Department of Veterans Affairs
Veterans Health Administration
Chief Business Office
www.va.gov

Industry:
Government

Products & Services:
Oracle Primavera Enterprise
Project Portfolio Management

Oracle Partner:
Innovative Management
Solutions (IMS)
www.ims-web.com

About the Department of Veterans Affairs

Established in 1989, the Department of Veterans Affairs (VA) provides federal benefits to US military veterans and their families. The agency is the second largest of the 15 cabinet departments and offers health-care, financial assistance, and burial benefits programs. More than 60 million people -- veterans, their family members, and survivors of veterans -- are eligible for the VA's benefits. The VA's annual budget is more than $126 billion, but the agency is seeking some $132 billion for 2012. That includes about $41 billion for health benefits and the rest for disability and pensions. Other benefits include education assistance, home loans, life insurance, and vocational rehabilitation.

As a part of a broad-based effort to improve the Veterans Health Administration (VHA) billing and collection performance as well as increase revenues, the Chief Business Office, in partnership with VA's Assistant Secretary for Information and Technology, is implementing and managing the Patient Financial Services System (PFSS) project.

Business Challenge

The VHA faces a growing demand for health care services. The functionality of several of VHA's Veterans Health Information Systems & Technology Architecture (VistA) applications do not provide sufficiently robust data elements needed to support automated billing as commonly practiced in private sector hospitals. VHA's VistA Clinical applications, VistA Integrated Billing (IB) & Accounts Receivable (A/R) applications do not efficiently or effectively support VHA's financial business processes. The implementation of various improved business practices and tools by multiple VHA and contract staff to meet the desired performance improvements will required a well coordinated project management approach to ensure overall project success.

Solution

IMS was hired by the Contractor, Unisys for a 6 month assignment to help pull together the VHA and Unisys team and build a comprehensive plan for the project. IMS configured Primavera to meet the client's reporting needs then dove into the requirements and worked together with all teams to build the WBS and related activities. Within a few months we had developed a detailed resource loaded schedule for the entire project with buy-in from all parties. Additionally, we helped augmented the Unisys PMO until they were able to hire their own staff. We also had an IMS scheduler support the VHA OI team for long-term.

Impact

For the first time, the entire project team was working together, and had an accurate integrated master schedule that delineated the entire scope.

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