VA leaf

innovation
Veterans Health Administration

U.S. DEPARTMENT OF VETERANS AFFAIRS
CENTER FOR INNOVATION

LEAF Mission

"To empower VA employees and business lines with rapid development of scalable and cost-effective business solutions, achieving standardization and transparency of operations **to deliver world-class service to Veterans**"

Before LEAF

After LEAF

What is LEAF?

Platform for digitizing multi-layered, time consuming processes

- *Secure* intranet web app
- Cleared to manage and store *non-sensitive* information
- Authorization to Operate (ATO)
- 508 compliant
- GAL integration
- Enterprise hosting; no local IT server support required
- No licensing cost

Why LEAF?

Greater Efficiency

- Faster time to value
- Never lose a request
- Real-time status and reporting
- Protect sensitive data
- Significant time/costs savings

Greater Outcomes

- Rapid response time
- Greater accuracy
- Better decision-making
- Empowered users
- Enhanced transparency/accountability

LEAF Empowered Processes

National Adoption to Date July 2018

- **24,000** active monthly users
- **1,085** LEAF Portals
- **152** medical centers and program offices
- **78** business processes represented

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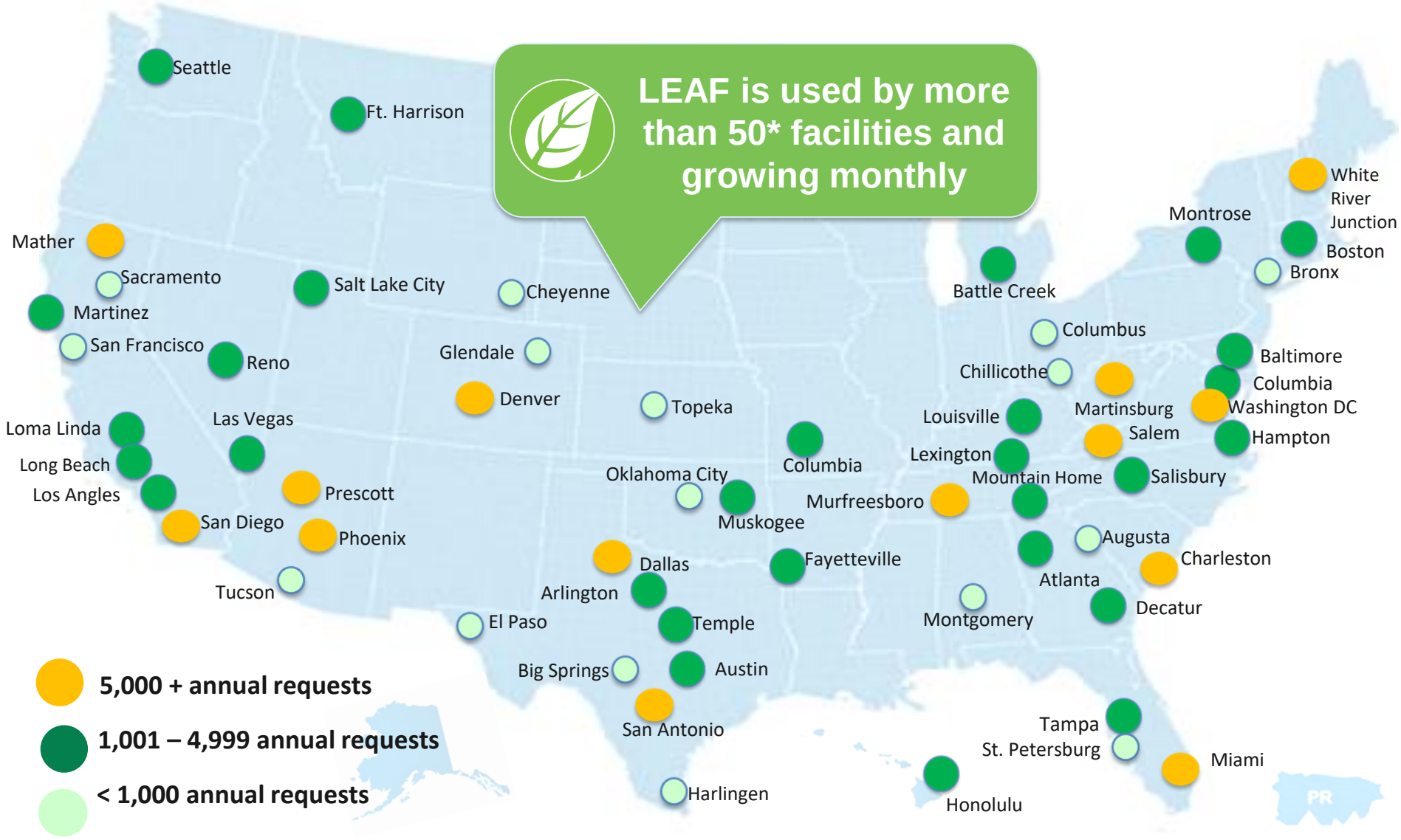
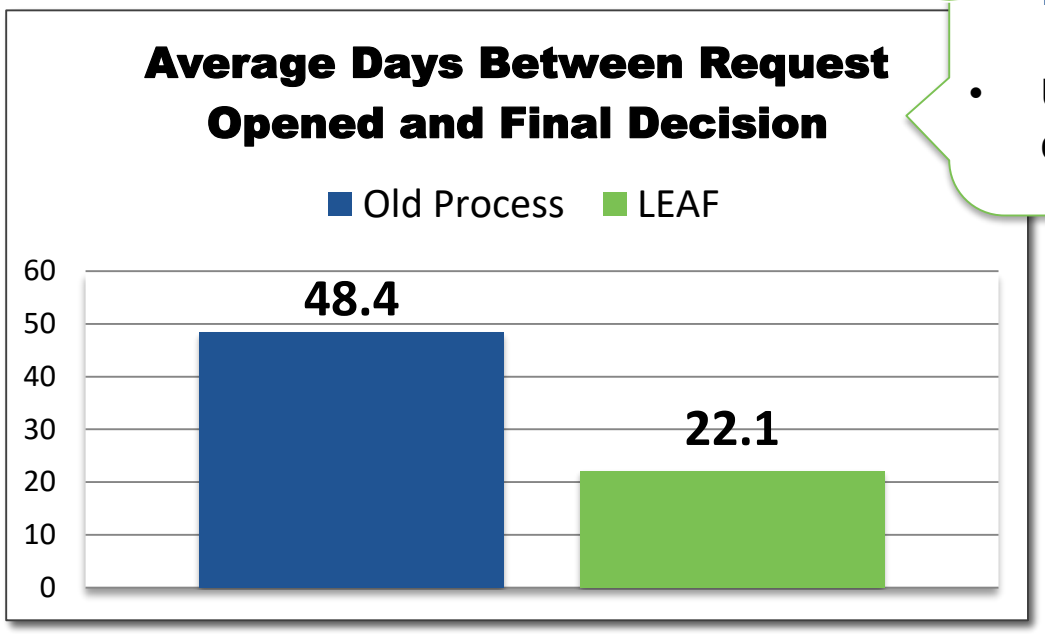
Geographic Footprint July 2018



Case Study: LEAF for Resource Management Salisbury VAMC



Analysis of 50 hiring requests – 23 from old process; 27 from LEAF process.

