

Department of Veteran Affairs (VA) - Indian Health Service (IHS) Memorandum of Understanding (MOU)

VA-IHS MOU Training for: VA-IHS MOU Leadership, VA-IHS MOU Workgroups, VA VISN *Native American Inventory Reporters* and VA-IHS MOU Program and Project Workers at VA VISNs, IHS Areas and Area Offices

Presented by : Sheila Warren, Shilpa Patel, Jo Anne Pegler and Kristen Wing, VA Office of Rural Health (ORH)
Francis Frazier and Wilbur Woodis, Indian Health Service (IHS)

December 13, 2012 – 1:00 PM to 3:00 PM EDT



VA HEALTH CARE | Defining **EXCELLENCE** in the 21st Century

VA-IHS MOU Training Purpose & Goals

Purpose

- Describe the purpose and expectations of VA-IHS MOU work priorities
- Discuss VA-IHS MOU work and reporting structures

Goals - The content of the presentation will provide attendees with information that will allow them to:

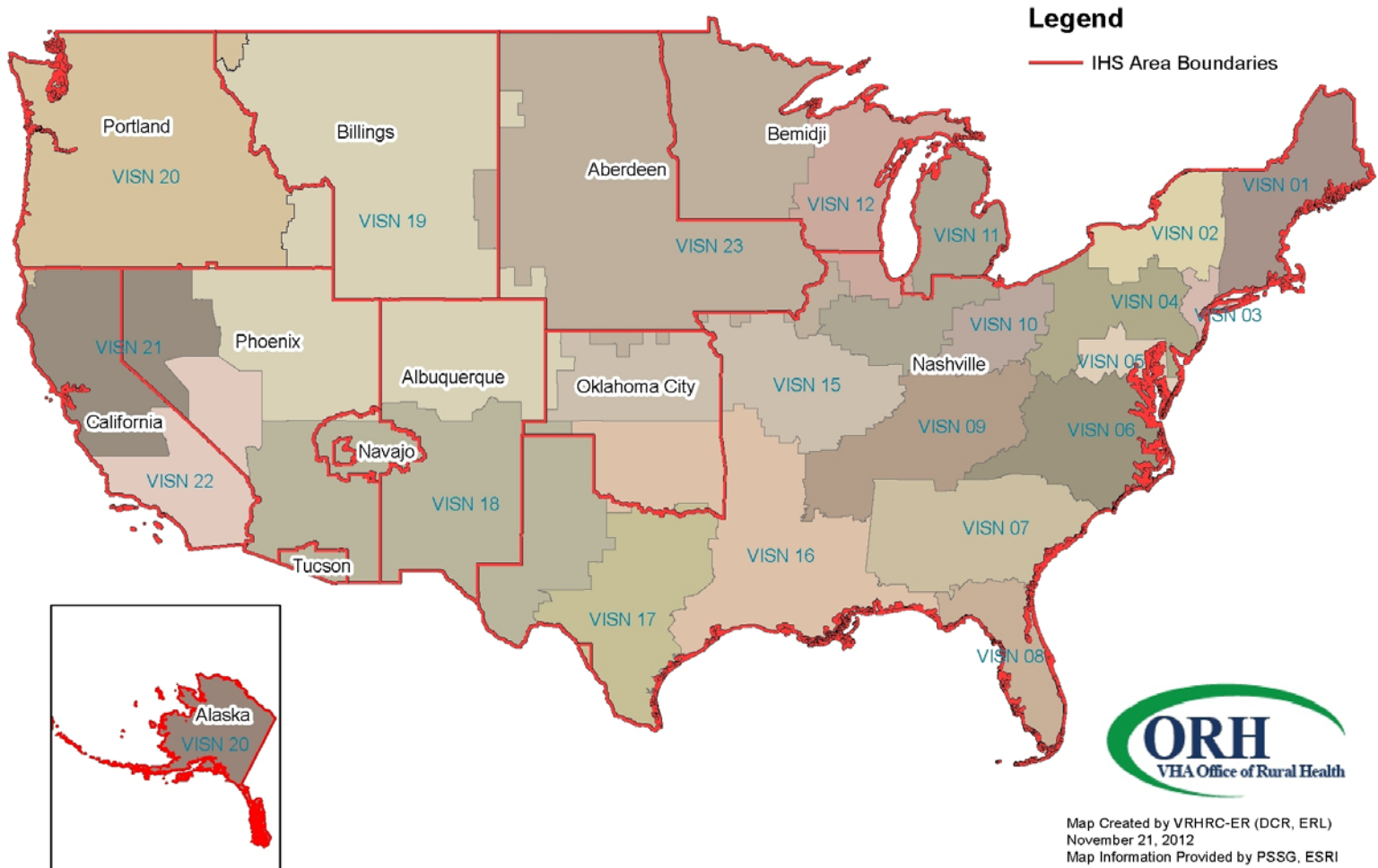
- Explain the intent and goals of the VA-IHS MOU and purpose of the VA-IHS MOU reports
- Define the purpose and role of Workgroup leaders and members, VISN and IHS Inventory reporters
- Discuss the expectations and requirements of VA-IHS MOU reports
- Describe the VA-IHS MOU structure for meetings and projects
- Demonstrate how to upload reports to VA Knowledge Management System (KMS)
- Define reporters (individuals who help develop and submit the quarterly and annual Work Group [WG] and Inventory reports)
- Discuss collaboration opportunities with individuals who work together on VA-IHS MOU projects
- Discuss sharing and reimbursement activities

