



Client Success

MyHealtheVet (MHV) / Mental Health Information Management

Past performance is the true predictor of success. We provide our customers with the highest level of service on time and within budget, every time.

AGENCY FOR WHOM WORK WAS PERFORMED: Veterans Health Administration

KEY BENEFITS PROVIDED:

- ✓ Business models of mental health plans specifically relating to Post Traumatic Stress Disorder, Schizophrenia, Depression, and Bipolar Disorder
- ✓ Development of portals for provider and patient access to monitor and track mental health symptoms, medication adherence, and medication side effects
- ✓ SDLC management of largest PHR system in world

Project Synopsis:

Working closely with VA program managers and Mental Health practitioners, Patriot Technologies project managers, information architects, and requirements and business process analysts are currently designing MHV Mental Health solutions including several innovative online products in the early stages of their development. Patriot serves as primary contractor for the business analysis phases of the MyHealtheVet Mental Health MRP project, a groundbreaking effort with results to be included in MHV releases throughout the next two years. The Rational Unified Process is the center point of team design and development processes.

The MyHealtheVet website is an ehealth portal that gives veterans, families and health providers, access to health information, tools and services. The scope, amount of content, and features of this portal are growing, particularly as it relates to Mental Health issues. As such, MyHealtheVet website must evolve rapidly to provide the appropriate information and content to the Veterans to help them address these issues.

Patriot Technologies collaborates with the Mental Health Executive Committee and DOD counterparts to develop a patient-centered plan for use in the MyHealtheVet portal, specifically relating to Post Traumatic Stress Disorder, Schizophrenia, Depression, and Bipolar Disorder. This plan allows veterans with behavioral or mental health concerns to track aspects of their self-care and professional care such as monitoring and tracking mental health symptoms, medication adherence, and medication side effects. The plan also allows a veteran to set individualized, personally relevant recovery goals, and monitor his or her progress towards achieving these goals.

Provided Services Include:

Requirements Elicitation

- Stakeholder meetings
- Storyboards/wire frames
- Screen mock-ups

Business Process Definition

- Business modeling
- Document business process changes
- Establish long term business processes and procedures
- Change management and staff training

User Centered Design

- Define unique web usability requirements
- Recommendations on usability enhancements
- Usability testing

Software Documentation

- Information Requirements Vision
- Information Requirements Specification
- Usability Recommendations