LEAF made hiring decisions **54% faster**, a **26-day** improvement

- Urgent Access-related positions can now be approved in **<24 hours**

- ✓ Paperless
- ✓ No loss requests
- ✓ Transparent tracking
- ✓ Increased response time
- ✓ Employee morale booster
- ✓ Greater focus on Veterans

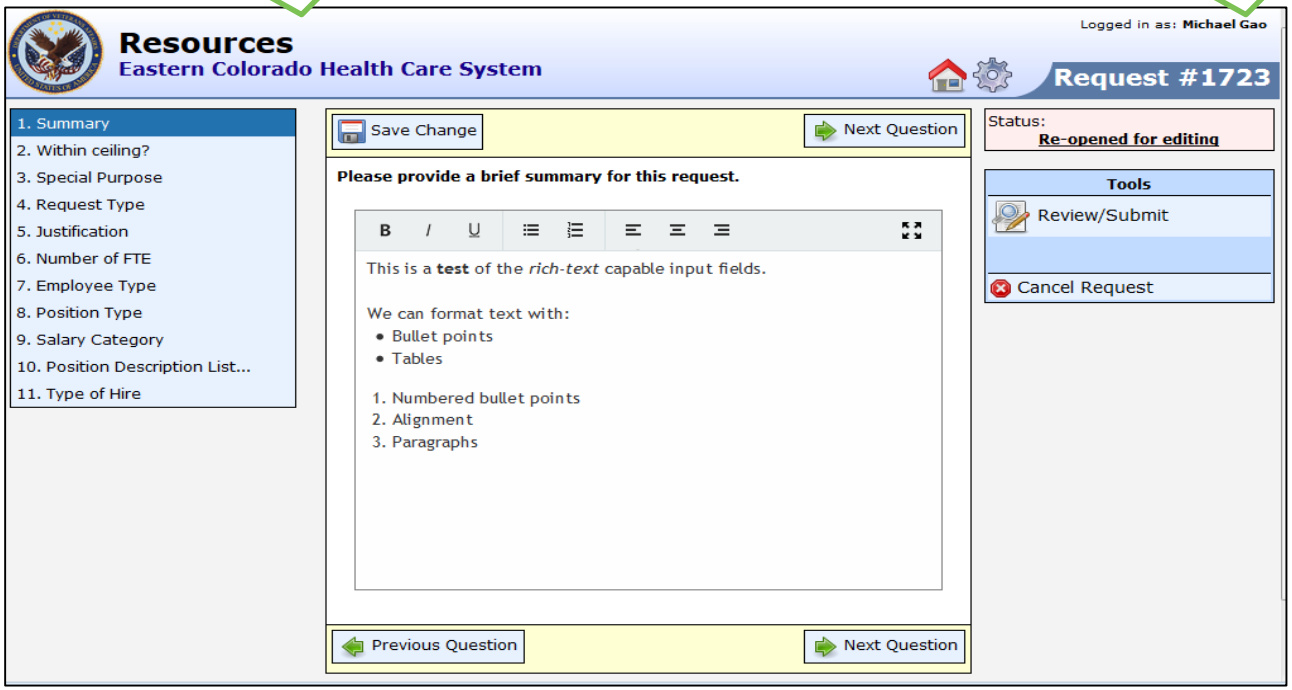
Here's How LEAF Works

- **Other Features**: Report Builder, Email Notifications, and more
- **Key VA Integrations**: Active Directory, PIV Authentication
- **Similar Proprietary Product**: Microsoft InfoPath (Sharepoint-based)

