

Putting Veterans first in the design of a pilot hospital site for VA, the largest hospital system in the US



Jane Newman

Health Content Strategy Lead, Independent



Kevin Walsh

Product & Content Strategy, CivicActions

Who's here?

Content strategists?

Drupal developers?

Product managers?


Any experience in health care or at VA?

Lessons learned re-platforming VA.gov on Drupal in 12 months

Presenter(s): [jeff.brauer](#), [jeffrey.barnes](#), [rvansibley](#)

Location: Mobomo

Primary Video Link: [Mobomo Zoom Room](#) 

Alternate Video Link: [Mobomo YouTube Live - Friday](#) 

What attendees will gain:


 Remove from my schedule


Session Track: Content Strategy and Analytics

Benefits and pitfalls of integrating Drupal into a decoupled, static site build process for VA.gov

Presenter(s): [ElijahLynn](#), [robbietheseek](#)

Location: Debug Academy

Primary Video Link: [Debug Academy Zoom Room](#) 

Alternate Video Link: [Debug YouTube Live - Friday](#) 

In this session we will discuss a bit about why and how we implemented the VA.gov CMS (Drupal 8) as a backend Content API to feed a decoupled, Metalsmith static HTML build and deployment system for the frontend.

 Remove from my schedule

Session Track: Coding and Development

Technical Level: Intermediate

How this talk is different

- A deep dive into the content strategy of the primary value proposition of Veterans Health Administration: health services.
 - ◆ Content research, taxonomy, modeling
 - ◆ Content design
 - ◆ Content operations and governance and editorial experience
- The role of Human Centered Design techniques, both for CMS users and Veterans, in determining the content design and information architecture

Department of Veterans Affairs (VA)

- 2nd largest US government agency
~370,000 employees serving 18+ million veterans
- 3 administrations
 - VHA (health care), serving 9 million patients
 - VBA (benefits services: education, home loans, pension, disability, etc.)
 - NCA (cemeteries)
- VHA: Largest integrated health care system in the US
150+ medical centers with 1200+ hospitals and clinics



Abbreviated timeline of digital modernization and Drupal at VA

2014: After the healthcare.gov launch, President Obama's office of the CTO identifies VA as a high priority for new ways of building digital services.

2015: **Vets.gov** is launched, a new way for Veterans to discover, apply for, track, and manage their benefits. This brought a Vet-centric, plain language, and agile approach to VA.

2018: Vets.gov is retired, and the content and lessons learned were incorporated into the relaunch of a **new VA.gov**.

2019: Drupal becomes source of truth for flagship benefits content, serving VA.gov

2020: 🎉 VA Pittsburgh health care is launched from Drupal, as a pilot for 150+ health care systems. 🎉

Main locations

Pittsburgh VA Medical Center-University Drive

University Drive C
Pittsburgh, PA 15240-1003

[Directions](#)

Main phone: [866-482-7488](tel:866-482-7488)

Mental health clinic: [412-360-6600](tel:412-360-6600)



H. John Heinz III Department of Veterans Affairs Medical Center

1010 Delafield Road
Pittsburgh, PA 15240-1005

[Directions](#)

Main phone: [412-360-6000](tel:412-360-6000)

Mental health clinic: [412-360-6600](tel:412-360-6600)



Health clinic locations

Beaver County VA Clinic

300 Brighton Avenue, Suite 110
Rochester, PA 15074-2135

[Directions](#)

Main phone: [724-709-6005](tel:724-709-6005)

Mental health clinic: [412-360-6600](tel:412-360-6600)



Belmont County VA Clinic

67800 Mall Ring Road, Ohio Valley Mall, Suite 215
St. Clairsville, OH 43950-1703

[Directions](#)

Main phone: [740-695-9321](tel:740-695-9321)

Mental health clinic: [412-360-6600](tel:412-360-6600)



Fayette County VA Clinic

627 Pittsburgh Road, Suite 2
Uniontown, PA 15401-2200

[Directions](#)

Main phone: [724-439-4990](tel:724-439-4990)

Mental health clinic: [412-360-6600](tel:412-360-6600)



Washington County VA Clinic

95 West Beau Street, Crossroads Center, Suite 200
Washington, PA 15301-6800

[Directions](#)

Main phone: [724-250-7790](tel:724-250-7790)

Mental health clinic: [412-360-6600](tel:412-360-6600)



Westmoreland County VA Clinic

5274 Route 30, Suite 10
Greensburg, PA 15601-7833

[Directions](#)

Main phone: [724-216-0317](tel:724-216-0317)

Mental health clinic: [412-360-6600](tel:412-360-6600)



Timeline for VA Medical Center Pilot

- Q4 2018 kickoff and pilot facility identified: VA Pittsburgh health care
- Q1 2019 - Research, design and development begins
- Q4 2019 - MVP soft launch
- Q1 2020 - 🎉 MVP hard launch 🎉
- Q4 2020 - 20 new VAMC websites to launch
- 2021: 130 more VAMC websites, plus Vet Centers and other VA facilities





