CASE STUDY

Healthcare Record Management System Transformation For A Leading Federal Health Agency

DEVOUT INC.

OBJECTIVES

The goal of the work of the office was to implement a single, common federal Electronic Health Record (EHR) that enhances patient care and provider effectiveness across the federal space. This involved developing and implementing a complex architecture.
As of today, there are more than 194,000 Department of Defense (DOD), Veteran's Affairs (VA), US Coast Guard (USCG), and National Oceanic and Atmospheric Agency (NOAA) federal EHR users. This includes more than 9.5 million unique patients records.

SOLUTIONS

The Devout team worked with a leading federal health agency CTO and supported the Prime contractor with the overall system architecture. The team managed the federal health records, supporting systems, DevOps, and the software development lifecycle. The Devout team also managed the joint Health Information Exchange (HIE), oversees configuration, and content changes to the EHR that are agreed on by the Departments through a joint decision-making process.

BENEFITS

Real Time Analytics

Enhancing the structure of health systems enabled leadership to make real-time, data-driven decisions.

Increased Interoperability

Enhanced the effective use and exchange of data, in collaboration with the Office of the National Coordinator for Health Information Technology.

Increasing Military Readiness

The modern architecture supports the federal agency's mission in improving health and building readiness and allows leadership to see the state of military readiness in real-time.

AT A GLANCE

Challenges

- Interoperability
- Privacy and security concerns
- Architecture and development complexity

Benefits

- Real time analytics
- Increased interoperability
- Increased military readiness

"The health system is changing. Changing how we organize to counter threats that surround us; changing how we deliver care—whether on the battlefield or at home; changing how we use the tools and technologies of this digital age to better service our patients."

Telita Crosland, LTG, USA
Tanya Y. Johnson, CMSgt, USAF