Objectives of this training

By the end of this training you will demonstrate initial understanding on:

1. How to find and access the VA-IHS MOU
2. The priorities, aims, purposes and goals of the VA-IHS MOU
3. The structure and framework of the individuals and groups working with VA-IHS MOU activities and their responsibilities
4. Your role in working with VA-IHS MOU activities
5. Who you should or could be working with to complete goals of the VA-IHS MOU
6. The importance of building collaborative relationships in order to promote goals of the VA-IHS MOU for best impact on Veterans
7. How to contact others who work in the 13 designated work groups
8. How to contact reporters or others (workers) who work with VA-IHS MOU initiatives at VA Veterans Integrated Service Networks (VISNs), IHS, Tribes or other locations and how to work together
9. What reports are required by VA-IHS MOU and who is responsible for them
10. Deadlines for reporting and how to upload reports into VA SharePoint site

Veterans Integrated Service Networks (VISNs) in Relationship to Indian Health Service (IHS) Areas



Background: VA-IHS MOU

- The Memorandum of Understanding (MOU) was signed between Department of Veterans Affairs (VA) and Department of Health and Human Services (DHHS)/Indian Health Service (IHS) on October 1, 2010.
- It builds upon decades of successful collaboration and achievements from the 2003 VA-IHS MOU.
- The main differences between the 2003 and current VA-IHS MOU:
 - Includes more areas of focus and is more specific (e.g., joint emergency preparedness, joint credentialing, cultural awareness).
 - The VA-IHS MOU mutual goals include an emphasis on promoting patient-centered collaborations and consultation with tribes at the regional and local levels.

2010 VA-IHS MOU:



Signed2010VA-IHSM
OU.pdf

VA-IHS MOU Purposes and Goal

Purposes:

- Establish coordination, collaboration and resource-sharing between VA and IHS.
- Improve the health status of American Indian and Alaska Native (AI/AN) Veterans.

Goal:

- Foster an environment that brings together strengths and expertise from each organization to improve care and services provided by both.

