

# VA leaf



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

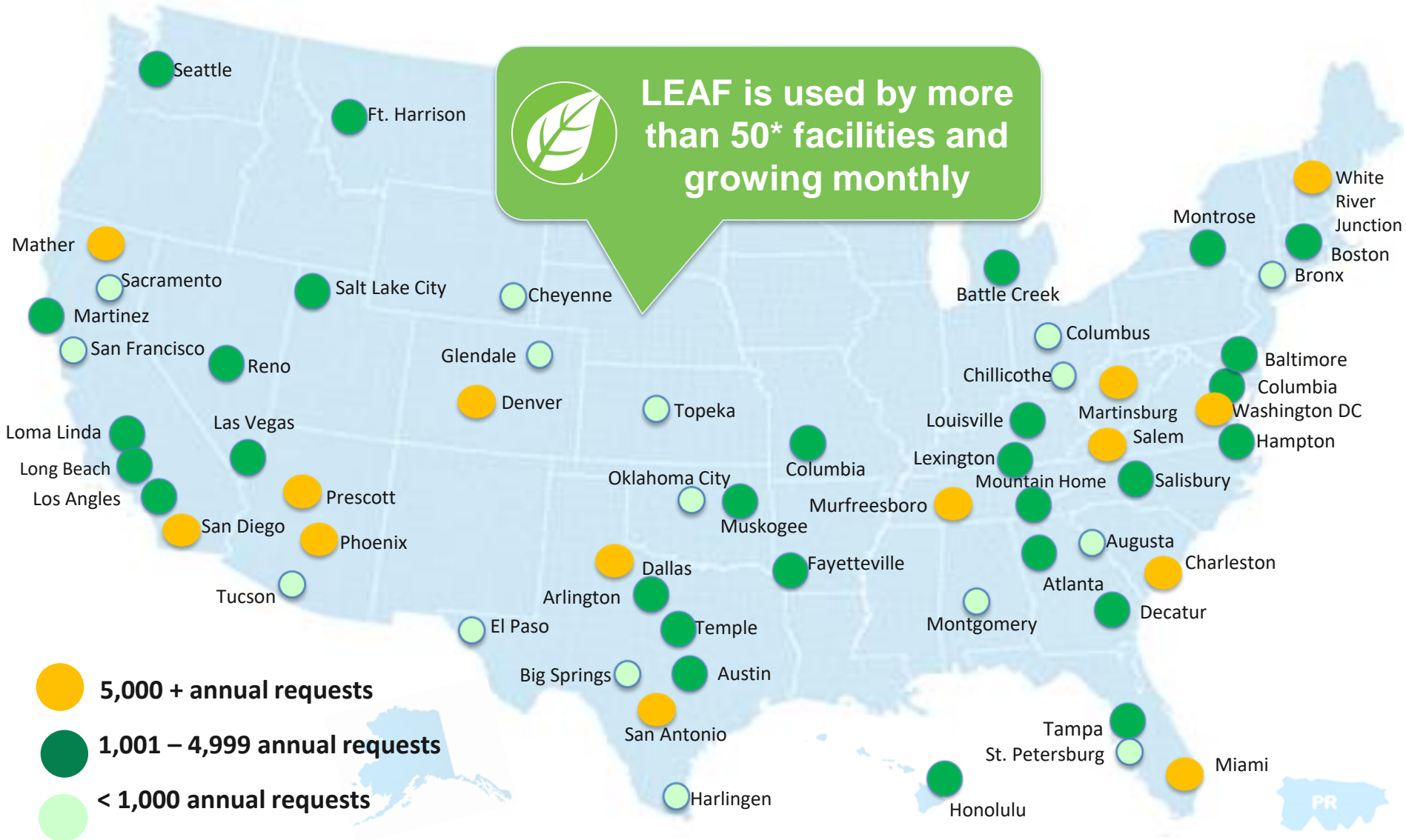
**152** medical centers and program offices

