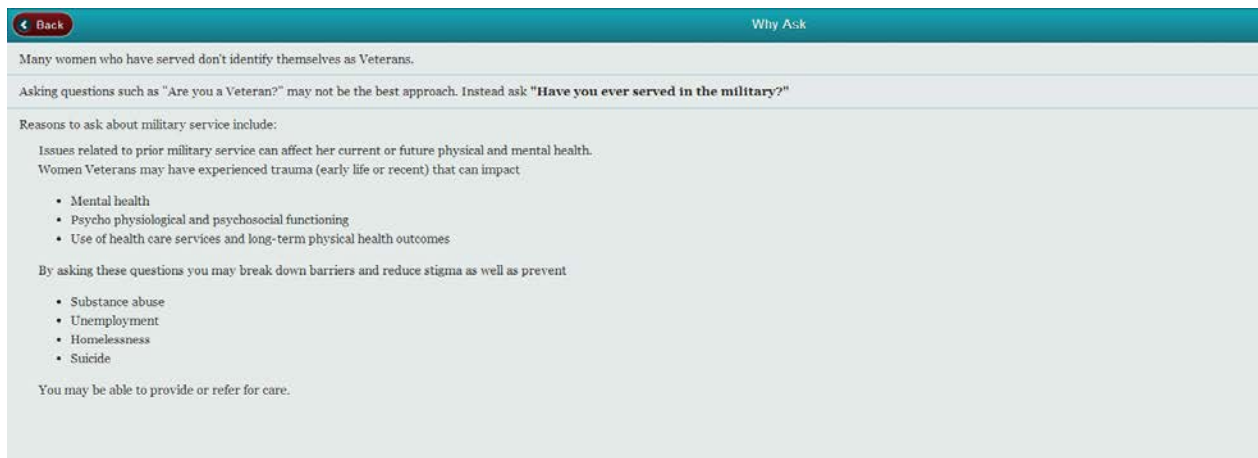


Figure 3.4: Why Ask Module

← Back Questions To Ask Home

Have you ever served in the military?

Location and Role

- What branch and what was your rank?
- When did you serve?
- What were your duties in the service?
- Were you deployed?
- Where were you deployed?

Experiences

- Did you see combat, enemy fire, or casualties?
- Did you ever become ill while you were in the service?
- Did you seek help?
- What were you exposed to?
Examples: Chemical (pollution, solvents, etc.), Biological (infectious disease), Physical (radiation, heat, vibration, noise, etc.).
- Were you a prisoner of war?
- Ask about symptoms of PTSD, depression, or exposure to Military Sexual Trauma (MST). See this app's sections on PTSD and MST for more info.

VA Care

- Do you know if you are eligible to receive care at a VA facility?
- Have you enrolled with VA?
- Do you know where the closest VA facility is?

If at any time a provider has questions about patients' military experiences and the impact of military service on their lives (or a provider uncovers issues they feel ill-equipped to address), eligible Veterans may be referred to the VA (see Resources section for links to information about eligibility and how to enroll).

Any Veteran regardless of eligibility may be referred to the VA crisis line. Call 1-800-273-8255 and press "1" to talk with someone immediately. Or text "838255" for a confidential chat.

Figure 3.5: Questions To Ask Module

3.2.5. Common Veterans Issues

The Common Veterans Issues module provides information regarding some of the most common behavioral, mental, and physical challenges that a woman veteran may encounter after serving in the military. This module provides educational opportunities on the following topics: physical health by era, regarding suicide rates and prevention tips, and identifying and mitigating Posttraumatic Stress Disorder (PTSD) and Military Sexual Trauma (MST) symptoms and behavioral patterns.

← Back Common Veteran Issues

Physical Health Issues By Era

Women Veterans and Suicide

Posttraumatic Stress Disorder (PTSD)

Military Sexual Trauma (MST)

Figure 3.6: Common Veterans Issues

The Physical Health Issues by Era provide the clinician information regarding exposures, infections, and injuries that were most seen within that specific era. This information provides the clinician with a background of what they may expect from a woman veteran who served during a specific era.



