



# **VIRTUAL LIFETIME ELECTRONIC RECORD**

**DEPARTMENT OF VETERANS AFFAIRS**

**A NEW APPROACH TO BENEFITS DELIVERY IN THE VA**

*Workshop on Technology in the Management of High-Volume Caseloads*

**November 1, 2010**

**National Archives Building**

**Washington, DC**

**Mickie Krause, Deputy Director**

**Virtual Lifetime Electronic Record**

**Enterprise Program Management Office**

# *Today's suite of information exchanges does not fully support all Veterans' benefits delivery needs*

These limitations result in:

- an undue burden on Veterans to discover/prove eligibility for benefits, to hand-carry documents, and to monitor the status of their applications, etc.
- incomplete information available for service providers
- the lack of a single, comprehensive view of the Veterans' information
- continued reliance on paperbound and cumbersome manual processes
- the perpetuation of costly, inefficient and inconvenient processes
- a limited automated information exchange between the VA and other Federal agencies/private partners
- unacceptable service to our Veterans

“VLER supports the delivery of tangible results through integrated and timely information distribution.”

Dr. Karen Guice, Executive Director  
Federal Recovery Coordination Program

# *Virtual Lifetime Electronic Record*

On April 9, 2009, President Obama directed the Department of Defense and the Department of Veterans Affairs to create a Virtual Lifetime Electronic Record that:



*“... will ultimately contain administrative and medical information from the day an individual enters military service throughout their military career and after they leave the military.”*