**78** business processes represented

# Geographic Footprint July 2018



LEAF is used by more than 50\* facilities and growing monthly





# Case Study: LEAF for Resource Management Salisbury VAMC

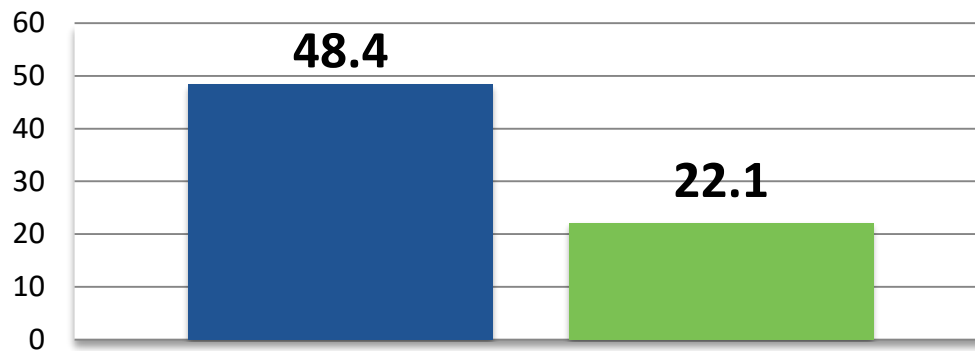


LEAF made hiring decisions **54% faster**, a **26-day** improvement

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

## Average Days Between Request Opened and Final Decision

■ Old Process ■ LEAF



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

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

# Here's How LEAF Works



Create a  
Digital Form



Develop the  
Workflow with  
Graphical UX



Define routing  
to employees  
and groups

- **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**

The screenshot shows a web application interface for the VA Resources Eastern Colorado Health Care System. The user is logged in as Michael Gao. The interface is titled "Request #1723" and has a status of "Re-opened for editing".

The main content area is a form for editing a request. It includes a "Save Change" button and a "Next Question" button. The form contains a rich-text editor with the following text:

Please provide a brief summary for this request.

This is a **test** of the *rich-text* capable input fields.

We can format text with:

- Bullet points
- Tables

1. Numbered bullet points
2. Alignment
3. Paragraphs

The interface also features a navigation menu on the left with 11 items, a "Tools" section with "Review/Submit" and "Cancel Request" buttons, and a "Previous Question" button at the bottom.

# Intuitive Design

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

Resources  
Washington D.C. VAMC

Logged in as: Michael Gao

Request #7129

### Resource Committee Recommendation

Comments:

Defer Send Back Disapprove Concur

Service Chief Concurrence: Concur Wednesday April 9, 2014

**Test**

Service: test service  
Initiated By: Michael Gao  
Submitted: Not submitted

- 1 Please provide a brief summary for this request.  
test
- 2 Please indicate the type of space request:  
New Space
- 3 Please describe space requirements. (For example, square footage, number of exam rooms, plumbing, etc.)  
test
- 4 Space Justification: Exam / office space combined, cubical, privacy issues (supervisory or patient care issues), patient accessibility accommodations, duties which require limitations in background noise, etc.  
test

Tools

- Edit this form
- View History
- Forward as Email
- Add Bookmark
- Cancel Request

Internal Use

- Main Request
- Space

# Powerful Report Generator

**Step 1 - Find items for your report**

Find items where...


Service IS

Type IS

Date Initiated ON AND AFTER

Date Initiated ON AND BEFORE

And...