The VA-IHS MOU Sets Forth Five Mutual Goals

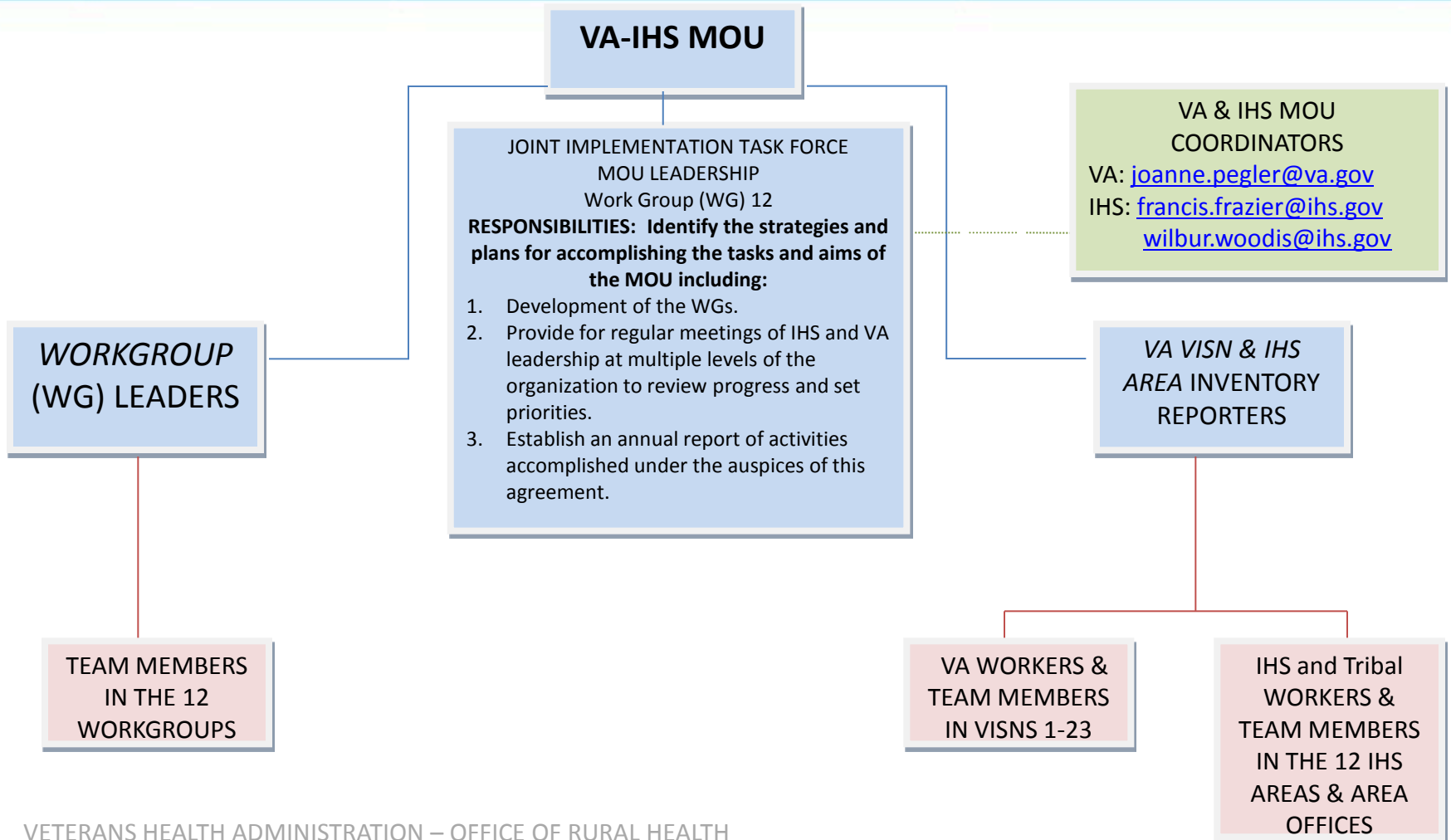
1. Increase access, improve quality of health and leverage strengths
2. Promote patient-centered collaboration and communication
3. In consultation with tribes at regional and local levels, establish effective partnerships with: IHS, Tribal and Urban (I/T/U) Indian health programs in support of AI/AN Veterans
4. Ensure appropriate resources are identified and available to support programs for AI/AN Veterans
5. Improve health-promotion and disease-prevention services to AI/AN Veterans to address community-based wellness.

VA-IHS MOU Collaboration, Coordination Activities

To accomplish the 5 mutual goals, VA-IHS MOU Work Groups (WGs) were established to address the VA-IHS MOU-defined collaboration, coordination activities, which include:

1. Increase access to services and benefits
2. Improve coordination of care
3. Improve care through health information technology
4. Enhance access through development and implementation of new technologies
5. Improve efficiency and effectiveness of system level agreements
6. Increase availability of services by payment reimbursement policies and mechanisms
7. Improve the delivery of care through sharing of care processes
8. Increase cultural awareness and cultural competency
- 9/10. Increase capability to improve quality through training and increase access to care through sharing of staff and enhanced recruitment/retention
11. Address emergency, disaster and pandemic preparedness and response
12. VA-IHS MOU oversight to accomplish the broad and ambitious goals of this agreement
13. Alaskan Tribal Reimbursement Agreements: NEW. ADDED BY LEADERSHIP. Increase availability of services by payment reimbursement agreements, policies and mechanisms in Alaska.