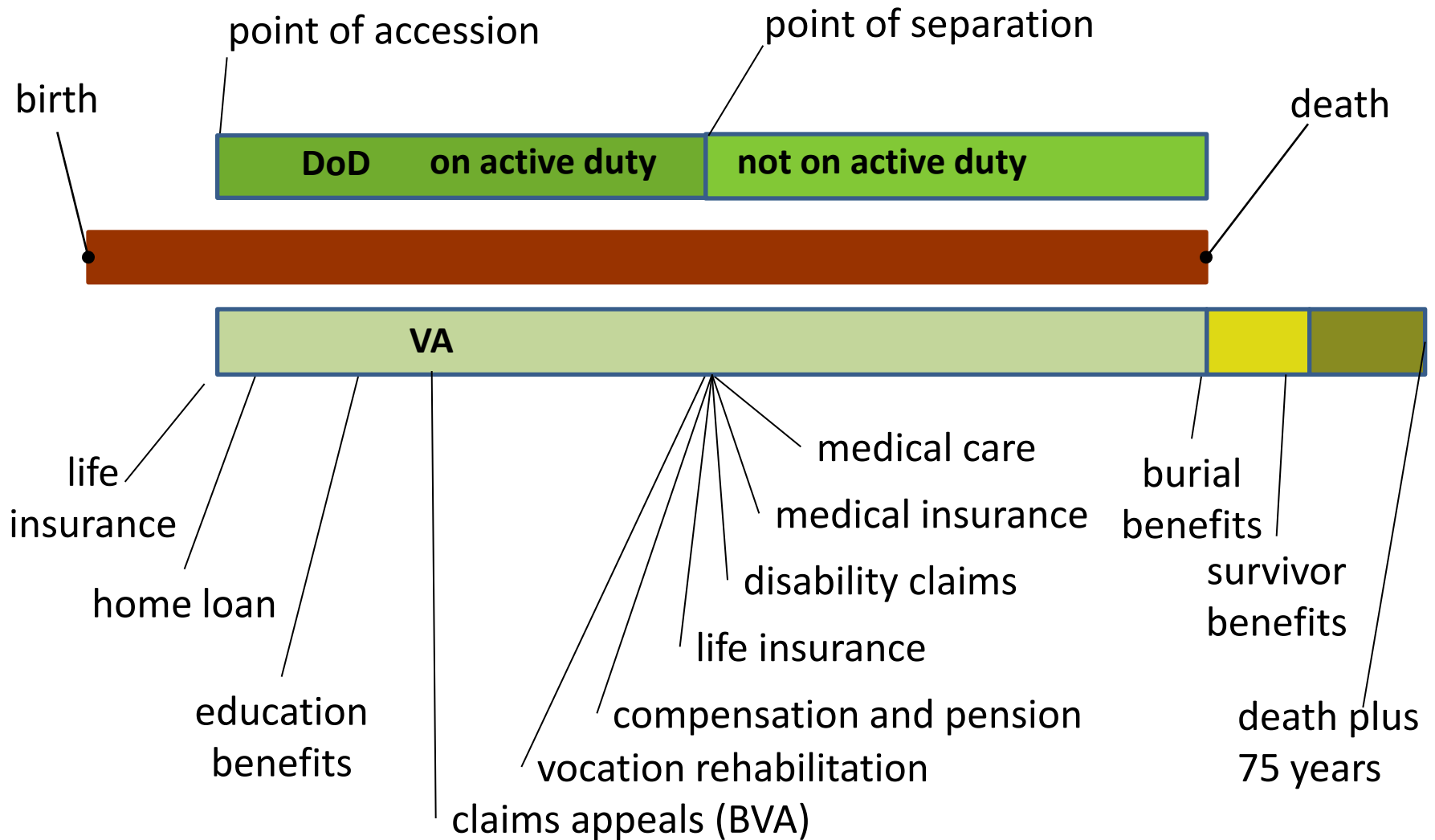
*-President Barack Obama*

# *Virtual Lifetime Electronic Record: a new approach*

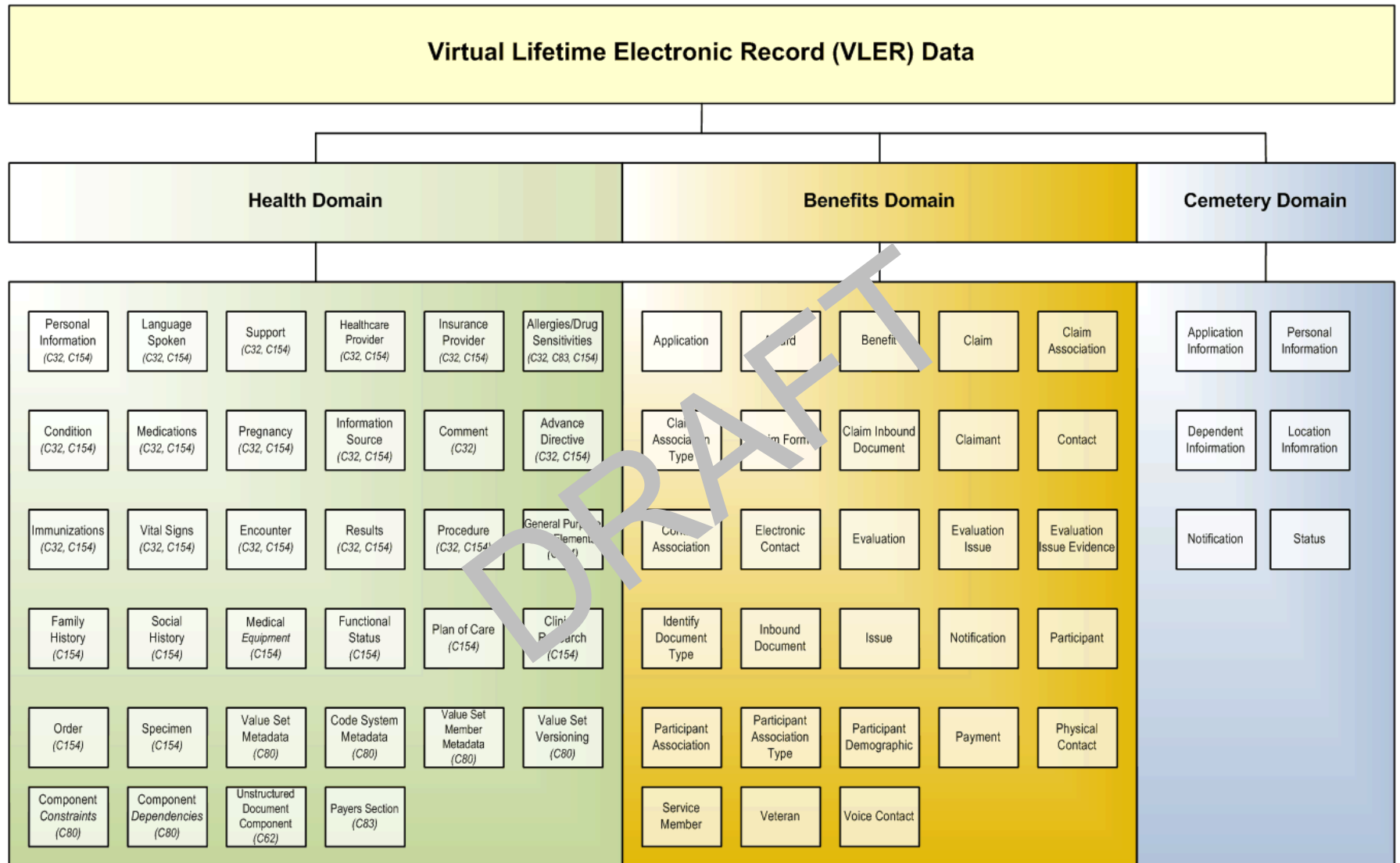
- VLER is a Federal, inter-agency initiative to provide portability, accessibility and complete health, benefits, and administrative data for every Service member, Veteran, other beneficiaries and/or designees.
- The goal of this major initiative is to establish the interoperability and communication environment necessary to facilitate the rapid exchange of patient/beneficiary information yielding consolidated, coherent and consistent access to electronic records while enriching support for health, benefits and personnel activities.



