

CASE STUDY



DHA Interagency Comprehensive Plan for Care Coordination Support (ICPCCS) *Ensuring continuity of care for veterans and warfighters*

The Challenge: For years, service members and veterans have experienced delays in receiving needed services and benefits since case managers were limited to submitting data manually through mail, fax or phone. This slow, tedious and time-consuming process would often result in loss of data needed to effectively serve the military.

The Solution: Using an agile development framework in a government approved cloud, Attain worked with DHA to develop a solution to ensure continuity of care from the Department of Defense (DoD) to the Veterans Administration (VA). A Common Care Management Record (CCMR) and Electronic Messaging Infrastructure enables the secure, bi-directional exchange of information between DoD and VA. To enhance performance, scalability and modifiability, Attain used Representational State Transfer (RESTful) web services and the Service Oriented Architecture (SOA). Agile software development methodologies were incorporated to accelerate the delivery of business value and reduce risks and DevSecOps processes were followed to allow continuous integration and continuous deployment. Attain's Test Driven Management™ approach incorporating automation was employed to drive cost savings, reduce developer workload, and minimize rework.

The Impact: The solution supports seamless care transition, coordinated care, and situational awareness, ensuring the needs and benefits of veterans and warfighters are delivered in a more timely manner. Non-medical case managers can identify and track a recovering service member and family's needs, as well as identify goals and resources required to achieve them. Cross service and multiple support members can now collaborate effectively and efficiently on all recovering service member cases.

Recognized with a 2016 and 2017 FedHealthIT Innovation Award in the Cloud category



Attain is proud to support DHA in ensuring continuity of care for veterans and warfighters.