VA-IHS MOU Structure



VA-IHS Roles & Responsibilities

Joint Implementation Task Force the VA-IHS MOU Leadership Group – WG 12: Identify the strategies and plans for accomplishing the tasks and aims of the VA-IHS MOU including: 1. Development of the WGs. 2. Regular meeting of IHS and VA leadership at multiple levels of the organization to review progress and set priorities. 3. An annual report of activities accomplished under the auspices of this agreement.

The VA and IHS MOU Coordinators: 1. Collaborate with VA-IHS MOU leaders, staff and others to accomplish the aims and goals of the VA-IHS MOU. 2. Staff work of the Leadership group. 3. Provide technical assistance and training for WGs Inventory reporters and workers. 4. **Aggregate WG and inventory reports, prepare and submit quarterly reports for Leadership review.** 5. Assist to develop VA-IHS MOU WG and Inventory project and program quality measures.

VA-IHS MOU WG Leaders (VA for WG 1-13 (excluding WG 12): 1. Call the WG meetings, set the agendas, collaborate with WG members and others to establish plans, actions, strategies to accomplish priorities of the WG. **2. VA WG Leader, provide a quarterly reports** of activities, accomplishments, barriers, action plans and strategies and an annual report to Office of Rural Health (ORH) SharePoint site quarterly and annually - *within 15 working days after start of new quarter* (IHS and Tribes assist, but don't have access to VA SharePoint).

WG Members: 1. Attend meetings. 2. Assist WG leaders with functions of the WG. 3. Collaborate with leaders and others, provide input and develop plans, actions and strategies to accomplish the goals and objectives of the WG.

VA VISN Native American (NA) Inventory Reporters: Collect information from VA, IHS , tribes and others to demonstrate how all are working together to meet the aims, purposes and goals of the VA-IHS MOU within your designated reporting area. 2. All VISNs and Areas are to use the *NA Inventory Template* for reporting. **3. VA Inventory reporter, upload this report into the ORH SharePoint site quarterly - within 15 working days after start of new quarter,** (VA, IHS and Tribal workers and project leads develop and report activities to VA Inventory Reporter, but don't have access to VA SharePoint).

VA-IHS MOU Accomplishments are reported to VA in two ways

1. Through the **Native American Inventory** - reports of accomplishments from VA Veterans Integrated Service Networks (VISNs) and I/T/Us are to be made quarterly along with an annual report
 - Each VA VISN has a designated Inventory “reporter” assigned by the VISN Director to submit the reports.
2. **From the VA-IHS MOU WGs** – four quarterly reports and an annual report, are to be *submitted to the IHS and VA MOU Coordinators*.
 - *Each WG has a VA and IHS lead* responsible for working together with WG members to produce and write the reports.

VA-IHS MOU Reports - **Native American (NA)**

Inventory Report

- WHO REPORTS the NA Inventory: The VA VISN *NA Inventory Reporters* will upload the report into Office of Rural Health (ORH) SharePoint Site (see [Native American Inventory reporter roster](#) for list of contact names, last slide of this presentation) .
 - VA, IHS, tribal and Native Urban participants should be working together to gather project and program data, develop the Inventory report and send a finished copy to the VA Inventory Reporter to upload into SharePoint.
 - Minority Veteran Program Coordinators, Native American Liaisons, Equal Employment Opportunity Coordinators, Home-Based Primary Care Coordinators, and others are examples of staff who can assist in finding, tracking and reporting data to the Inventory Reporter.
 - The NA Inventory Reporter should get to know those who are collaborating on VA-IHS MOU activities from VA, Tribes, IHS and NA Urban Facilities and vice versa.