Clean Data Entry

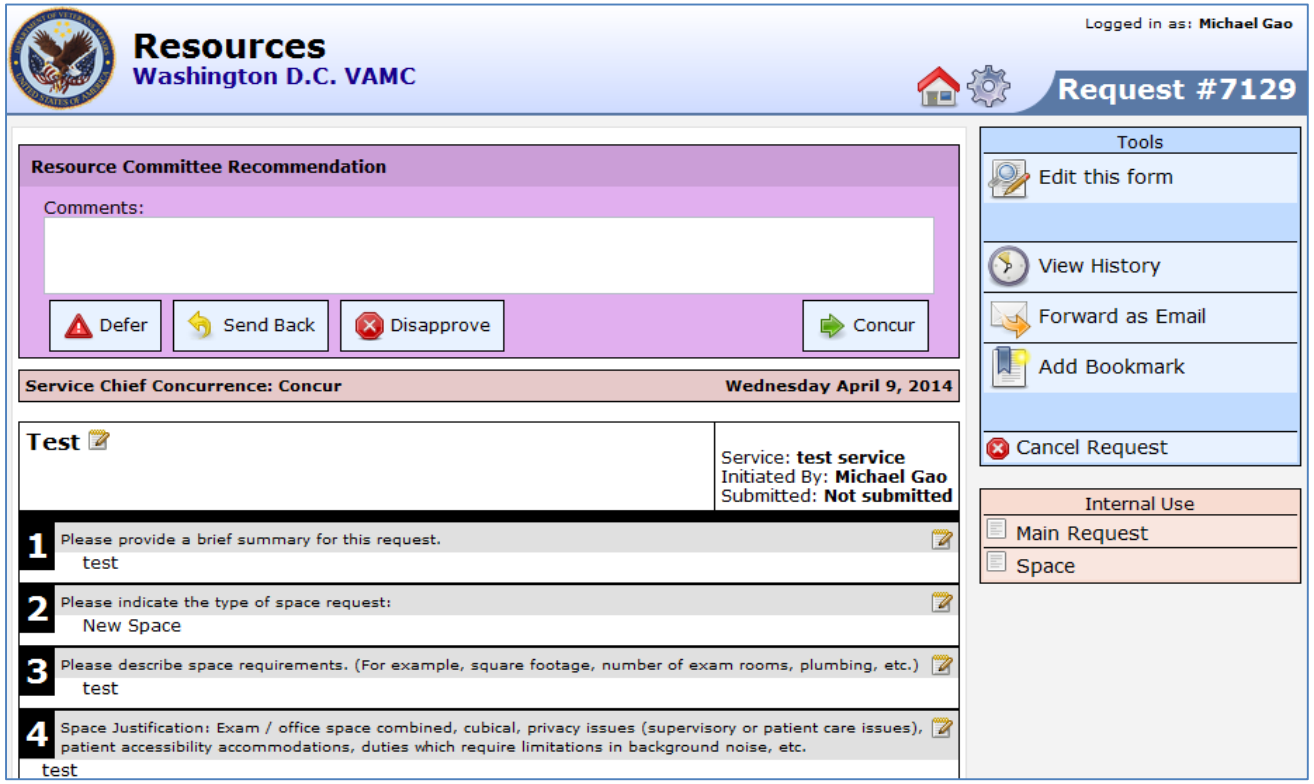
User interface presents complex forms in smaller, **manageable** sections

Data is stored in relational database for **simplified search and reporting**



Intuitive Design

- Easy to use interface for decision-making
- Supports email notifications and other custom events
- Training is typically not required for end-users



