

# Department of Veterans Affairs

## Kiosks and Veteran Experience Project Charter

Veterans Health Administration

3/26/24

Version 1.0



Version History

Version Number	Implemented By	Revision Date	Approved By	Approval Date	Description of Change
1.0	Tiffiany Jackson	3/12/2024			

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## 1. Scope

The Veterans Health Administration (VHA) is developing a strategy to analyze and improve the Veteran user experience when submitting a Beneficiary Travel (BT) reimbursement claim with a particular focus on the role of the kiosk terminal. This Charter establishes an Integrated Project Team (IPT) for the Kiosk and Veterans Experience Project. The Project is developing a Veteran-centered plan to meet or exceed the Veterans' previous kiosk experience, particularly in its function as a method for submitting BT claim. The project will implement accepted recommendations and evaluate their impact on the Veteran's experience.

## 2. Approach

The approach of the IPT is to review transactional quantitative data, displaying the current state of how BT claims are filed. With a focus on improving the Veteran's experience, the IPT will conduct human-centered design research to provide qualitative data by obtaining direct feedback from the Veteran on how to improve their experience when submitting a BT claim.

This IPT will analyze the value of the kiosks to understand why some Veterans prefer to use the kiosk, and if any training, education, or awareness activities may be leveraged to improve the Veterans' experience when submitting a BT claim.

Out of Scope: There are multiple efforts focused on making improvements to the BT program. This IPT will seek input from the appropriate business owners prior to proposing any recommendations that change any existing digital modalities used to submit BT claims.

## 3. Objectives

The IPT has five primary objectives:

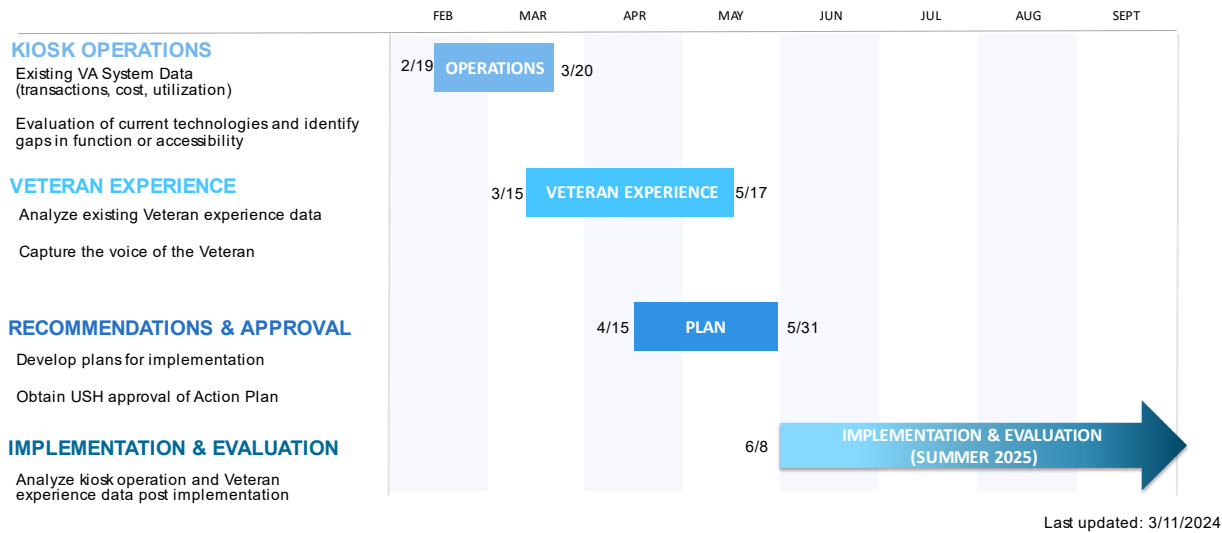
1. Conduct a Human Centered Design (HCD) analysis of the Veteran's user experience when submitting a travel claim with a particular focus on the role of the kiosks.
2. Conduct a comparative analysis of kiosks functionality and the existing digital modality for submitting BT claims in order to identify gaps in functionality or accessibility.
3. Develop recommendations and an action plan to meet or exceed the Veterans' previous kiosk experience when submitting travel claims.
4. Implement approved action plan.
5. Develop and implement a plan to monitor the impact of the improvements.

## 4. Membership

Office	Role	Name
Digital Health Office (DHO)	Senior Advisor (Executive Sponsor)	Nadia Smith
Under Secretary of Health (USH)	Senior Advisor, Healthcare Operation (IPT Chair)	Harrison Hines
Digital Health Office (DHO)	Deputy Director of Agent Assisted VHA Digital Health Office & VEO MCT	Trisha Dang
Veterans Transportation Program	Deputy Executive Director (Business Owner)	Ryan Heiman
Veterans Transportation Program	Director (TBD)	Benjamin Williams
Veterans Transportation Program	Deputy Director (TBD)	Kathleen Metzger
Office of Information Technology	Digital Services Expert	Lauren Alexanderson
Office of Information Technology	Digital Services Expert	Lisa Koenigsberg
Veteran Engagement Office (VEO)	Customer Experience Strategist	Christopher Hughes
Veteran Engagement Office (VEO)	Associate Director, CX Innovation, CX Tools and Implementation	Paula Stokes
Integrated Veteran Care (IVC)	Executive Director, Access Transformation (Business Owner)	Mark Hausman
Integrated Veteran Care (IVC)	Business Owner	Katie O'Grady
Patient Experience	PATS-R Coordinator, VISN 19, Business Owner	Cliff Tracy

# 5. Timeline

The timeline provided below, is subject to change with new information.



# 6. Approval

Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
Print Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Role: \_\_\_\_\_

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Print Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
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