VA-IHS MOU Reports - **Native American (NA)** **Inventory Report (cont)**

- WHAT SHOULD BE REPORTED: Progress updates. Qualitative and quantitative information about the interagency VA-IHS MOU project or program initiated. Measures of performance. See details and instructions on the NA Inventory Reporting template (attached).
- WHEN IS THE INVENTORY REPORT DUE: Quarterly (January, April, July, and October) - *15 working days after the start of the new quarter.*
- *These reports are used to demonstrate how well the VA-IHS MOU is being implemented and the impact being made on Veterans as a result of interagency collaborations. Information from these reports is reported to: The White House Rural Council, the House Appropriations Committee, The House Committee on Veterans Affairs, GAO, VA-IHS MOU Leaders, the VA undersecretary and Secretary and others – It is critical that we improve timeliness, accuracy and comprehensiveness of VA-IHS MOU reporting in 2013 and beyond.*

Native Inventory Template:



Native American
Inventory Reporting

VA-IHS MOU **Workgroup (WG)** Reports

- WHO REPORTS the Work Group Reports: The VA Work Group Leaders will upload their report into Office of Rural Health (ORH) KMS SharePoint Site (see MOU Work Group roster for list of contact names, last slide of this presentation) .
 - VA-IHS Work Group leaders and members should be working together to gather project and program data, develop the Work Group report and send a finished copy to VA Work Group Leader to upload into SharePoint.
 - VA-IHS Work Group members will collaborate with the IHS and VA WG leaders and others to develop a comprehensive quantitative and qualitative report with quality measures, that can be submitted forward.
 - VA-IHS Work Group Leaders and members should get to know those who are collaborating on VA-IHS MOU activities from VA, Tribes, IHS and NA Urban Facilities and vice versa.

VA-IHS MOU Workgroup Reports (cont)

- WHAT SHOULD BE REPORTED: Project or program update. Qualitative and quantitative information about the interagency VA-IHS MOU project or program initiated. **Measures of performance**. See details and instructions on the 2013 Proposed WG Reporting template (attached).
- WHEN IS THE INVENTORY REPORT DUE: The report is due quarterly (January, April, July, and October) - **15 working days after the start of the new quarter**.

WG Template:



Workgroup
Template.docx

Using the ORH Knowledge Management System (KMS)

SharePoint !

VA (KMS) link:

[ORH KMS – VA-IHS MOU Site](#)

Note:

VA User with ID/Network access only
(due to VA network security firewalls)

Using the ORH Knowledge Management System (KMS) - continued

- All VA-IHS MOU Reports, Templates, Rosters, Power Point Slides & information related to VA-IHS MOU activity are located in KMS.
- Information is accessible and can be uploaded & downloaded to KMS by **VA User with ID/Network access only** (due to VA network security firewalls).
- IHS, Tribal & VA team leaders collaboratively develop reports for a VA User with ID or Network access to upload into KMS.
- Information & reports needed by Tribes or IHS staff can be obtained upon request from your VA team members or VA-IHS MOU coordinator.

Using the ORH Knowledge Management System (KMS) – continued:

[ORH KMS – VA-IHS MOU Site](#)

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- VA-IHS Workgroup Rosters

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- Team Discussion

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- Recycle Bin

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	VA-IHS Workgroup Quarterly Report Template NEW	Wing, Kristen
	VA-IHS Workgroup Annual Report Template NEW	Wing, Kristen



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Native American Inventories

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	FY11 Native American Inventory	Wing, Kristen
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- Workgroup 1 - Services and Benefits
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- Workgroup 6 - Payment and Reimbursement
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- Workgroup 12 - Oversight
- Workgroup 13 - Alaska

Calendar

Title	Location	Start Time
VA-IHS MOU Training NEW	LiveMeeting/VANTS	12/13/2012 1:00 PM

Helpful Links

- VA Office of Tribal Government Relations
- VHA Chief Business Office (CBO)