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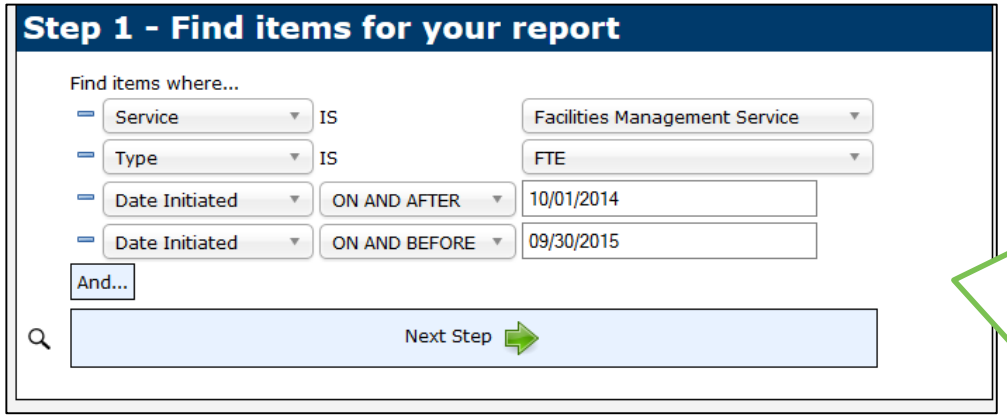
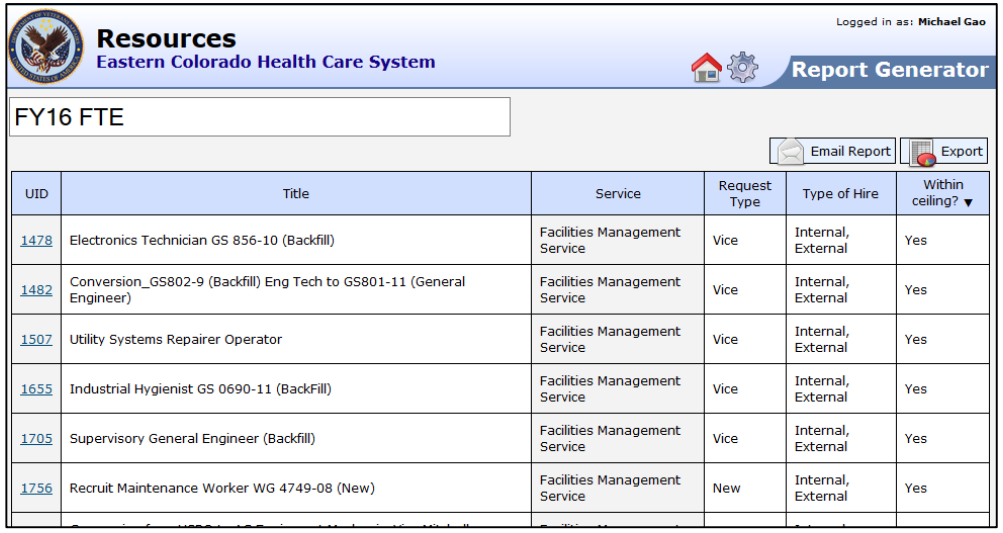
Powerful Report Generator