Design with Veterans, not for them

Putting Veterans first in the design of VA Medical Centers | Drupal GovCon 2020

VA



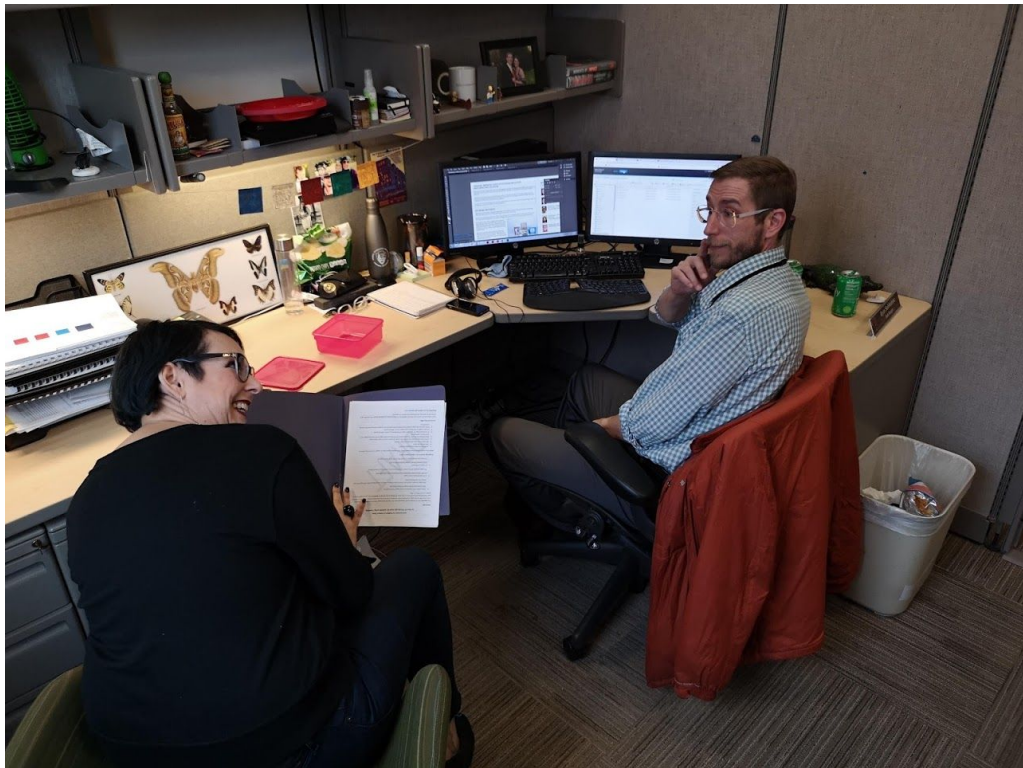
U.S. Department
of Veterans Affairs

agile^{six}

CivicActions

NAVA

Design content operations and CMS UX *with* editors, not *for* them



“

***Editor-centered management for
Veteran-centered content***

”

- **VA.gov CMS team slogan**

Veteran-centric content principles

Make it simple

- Be easy to find
- Make it easy to find my way once I get there
- Speak to me in plain language
- Make it easy for me to find the services and programs I need
- Give me an appealing and visually consistent experience