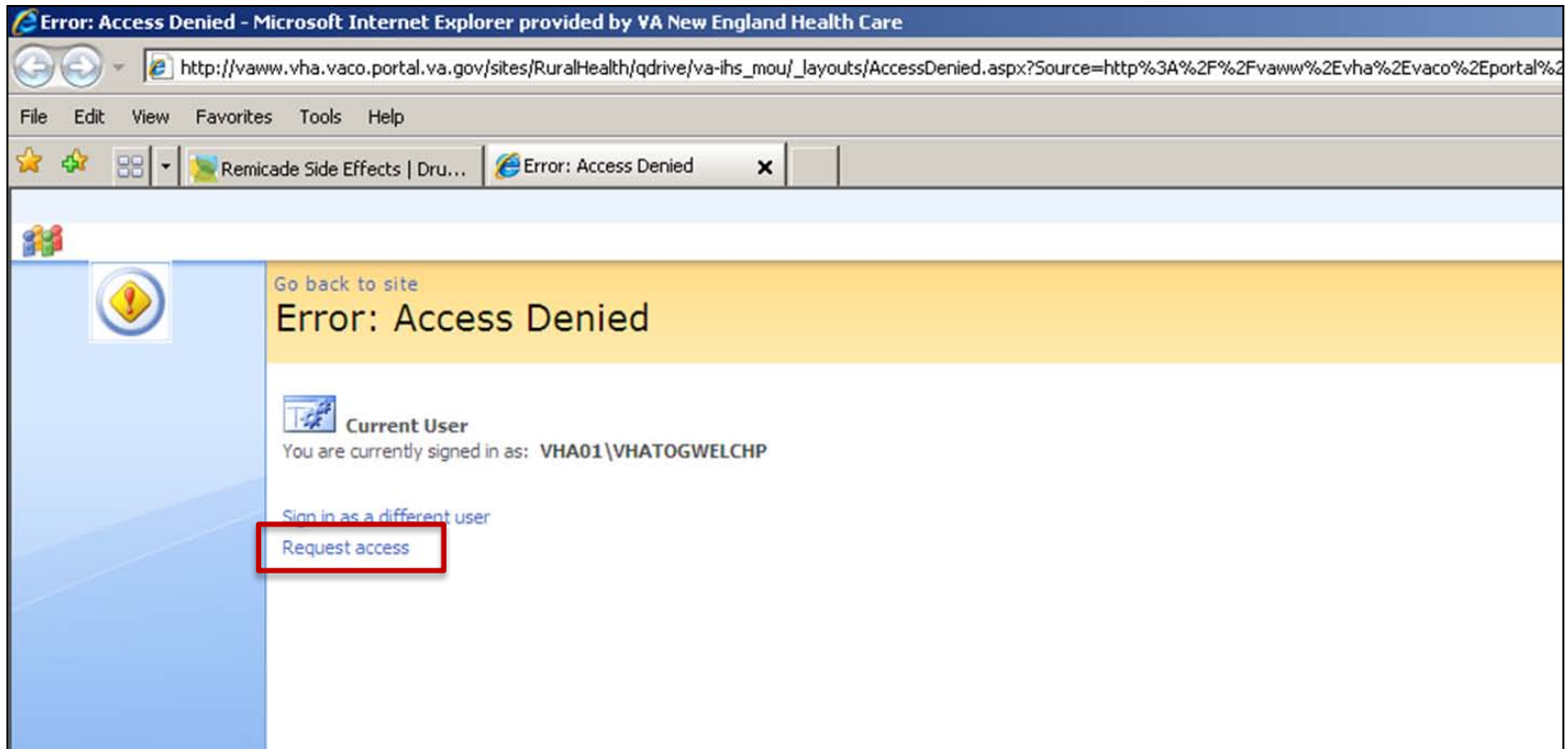
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VA-IHS Workgroup Rosters

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	MOU WORK GROUP ROSTER NEW 11 5 12 DRAFT NEW	Wing, Kristen

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ORH KMS Permissions



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The screenshot shows the Office of Rural Health Knowledge Management System (KMS) interface. The header includes the text "Office of Rural Health Knowledge Management System" and "Welcome Wing, Kristen | My Site | My Links". The main content area is titled "Office of Rural Health Knowledge Management System > ORH Documents > VA-IHS MOU".

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Logos: Department of Veterans Affairs and Indian Health Service (IHS) logos are displayed in the right sidebar.

Using the ORH Knowledge Management System (KMS)

ORH KMS – VA IHS MOU Site

The screenshot shows a Microsoft Word document titled "VA-IHS Workgroup Quarterly Report Template.docx" (Read-Only) in a web browser. The document content is as follows:

VA-IHS MOU Work Group Report Quarterly Report

Work Group Number:

Please provide revisions and/or updates on the following areas:

1. Description/scope of your work group.
2. Roster of committee members.
3. Action plan and target dates (Due Quarterly – January, April, July, and October)

Once completed, the VA Group Leader should upload the template to Share Point.

