Department of Veterans Affairs

Medical Appointment Scheduling System (MASS)

Contract #VA118-15-D-0129 (IDIQ)

Task order # TO 0001

Initial Proposed Pilot-Site Feature Set Roadmap



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Date

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Revision History

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| --- | --- | --- | --- |
| 10/27/2015 | DRAFT v1.0 | Draft Outline Release | TeamSMS |
|  |  |  |  |
|  |  |  |  |

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# Introduction

The Department of Veterans Affairs (VA), Veterans Health Administration (VHA) is facing unprecedented challenges providing prompt access to care. The Veterans Health Information Systems and Technology Architecture (VistA) Scheduling application is an aging system with limited extensibility to provide patient-centric and resource-based scheduling in support of advanced care delivery models. To address this challenge, the Veteran experience is enhanced through an improved scheduling process utilizing Epic’s Cadence Scheduling software. Cadence provides resource supply management, increased usability, additional Veteran engagement opportunities, and greater access to care for our nation’s Veterans.

The enterprise-wide Medical Appointment Scheduling System (MASS), enabled by Cadence, will manage the appointment lifecycle, improve clinical resource management, and inform VHA management at all organizational levels with real-time business, resource utilization and demand, supply, and quality service metrics intelligence. To be successful, The MASS implementation will aim to exceed defined critical Success Criteria measurements. The implementation will address critical challenges for stakeholder and user adoption across the enterprise, seamless integration with the more than 126 unique VistA instances, and preserve local autonomy while introducing nationally standardized rules and workflows.

## Scope

To address the requirements of Task Order (TO) 0001, TeamSMS will initiate the 60-day (41 business days) MASS Initial Site Assessment and Planning for Pilot activities. The actions outlined under this TO include analyzing and identifying business and user needs. Implementation plans will be developed across all identified work-streams to guide successful and measureable implementation of Cadence at the proposed Pilot site.

The TO 0001 Performance Work Statement (PWS) scope calls for the development of a comprehensive series of plans that detail the overall project plan, schedule, and detailed success criteria designed to successfully perform implementation of the Epic Cadence Scheduling software and related Infrastructure and Integration at one Pilot-site. During the Planning state, TeamSMS shall identify and prepare Project Management Accountability System (PMAS) and ProPath artifacts for the MASS Pilot-site implementation, including the initial version of 18 plans.

## Purpose

The purpose of this document is to visually highlight the MASSfeature set illustrating the architectural overview.

# VA MASS System Design

The VA MASS system design is a patient-centric, resource-driven, centralized, and modern enterprise scheduling service solution for the VA. The critical VA MASS system components include the following:

* Cadence
* IBM Integration Bus (IIB)
* Local VCMRS’s
* FVSA
* VA Enterprise Shared Services (ESS)
* Federal Information Security Management Act (FISMA) High-Compliant MASS Datacenter

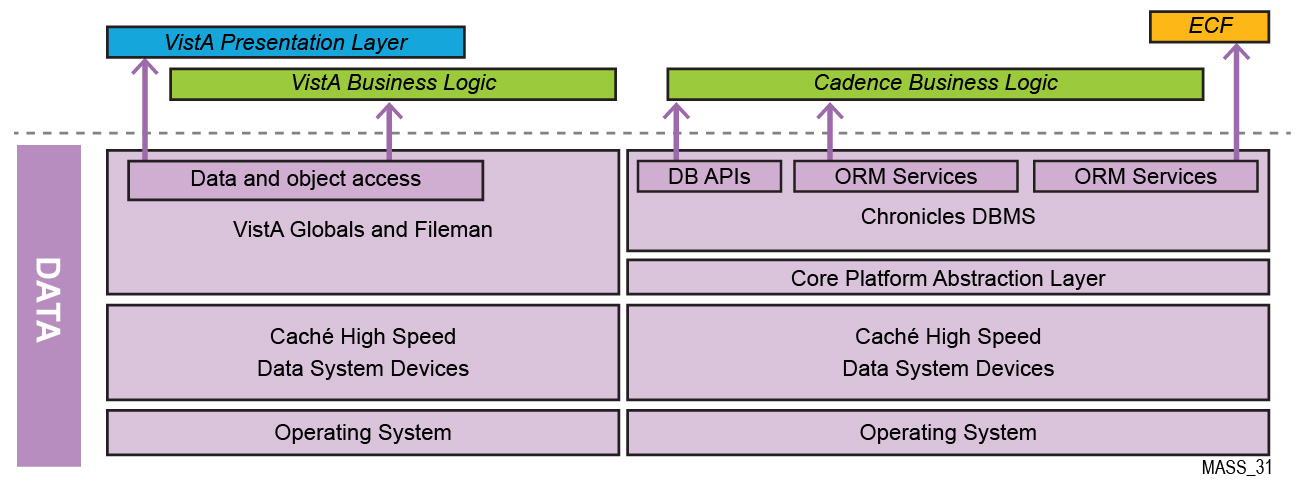
*Additional information to be provided in a future release.*

## Feature Set Roadmap

*Additional information to be provided in a future release.*

Figure 2-1 shows the TeamSMS database architecture layer.

Figure ‑. TeamSMS Database Architecture Layer



## MASS Project Data

*Additional information to be provided in a future release.*

Table 2-1 lists the MASS project data.