Figure 3.7: Physical Health Issues by Era

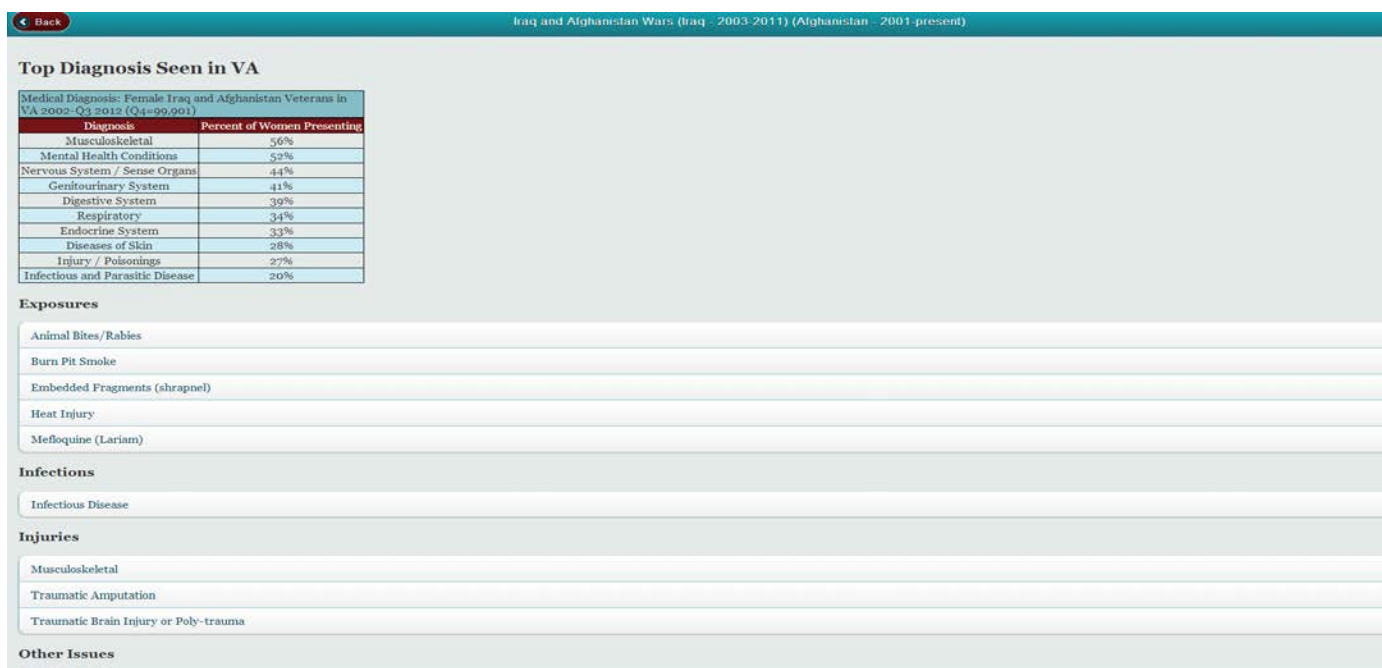


Figure 3.7.1: Top Diagnosis Seen in VA

The Women Veterans and Suicide Risk section provides an educational opportunity to identify and discover additional resources if suicidal behavior patterns are detected.

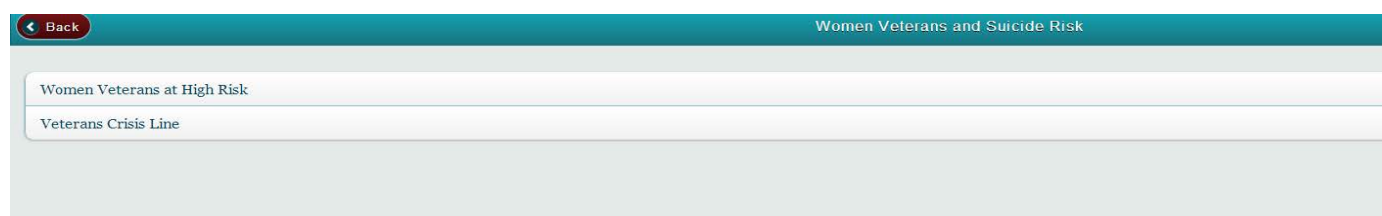


Figure 3.8: Women Veterans and Suicide Risk

The Posttraumatic Stress Disorder (PTSD) section provides information regarding how to best identify symptoms of PTSD among women veterans, and who to contact if PTSD symptoms have been discovered.



Figure 3.9: Posttraumatic Stress Disorder (PTSD)

The Military Sexual Trauma (MST) section provides information regarding how to best identify symptoms of MST among women veterans, and who to contact if MST symptoms have been discovered.

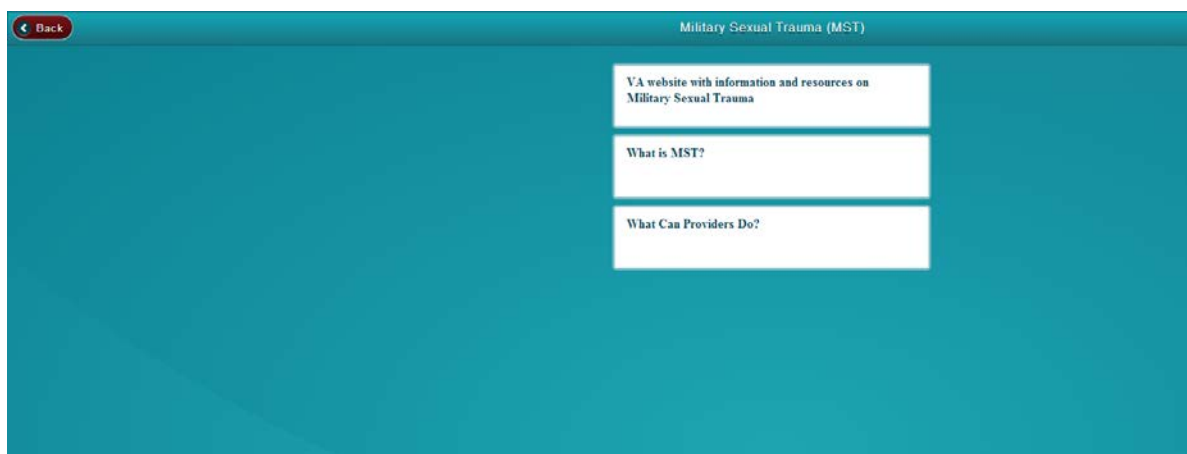


Figure 3.10: Military Sexual Trauma (MST)

