

Department of Veterans Affairs

Memorandum

Date: 3/6/25

From: Experience Analytics and Measurement, Enterprise Measurement and Design (EMD)

Subj: Measurement Decision Memo for: Coordination and Integrated Case Management (CCICM)

To: Chief Veterans Experience Officer
thru: EMD Leadership

1. Purpose

To receive approval to proceed with ☒ launch-of ☐ updates-to the

Coordination and Integrated Case Man: ☒ VSignals ☐ ESignals ☐ CSignals
survey / measurement instrument(s), including:

☒ Survey ☒ Dashboard ☐ Public Reporting

2. About

This measurement request pertains to the following:

Name: Coordination and Integrated Case Management (CCICM) Ad Hoc Survey

Distribution Frequency: Continuous

Distribution Method: QR Code/Link

Purpose:

Gather feedback from Veterans on their experiences with the Lead Coordinator to improve care coordination, identify best practices, and address any issues within the VA health care system. The insights will be used for system redesign and process improvement to better serve Veterans with complex care needs.

Who Will Use the Data:

Coordination and Integrated Case Management (CCICM)

How the Data Benefits VA:

Data will provide CCICM with insights that will improve the Veteran experience when using CCICM services

Target Audience(s):

☒ Veterans ☐ Caregivers ☐ Survivors ☐ Families
☐ Staff ☐ Partners ☐ Public

Estimated Number of Audience-Members Annually: 5,000

Launch Date: 3/21/2025


Proposed End Date: Ongoing

3. Approval

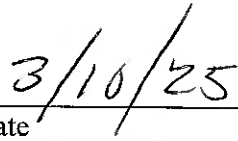
Based on the information above, the undersigned:

☒ Approves ☐ Denies

The request to proceed with measuring Coordination and Integrated Case Management (CCICM) Ad Hoc Survey



Lynda C. Davis, Ph.D.



Date