

Department of
Veterans Affairs

Memorandum

Date: July 9, 2021

From: Assistant Under Secretary for Health for Patient Care Services/Chief Nursing Officer (12)

Subj: Office of Connected Care Participation Requirements for Connected Care/Telehealth Updates on Strategic Operating Initiatives (VIEWS 5390680)

To: Veterans Integrated Service Network (VISN) Directors (10N1-23)

1. This memorandum provides notification of a new, recurring requirement to populate information in the Office of Connected Care's (OCC) Integrated Operations Platform (IOP) on a quarterly basis. The required information is needed to promote high reliability in our connected care operations.
2. The OCC's IOP is designed to track the progress or completion of key connected care operating plan elements across VISNs and facilities. **Example:** The IOP tracks the OCC's Workforce Expansion initiative, including budget execution and the successful onboarding of staff.
3. On a quarterly basis, VISN telehealth managers or assigned points of contact will be prompted by the OCC Quality Team to update the IOP. This prompt will be in association with already established Conditions of Participation (COP) quarterly touchpoints with VISN Telehealth Leads, VISN Quality Managers, and other key stakeholders. **NOTES:** 1) The IOP is located at the following intranet location: [Home | VHA CC/Telehealth Expansion \(va.gov\)](#) 2) Instructions will accompany the quarterly communications and requests for updates.
4. For questions about this memorandum, please contact Ms. Claire Marty, Quality Lead Telehealth Services at Claire.Marty@va.gov, Ms. Sara DeRycke, Asynchronous Telehealth Services Lead at Sara.Derycke@va.gov or 315-863-6469, or Dr. Kevin Galpin, Executive Director for Telehealth Services at Kevin.Galpin@va.gov or 404-771-8794.

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