3.2.6. Transition Module

The Transition module discusses the challenges most commonly faced by women veterans as they make their transition from a Military role to a Civilian role.



Figure 3.11: Transition to Civilian Life

This module includes the following sub-topics: Transition to Civilian Life, Services, Benefits, and Opportunities, and Homelessness. The Transition to Civilian Life module identifies challenges that a woman veteran may encounter when transitioning into a more civilian role, and how to handle these types of behavioral encounters.

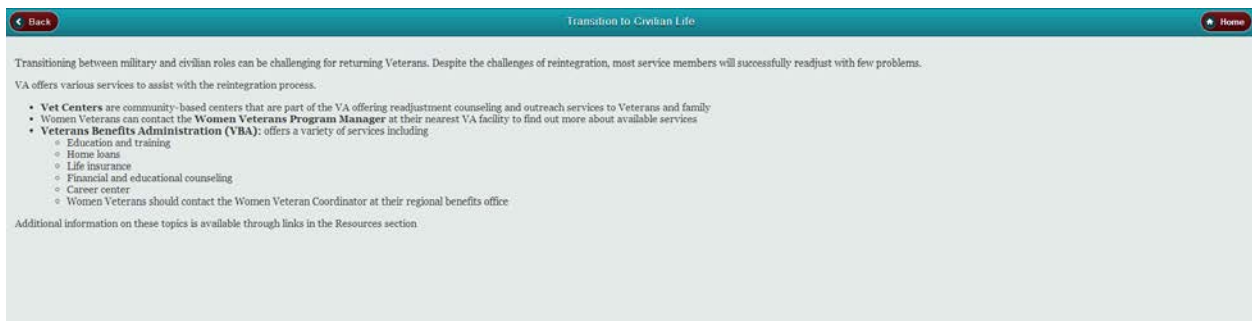


Figure 3.11.1: Transition to Civilian Life

The Services, Benefits, and Opportunities module identifies additional resources the Clinician and veteran can reference for additional information regarding various services, benefits, and opportunities available.



Figure 3.12: Services, Benefits, and Opportunities

The Homelessness module talks about the increased risk for homelessness among women veterans, and provides reference information to help prevent homelessness among women veterans.

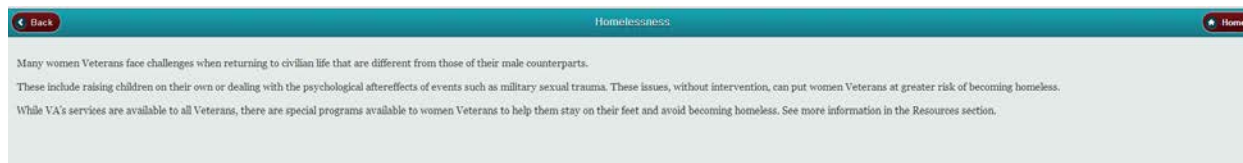


Figure 3.13: Homelessness

3.2.7. Resources Module

The Resources module provides information on benefits and eligibility for womens veterans, as well as VA Medical facility locators and additional VA health care resources.



Figure 3.13: Resources

3.3. Changing User ID and Password

No authentication is required for this application at this time. As a result, this section is not applicable.

4. Troubleshooting

This application displays modules of static text. Please refer to the About section of the application for contact information regarding who to contact for updates to the text. For all technical issues, please contact the Technical Help Desk.

4.1. Appendix A: Caring4Women Remediation

Caring4Women remediation will address all of the 508 Compliance and Usability Fixes identified during the functional review by VA SMEs. The following items will be addressed during Caring4Women remediation:

- Address all 508 compliance issues so that a VA and Non-VA Provider can resize the text and viewport content within each (applicable) module of the application so that he/she can read the text from whichever approved mobile device that is being used.
- Address all 508 compliance issue(s) regarding reading order so that the title header is included in each page, and all tables have applicable table headers.
- Address all 508 compliance issue(s) to ensure off-screen and hidden content is not rendered by assistive technology so that users do not get lost or confused while navigating through a particular module.

- Address all 508 compliance issue(s) to ensure implicit list markup is avoided on each applicable module to prevent confusion for the assistive technology user.
- Address all 508 compliance issue to ensure text and images of text provide sufficient color contrast to ensure the text is legible by all users.
- Update content contained, fix spelling errors, and include appropriate version numbers to address all Usability issues identified in the functional review.