Goal: Description of Work Group Activity in MOU:

|

Revisions of work group area descriptions needed? If so, please provide revised description:

Frequency of Meetings and/or Schedule? –

On the left side of the browser, there is a navigation menu for the "Office of Rural Health Knowledge Management" and "United States Department of Health and Human Services". The menu includes sections for "Documents", "Discussions", and "People and Groups". Under "Documents", there are links for "VA-IHS Documents", "Native American Inventories", and "VA-IHS Workgroup Rosters". Under "Discussions", there is a link for "Team Discussion". Under "People and Groups", there is a "Recycle Bin" link.

<http://va>

Using the ORH Knowledge Management System (KMS)

ORH KMS - VA IHS MOLL Site

The screenshot shows a Microsoft Word window titled "VA-IHS Workgroup Quarterly (Read-Only) - Microsoft Word". The "Save As" dialog box is open, displaying various file format options. Two options are highlighted with red boxes: "Word Document" (Save the file as a Word Document) and "Save As" (Open the Save As dialog box to select from all possible file types). The background shows a web browser displaying the "Office of Rural Health Knowledge Management" website, with a sidebar menu and a main content area containing a "Quarterly Report" section.

Office of Rural Health Knowledge Management
United State Department
Office of Rural Health Knowledge Management

View All Site Content

Documents

- VA-IHS Documents
- Native American Inventories
- VA-IHS Workgroup Rosters

Discussions

- Team Discussion

People and Groups

- Recycle Bin

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Save a copy of the document

- Word Document**
Save the file as a Word Document.
- Word Template**
Save the document as a template that can be used to format future documents.
- Word 97-2003 Document**
Save a copy of the document that is fully compatible with Word 97-2003.
- Adobe PDF**
- OpenDocument Text**
Save the document in the Open Document Format.
- PDF or XPS**
Publish a copy of the document as a PDF or XPS file.
- Other Formats**
Open the Save As dialog box to select from all possible file types.

Print

Prepare

Send

Publish

Server

Workflows

Close

Word Options Exit Word

Quarterly Report

Frequency of Meetings and/or Schedule? -

<http://va>

Using the ORH Knowledge Management System (KMS) – continued:

[ORH KMS – VA-IHS MOU Site](#)

Office of Rural Health Knowledge Management System

Welcome Wing, Kristen | My Site | My Links

United States Department of Veterans Affairs Central Office

Office of Rural Health Knowledge Management System

View All Site Content

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Office of Rural Health Knowledge Management System > ORH Documents > VA-IHS MOU

VA-IHS Documents

Type	Name	Modified By
Word Document	VA-IHS Workgroup Quarterly Report Template NEW	Wing, Kristen
Word Document	VA-IHS Workgroup Annual Report Template NEW	Wing, Kristen

Add new document

Native American Inventories

Type	Name	Modified By
Folder	FY12 Native American Inventory	Wing, Kristen
Folder	FY11 Native American Inventory	Wing, Kristen
Folder	FY10 Native American Inventory	Wing, Kristen

Add new document

- Workgroup 1 - Services and Benefits**
- Workgroup 2 - Coordination of Care
- Workgroup 3 - Health Information Technology
- Workgroup 4 - New Technologies
- Workgroup 5 - System Level
- Workgroup 6 - Payment and Reimbursement
- Workgroup 7 - Sharing of Care Process, Programs, and Services
- Workgroup 8 - Cultural Competency and Awareness
- Workgroup 9/10 - Training and Recruitment
- Workgroup 11 - Emergency and Disaster Preparedness
- Workgroup 12 - Oversight
- Workgroup 13 - Alaska

VA-IHS Workgroup Rosters

Type	Name	Modified By
Word Document	VISN POCs for Native American Veteran Inventory NEW	Wing, Kristen
Word Document	MOU WORK GROUP ROSTER NEW 11 5 12 DRAFT NEW	Wing, Kristen

Add new document

Calendar

Title	Location	Start Time
VA-IHS MOU Training NEW	LiveMeeting/VANTS	12/13/2012 1:00 PM

Helpful Links

- VA Office of Tribal Government Relations
- VHA Chief Business Office (CBO)

Add new link

Using the ORH Knowledge Management System (KMS) – continued:

[ORH KMS – VA-IHS MOU Site](#)

Office of Rural Health Knowledge Management System

Welcome Wing, Kristen | My Site | My Links |

"To care for him who shall have borne the battle..."
United States
Department Of Veterans Affairs Central Office

All Sites Advanced Search

Office of Rural Health Knowledge Management System Site Actions

Office of Rural Health Knowledge Management System > ORH Documents > VA-IHS MOU > Workgroup 1 - Services and Benefits

Workgroup 1 - Services and Benefits

View: **All Documents**

New Actions Settings

Type	Modified	Modified By
There are no items in the "Services and Benefits" document library. To create a new item, click "New" or "Upload" above.		