Next Step 

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

Resources Eastern Colorado Health Care System

Logged in as: Michael Gao

Report Generator

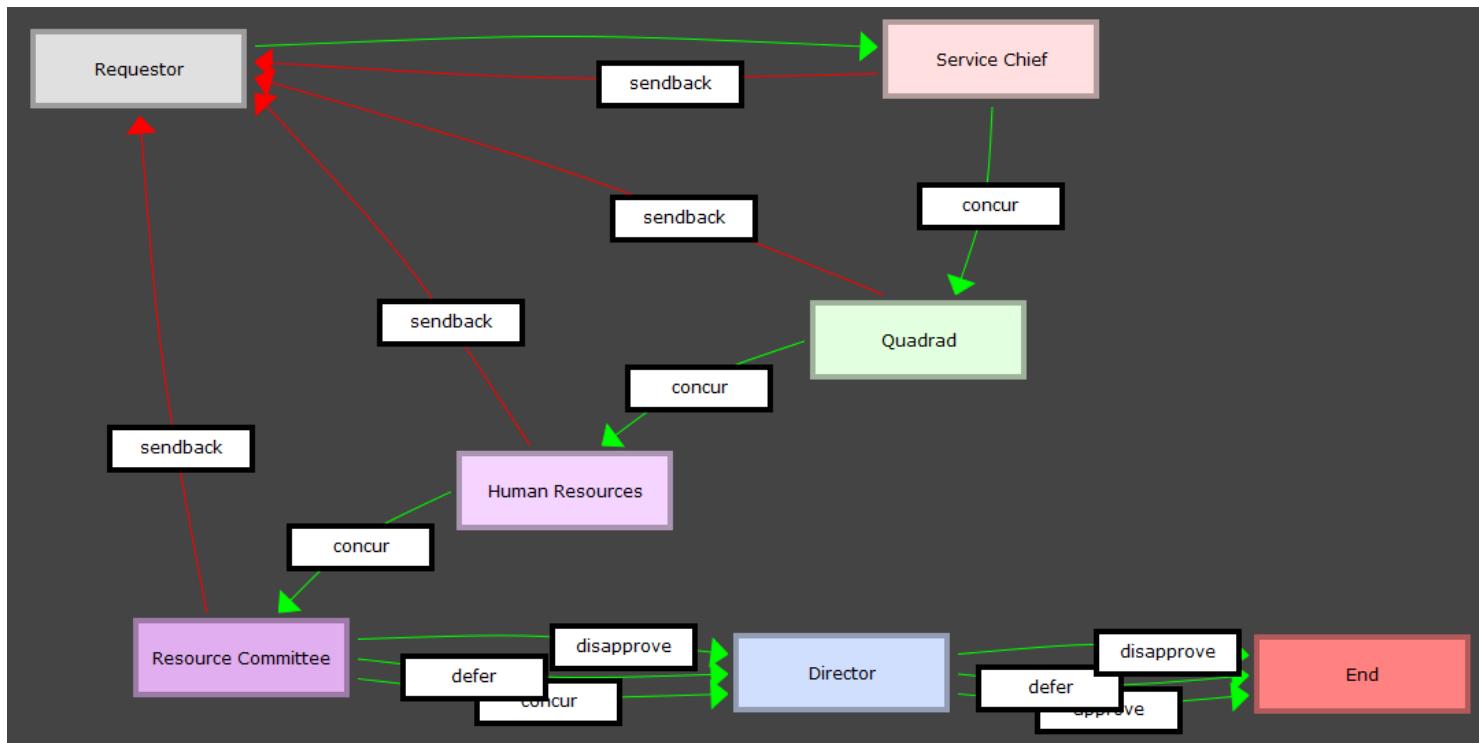
FY16 FTE

Email Report Export

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

# 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

The screenshot shows two parts of the system interface. The top part is the 'Resources' page for Washington D.C. VAMC, displaying a table of requests with columns for Date, Title, Service, and Status. The bottom part is the 'Organizational Chart' search interface for Hampton VAMC, featuring a search bar, search options (Employees, Positions, Groups), and a user profile for Michael Gao.

Date	Title	Service	Status
Jun 27	3849 Whitestar signature AMO phacoemulsification unit	Surgical Service	Submitted
Jun 27	3848 Folding Set up Privacy Screen	Nursing	Service Chief approval
Jun 27	3846 test	test service	Not Submitted
Jun 27	3845 Increase funding for FY11 4th QTR	Pathology	Service Chief

## Intuitive search

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

The screenshot shows the 'Permission Editor' interface for field ID # 5. It displays a table of permissions for different subjects and a list of options to add.

Subject	Read	Write	Grant
System Administrators	Yes	Yes	Yes
Everyone	Yes	No	No
Owner	Yes	Yes	No

## 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



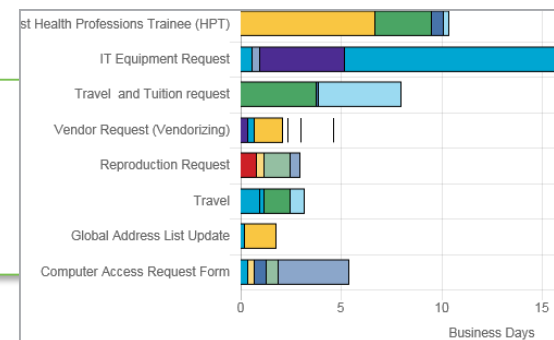
## SHARING & STANDARDIZATION

Accelerate diffusion. Easily share winning forms and workflows.

Form	Description	Author(s)	Workflow Example	Preview
<b>Space Request</b>	Request space at your VAMC or office.	Mary (Shannon) Newell		
<b>Clinic Modification</b>	Form for Clinic Modification, developed at Phoenix VAMC.	Elmer Moore		
<b>FTE Request</b>	Request for FTE used by Resource Management Committees	Stephanie Triplett		
<b>Funding Request</b>	A Resource Management Committee request for additional funding	Eric Cook		
<b>Union Notifications</b>	Requests to notify the Union(s) of an activity	Eric Cook		

## 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](#)

# VA leaf

**How can LEAF help you?**



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