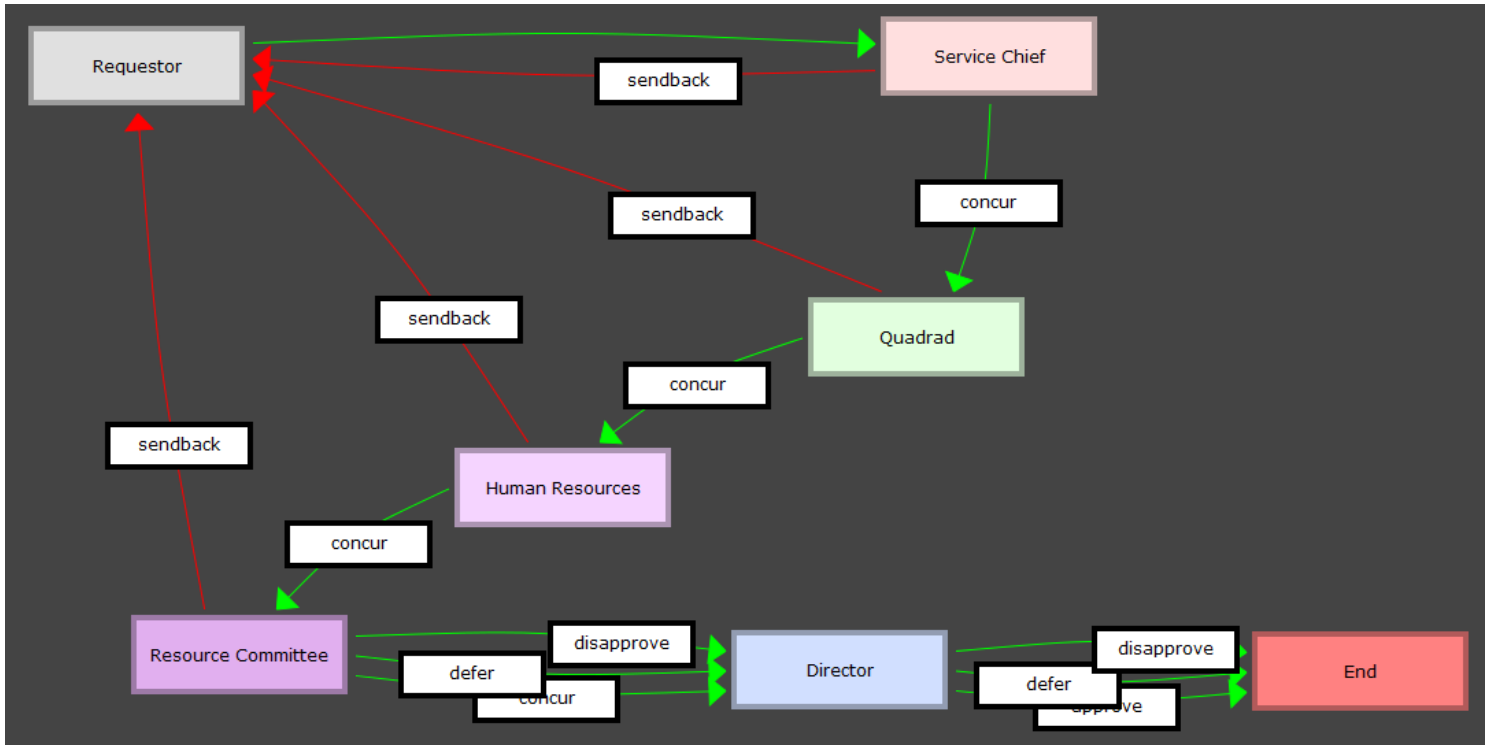


UID	Title	Service	Request Type	Type of Hire	Within ceiling?
1478	Electronics Technician GS 856-10 (Backfill)	Facilities Management Service	Vice	Internal, External	Yes
1482	Conversion_GS802-9 (Backfill) Eng Tech to GS801-11 (General Engineer)	Facilities Management Service	Vice	Internal, External	Yes
1507	Utility Systems Repairer Operator	Facilities Management Service	Vice	Internal, External	Yes
1655	Industrial Hygienist GS 0690-11 (BackFill)	Facilities Management Service	Vice	Internal, External	Yes
1705	Supervisory General Engineer (Backfill)	Facilities Management Service	Vice	Internal, External	Yes
1756	Recruit Maintenance Worker WG 4749-08 (New)	Facilities Management Service	New	Internal, External	Yes

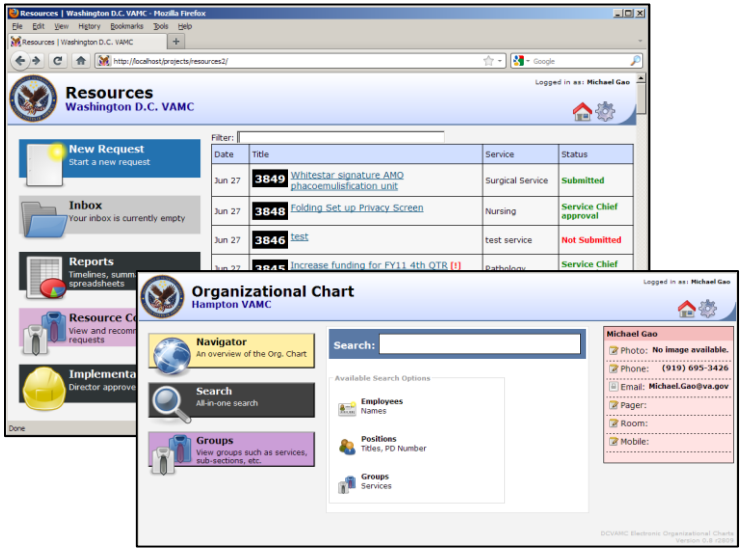
- No SQL database knowledge required to build reports
- Exports to Excel
- Always up to date using live data