Upload Document
Upload a document from your computer to this library.

Upload Multiple Documents
Upload multiple documents from your computer to this library.

View All Site Content

Documents

- VA-IHS Documents
- Native American Inventories
- VA-IHS Workgroup Rosters

Discussions

- Team Discussion

People and Groups

- Recycle Bin

Using the ORH Knowledge Management System (KMS)

ORH KMS – VA-IHS MOU Site

The screenshot shows the 'Office of Rural Health Knowledge Management System > VA-IHS MOU' interface. The main content area is titled 'Upload Document: Workgroup 1 - Services and Benefits'. It features an 'Upload Document' section with the instruction 'Browse to the document you intend to upload.' To the right, there is a 'Name:' input field, a 'Browse...' button, and a checked 'Overwrite existing files' option. A red arrow points from the 'Browse...' button to a 'Choose file' dialog box. The dialog box shows the 'Native Inventory' folder containing several files, with 'VISN POCs for Native American Veteran Inventory.docx' selected. A tooltip for this file shows its type as 'Microsoft Office Word Document', size as '18.9 kb', and date modified as '11/21/2012 12:56 PM'. Another red arrow points from the 'Open' button in the dialog box back to the 'Browse...' button in the upload form.

Using the ORH Knowledge Management System (KMS) – continued

[ORH KMS – VA-IHS MOU Site](#)

Office of Rural Health Knowledge Management System > VA-IHS MOU

Welcome Wing, Kristen | My Site | My Links

United States Department Of Veterans Affairs Central Office

Office of Rural Health Knowledge Management System

Office of Rural Health Knowledge Management System > ORH Documents > VA-IHS MOU > Workgroup 1 - Services and Benefits > Upload Document

Upload Document: Workgroup 1 - Services and Benefits

Upload Document
Browse to the document you intend to upload.

Name:

Upload Multiple Files...
 Overwrite existing files

Using the ORH Knowledge Management System (KMS) – continued:

[ORH KMS – VA-IHS MOU Site](#)

The screenshot displays the ORH KMS interface for the United States Department of Veterans Affairs Central Office. The page is titled "Workgroup 1 - Services and Benefits" and shows a list of documents. A document titled "VISN POCs for Native American Veteran Inventory" is highlighted with a red box. The document was modified on 11/21/2012 at 4:18 PM by Wing, Kristen. The interface includes a navigation menu on the left with options like "Documents", "Discussions", and "People and Groups". The top of the page features the ORH KMS logo and the text "Office of Rural Health Knowledge Management System".

VA-IHS MOU Electronic Reporting Planned for 2013: Transitioning to ORH Management & Analysis Tool (O- MAT) for reporting

- Development will begin in December 2012
- Projected Completion and testing completed by March 31, 2013
- Initiate VA-IHS MOU reporting in FY 2013 2nd Quarter: All reports should be uploaded by April 15, 2013
- VA Access only – Unable to provide IHS access behind VA Firewall
- All WGs and Inventory Participants will please work with VA WG Leaders and VA Inventory Reporters to submit reports by the deadline
- VOLUNTEERS: If you are interested in working on the development of the electronic reporting project, please contact joanne.pegler@va.gov or 202-461-1513.

Thank you

VA-IHS MOU: Conclusions

- Important to understand the VA-IHS MOU functions and priorities and what your role is within the framework of these activities
- Did you meet objectives from today's training? If further info is needed,
 - please contact: joanne.pegler@va.gov, francis.frazier@ihs.gov, or wilbur.woodis@ihs.gov
- Today's training has been recorded for future viewing and training. The link /access for this training will be provided as soon as it is available, by JoAnne Pegler, VA MOU Coordinator, located in the Office of Rural Health (ORH)

Thank you for participating.

Resources -

Workgroup Roster



MOU WORK GROUP
ROSTER 11 28 12.doc

NA Inventory Reporter Roster



VISN POCs for
Native American Vete