

Department of Veterans Affairs

Memorandum

Date: 02/04/2020

From: Assistant Deputy Undersecretary of Health for Access, Office of Veterans Access to Care (OVAC) (10NG)

Subj: Improving Capacity, Efficiency, and Productivity (ICEP) Initiative Sustainment Phase Transition

To: Veterans Integrated Service Network (VISN) Directors (10N20)

1. In accordance with national priorities of the Executive in Charge, all Veterans Health Administration (VHA) facilities were asked by memorandum to participate in the Improving Capacity, Efficiency, and Productivity (ICEP) initiative as a prelude to the implementation of the June 2019, Department of Veteran Affairs Maintaining Systems and Strengthening Integrated Outside Networks (MISSION) Act. The Office of Veterans Access to Care (OVAC) along with the Offices of Primary Care, Mental Health and Specialty Care as well as the Office of Productivity, Efficiency, and Staffing, would like to formally thank you for your efforts throughout the initiative to maximize the amount of high-quality care provided within the enterprise for our nation's Veterans.
2. With the start of 2020 we officially transition into the Sustainment phase of the ICEP initiative. From this point any and all ICEP Phase 1 and 2 reporting may be done using the VISN Scorecard. This tool is available here: <https://vaww.vha.vaco.portal.va.gov/sites/DUSHOM/10NA/CAAO/ICEP%20VISN%2020%20Regional%20Training/VISN%2020%20Regional%20Training%20-%20Meeting%20Materials/Post%202019%20ICEPs%20VISN%20Performance%20Scorecard.xlsx?Web=1>. ICEP VISN Champions and/or VISN OVAC Points of Contact should use this tool to track progress within their network and flag issues to OVAC as necessary. Sites should continue to report on their progress until they have met MISSION Act standards for access for 6 consecutive months. The OVAC Field Support team will continue to monitor ICEP-related measures as they pertain to access and may engage with those sites not meeting access standards. Please refer to the Sustainment section of the ICEP Guidebook, available here: <https://vaww.vha.vaco.portal.va.gov/sites/DUSHOM/10NA/CAAO/ClinicAccess/Resource%20Library/ICEP%20Guidebookv2.0.docx> for additional instructions.
3. Networks should continue to spread the core ICEP principles to additional specialties as able to help maximize access to services across the enterprise. A number of resources and reference documents are available to assist you, listed in the attached Appendix A.

4. OVAC will host a final ICEP Office Hours session on February 5th at 2pm Eastern during the weekly Community of Practice Call time. Please plan to have someone from your facility attend the session if possible. The session will be recorded and shared following the event for those unable to attend live. Access information for the meeting will be communicated closer to the meeting date.
5. Should you have any questions please send an email to VHAImprovingCapacity@va.gov. Thank you!

Susan Kirsh, MD

A handwritten signature in black ink, appearing to read 'SKirsh', with a long, wavy horizontal line extending to the right.