# *VLER identifies & proactively shares information flows about life events*



# VLER Data Architecture - Logical View



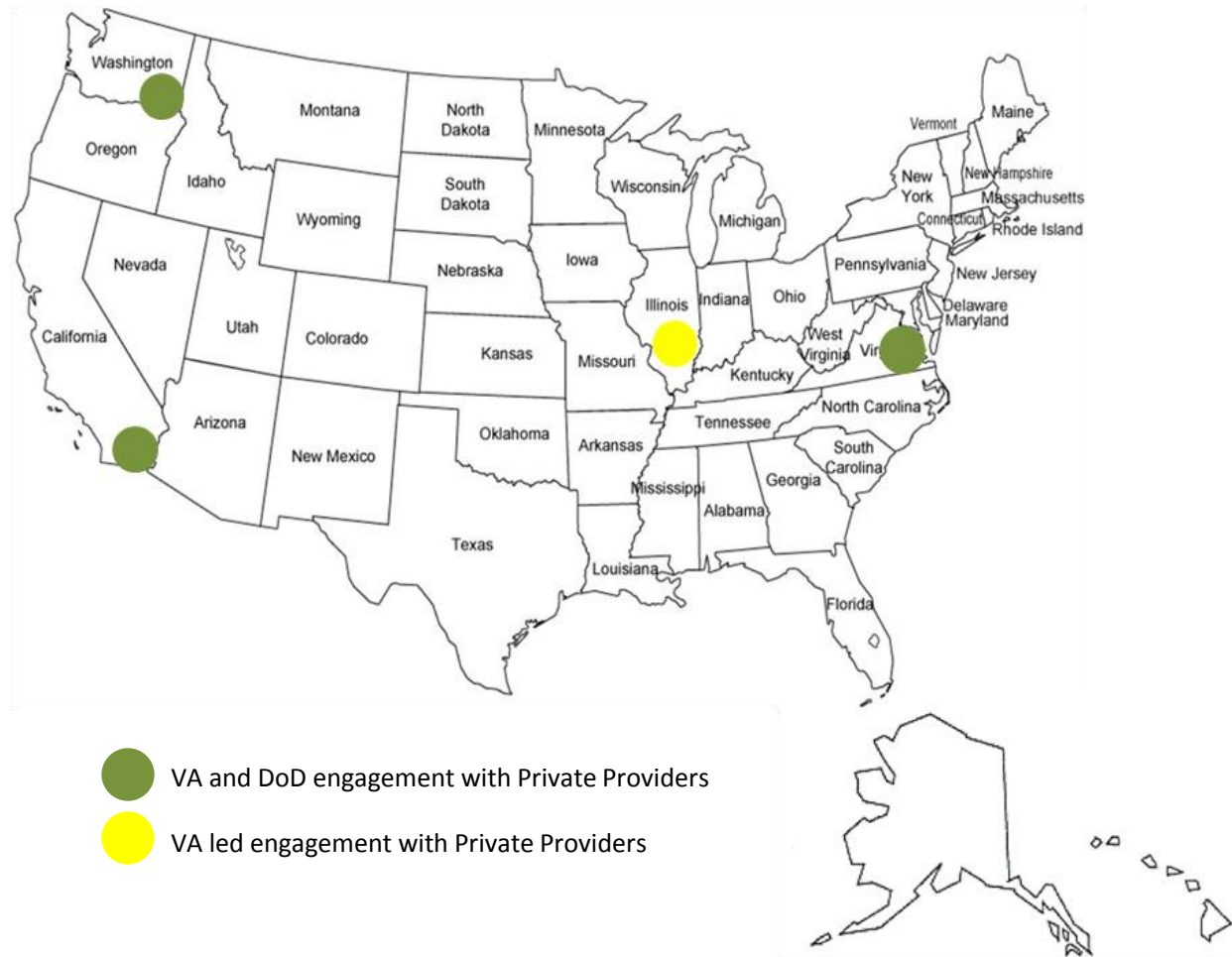
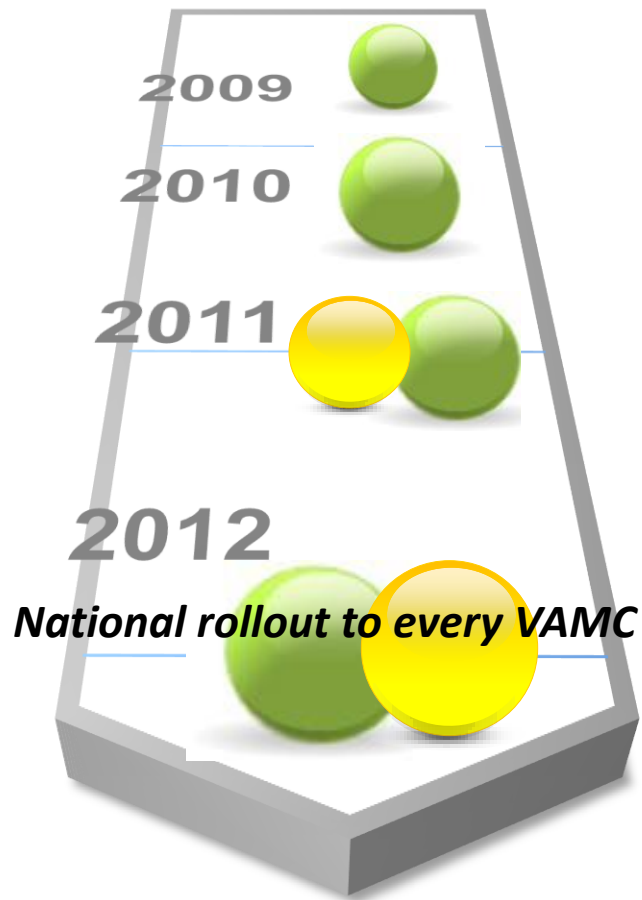
# *VLER touches many Federal partners*



Access to electronic health, benefits and administrative information for authorized service providers from Federal partners



# Demonstration projects are planned nationwide



*Note: Pilot locations may vary as assessments of maturing HIEs are conducted*



# Discussion

**VLER provides**



**seamless  
access**



**to electronic records**



**for Service members and Veterans**