



ADDRESSING CRITICAL GAPS IN VETERAN SPECIALTY CARE: THE SERVE 3-PHASE SOLUTION FOR THE VHA NATIONAL SCPO

EMPOWERING VETERANS WITH DATA-DRIVEN INSIGHTS AND INTEGRATED SOLUTIONS



BACKGROUND

Veteran specialty healthcare is hindered by geographic disparities, telehealth limitations, and poor care coordination, leading to gaps in access and quality. The Veterans Health Administration (VHA) must tackle these challenges to meet growing demand, improve outcomes, and reduce costs. Innovative, data-driven solutions are crucial to overcoming these systemic barriers and delivering effective care.



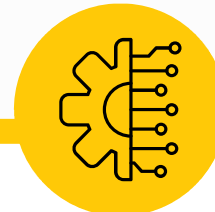
SERVE'S CAPABILITIES

SERVE Advisory Group excels in healthcare consulting, specializing in technology integration, data analytics, and strategic planning. Our deep expertise in federal healthcare, particularly within the VHA, enables us to deliver solutions that address the unique needs of veterans, bridging gaps in care and optimizing delivery processes.



PAST PERFORMANCE

SERVE has a proven track record of delivering impactful healthcare solutions. Our work with the VHA includes patient safety initiatives, supply chain modernization, and electronic health record transitions. Additionally, our collaboration with the Defense Health Agency (DHA) on electronic health record implementation highlights our ability to manage large-scale healthcare transformations.



DATA ENGINE: MEDALLIA

Medallia, a feedback management platform, captures real-time veteran experiences, helping the VHA identify and address care gaps. By integrating Medallia into SCPO operations, SERVE enables data-driven decisions, improved patient satisfaction, and personalized care. SERVE will train SCPO staff and refine feedback processes, ensuring veterans' voices directly enhance care quality.

OUR THREE-PHASE APPROACH

1

Gather: Capturing real-world, Veteran-patient experiences via Medallia to improve specialty care.

2

Collaborate: Form ICOPs using insights from Veteran-patient feedback to enhance specialty care.

3

Targeted Change: Conduct Pareto analyses with ICOPs to identify and leverage specific gaps in veteran specialty care delivery.

