CASE STUDY

OVERVIEW

Efforts supported Federal Government health initiatives by modernizing the VA and enhancing communication between VHA and VBA through the The Compensation and Pension Record Interchange (CAPRI) project.

Modernize Outdated Systems and Infrastructure to Improve Service Delivery to Veterans

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PROBLEM

Outdated systems hindered timely and accurate benefits determination, and the lack of integrated electronic medical records posed data accessibility and security challenges.

SOLUTION

The solution involved implementing and maintaining COTS and GOTS products, managing cloud resources for seamless integration and performance, and providing administrative support for applications and middleware. The CAPRI project improved VHA-VBA communication for benefits determination, offered user-friendly access to electronic medical records, ensured secure, read-only access to medical data, and supported the PACT Act to expand benefits for Veterans exposed to toxic substances.

RESULT

The modernization efforts led to enhanced infrastructure, streamlining processes and significantly improving service delivery to Veterans. These initiatives enabled faster and more reliable services, increased operational efficiency, and reduced downtime. Improved VHA-VBA communication and data access facilitated quicker and more accurate benefits determination for disabled veterans.