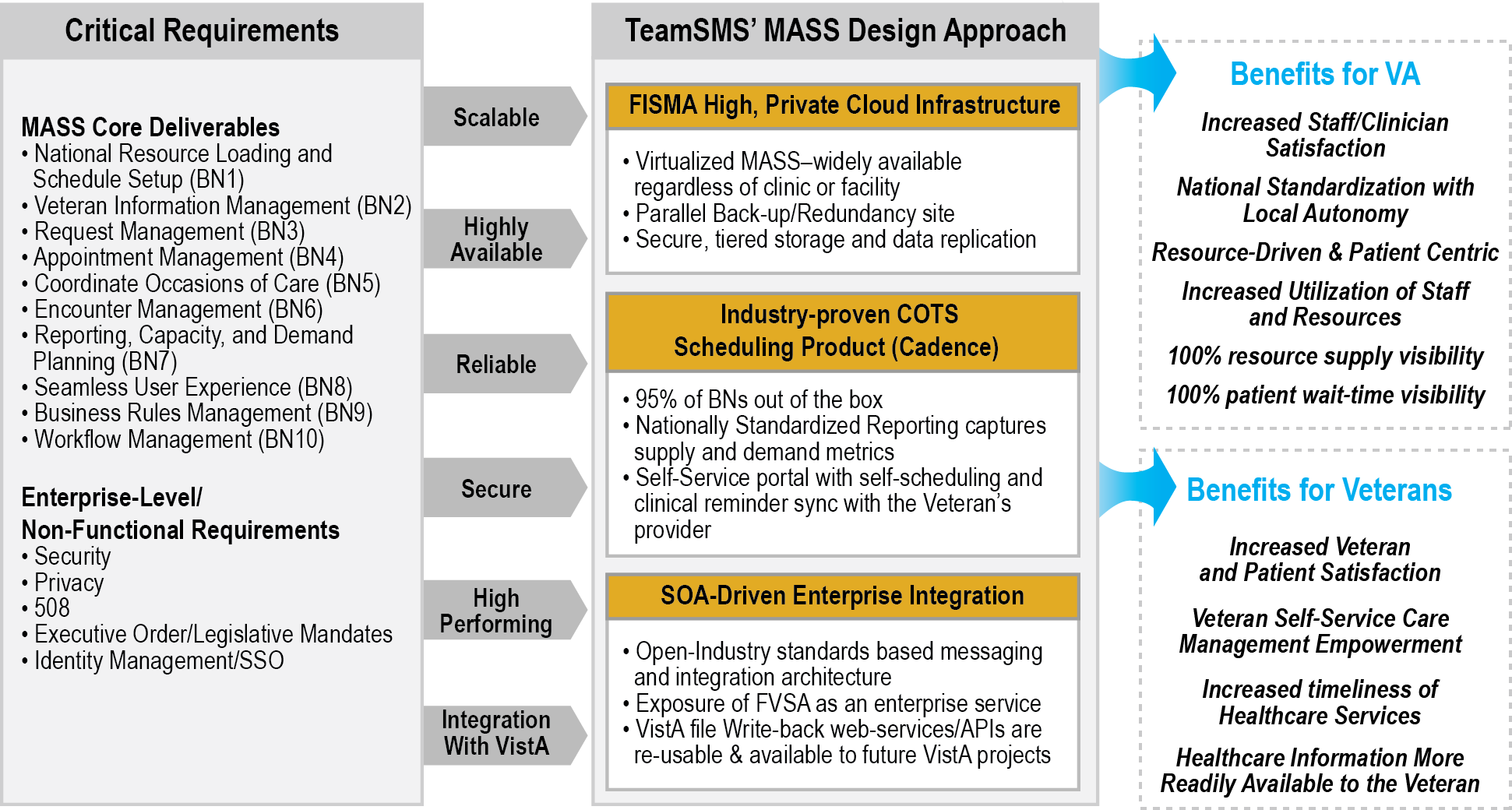
Table 2.1: Project Data

| Project Data | Project Data Description |
| --- | --- |
| PMAS Project Number | VA118-15-D-0129 |
| Current PMAS state | Planning |
| Project Unique Identifier | T-0001 |
| Proposed Production Install Date | TBD |
| Business Owner |  |

# Business Requirements

The VA MASS solution will provide the VA with an enterprise service that correctly manages and tracks scheduling supply, appointment demand, and clinical resource utilization at all organizational levels. Figure 3-1 shows the critical business requirements for MASS.

Figure ‑. Critical Business Requirements



###### Acronyms

| Acronym | Description |
| --- | --- |
| API | Application Programming Interface |
| COTS | Commercial-Off-The-Shelf |
| DB | Database |
| DBMS | Database Management System |
| ESS | Enterprise Shared Services |
| FISMA | Federal Information Security Management Act |
| FVSA |  |
| IIB | IBM Integration Bus |
| MASS | Medical Appointment Scheduling System |
| ORM |  |
| PMAS | Project Management Accountability System |
| PWS | Performance Work Statement |
| TO | Task Order |
| VA | Department of Veterans Affairs |
| VCMRS |  |
| VHA | Veterans Health Administration |
| VistA | Veterans Health Information Systems Technology Architecture |

###### Reference Materials

The following reference materials were used to create this document:

* VA MASS Initial Pilot-Site Business Requirements Scope Analysis and Review
* VA MASS Task Order 0001 Performance Work Statement (PWS)
* MASS Success Criteria Mapping to Business Needs