Simple Workflow Configuration

- Database driven flowchart enables rapid development; iteration
- Immediately identify where item is; where it needs to go.
- Features role-based security to identify authorized users

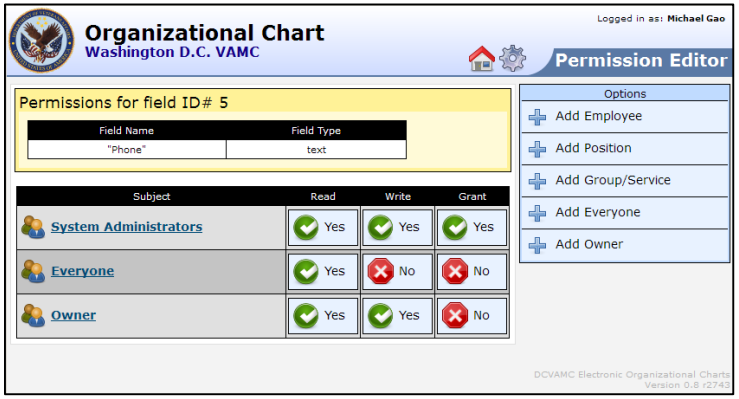


Other Features



Intuitive search

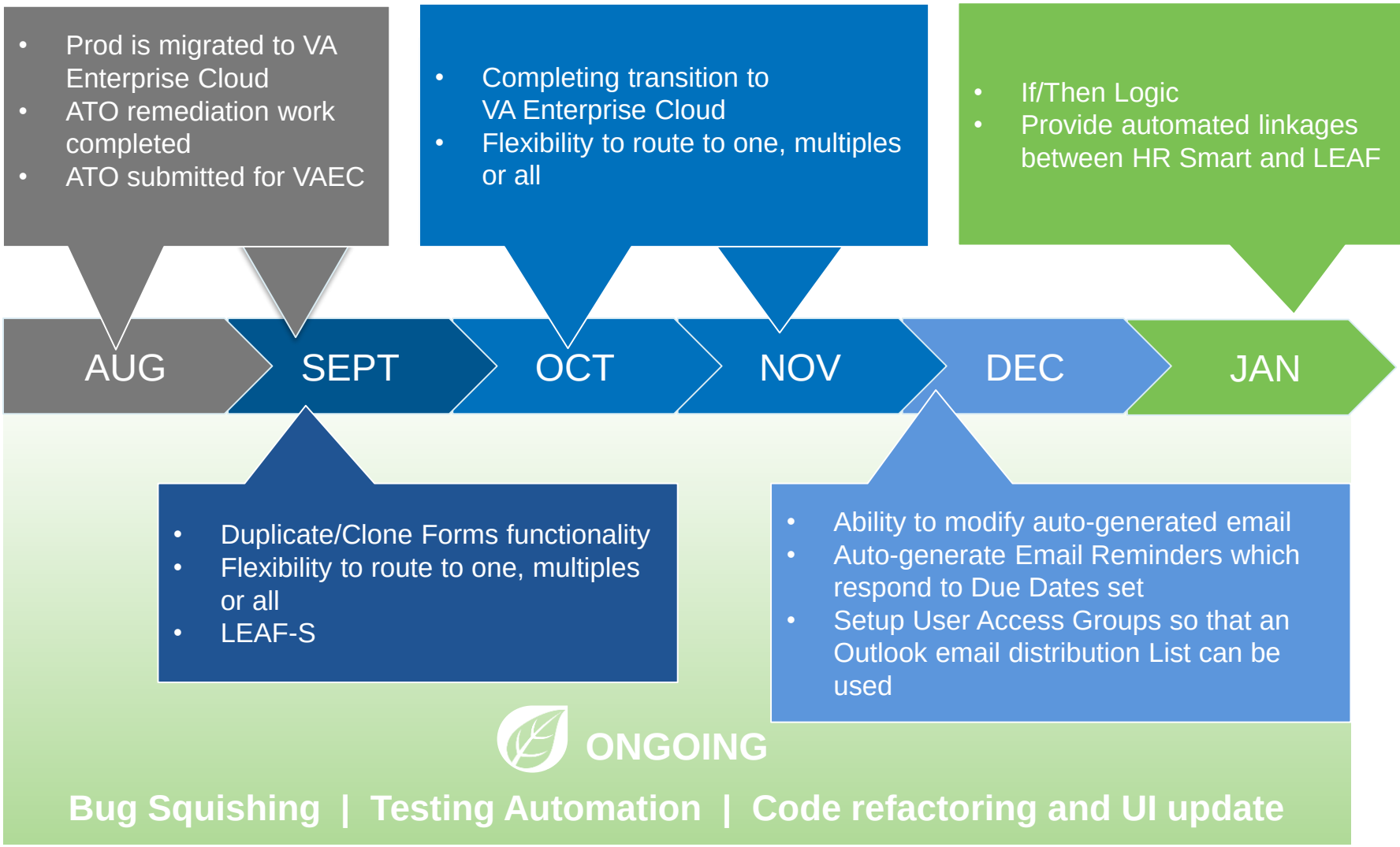
- Searchable database
- Instant recall of:
  - Electronic forms and status
  - Employee names
  - Positions
- Phonetic matching helps with misspelled searches



Secure

- Role-based security can lock down individual fields
- Easy to use security options

What's Next?


Prod is migrated to VA Enterprise Cloud
ATO remediation work completed
ATO submitted for VAEC
Completing transition to VA Enterprise Cloud
Flexibility to route to one, multiples or all
If/Then Logic
Provide automated linkages between HR Smart and LEAF
AUG
SEPT
OCT
NOV
DEC
JAN
Duplicate/Clone Forms functionality
Flexibility to route to one, multiples or all
LEAF-S
Ability to modify auto-generated email
Auto-generate Email Reminders which respond to Due Dates set
Setup User Access Groups so that an Outlook email distribution List can be used
ONGOING
Bug Squishing | Testing Automation | Code refactoring and UI update

Training and Education

We support your entire journey

LEAF COACHES → **MONTHLY ACADEMIES** → **LEAF COMMUNITIES VA PULSE**

Building a Community

- Quarterly National Calls
- Annual Conference
- Workgroups for National Implementations
- OIT Equipment Program
- Clinical Practice Management
- Consolidated Classification Unit
- Compensation Center of Excellence
- Forms Library to promote standardization; knowledge sharing

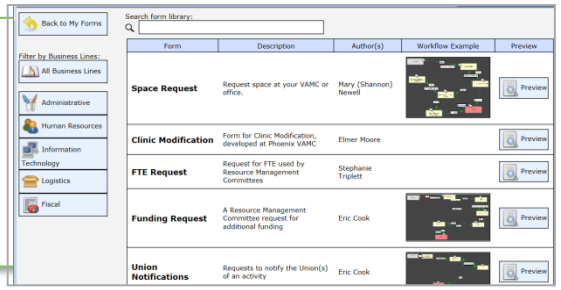
The LEAF Difference

COMMUNITY

Process to the people! Crowdsource VA organizational process improvements

SHARING & STANDARDIZATION

Accelerate diffusion. Easily share winning forms and workflows.



MEASUREMENT

Measure processing times at the facility, VISN, and enterprise level.

How to get involved

① Request a Site

- Submit request on LEAF Launchpad
- Register for the next LEAF Academy

② Join the Community

- Join the VA Pulse LEAF Community
- Get started with the LEAF User's Guide
- Join us for a Demonstration

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How can LEAF help you?

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