Make it relevant

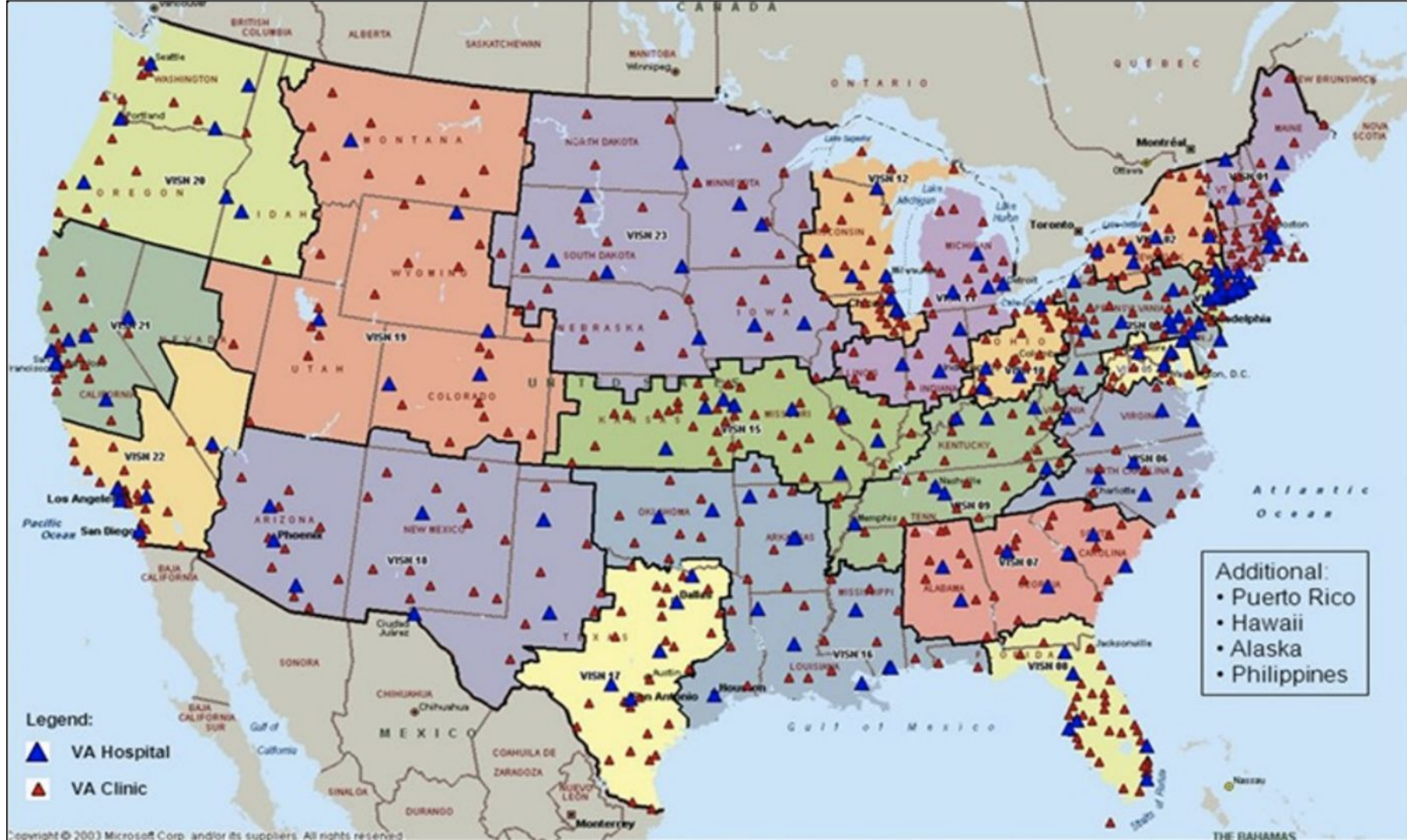
- Engage me with valuable focused, & personally relevant content
- Reach out to me with relevant information

Help me

- Be there when and where I need it
- Make accessing services and programs easy

Earn my trust

- Show me the VA care experience: my providers and how they will care for me
- Be transparent with me about important issues



“

If you've seen one VA, you've seen one VA

”

-Old VA saying



Portland, OR



Sioux Falls, SD



Detroit, MI



Buffalo, NY



San Francisco, CA



Las Vegas, NV



Iowa, City, IA



Pittsburgh, PA



Honolulu, HI



Houston, TX



Memphis, TN



Tampa, FL

High Level: Content audits of VA facility websites revealed

Strengths


- Able to produce high quality content in a wide variety of formats
- A large volume of content available on all VA properties

Challenges

- Static pages lack structure and are not optimized for mobile devices
- Redundant content spread across a myriad of properties
- Production and assets silo-ed
- Content organized by administration priorities
- *No common taxonomy to organize and classify VA services*

Deeper dive: A-Z Services

and.va.gov/services/index.asp









U.S. Department
of Veterans Affairs

Get help from Veterans Crisis Line >

Search

SITE MAP [A-Z]



HealthBenefitsBurials & MemorialsAbout VAResourcesMedia RoomLocationsContact Us

VA » Health Care » VA Portland Health Care System » Health Care Services » A to Z List of Services

VA Portland Health Care System

Home

Patients & Visitors

Become a Patient

Appointments

Locations & Directions

Health Care Services

A to Z List of Services

Caregivers

Homeless Veterans

LGBT Veteran Care

Returning Service Members

A to Z List of Services

VA Portland Health Care System offers a variety of health services to meet the needs of our nation's Veterans. Many of our services are listed below; however, you may also view our [phone directory](#) or [contact us](#) for additional information. For Telecommunications Device for the Deaf (TDD) services, Dial 711.

Search

A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W | X | Y | Z |

Service	Location	Phone
A		
Amputee Clinic	1C 194A for scheduling to the Amputee Clinic	503-273-5018
Veterans who are missing a body part can call or come to		

www.buffalo.va.gov

ACUPUNCTURE
ADULT DAY HEALTH CARE
AGENT ORANGE REGISTRY EXAMS
ALZHEIMERS DISEASE AND DEMENTIA CARE
AUDIOLOGY & SPEECH PATHOLOGY
CANCER CARE ONCOLOGY
CARDIOLOGY
CHAPLAIN
COMMUNITY LIVING CENTER
COMPENSATION AND PENSION EXAMS
DENTISTRY
DIABETES
DIALYSIS
EYE AND VISION CARE
FEE BASIS/FEE SERVICE
FORMER PRISONER OF WAR ADVOCATE
HIV AND AIDS TREATMENT
HOME BASED PRIMARY CARE
HOME TELEHEALTH
HOMEMAKER AND HOME HEALTH AIDE PROGRAM
HOSPICE AND PALLIATIVE CARE
LAB AND PATHOLOGY SERVICES
LGBT PATIENT CENTERED CARE
MAMMOGRAPHY
MENTAL HEALTH
MILITARY SEXUAL TRAUMA COUNSELING
MOVE! WEIGHT MANAGEMENT PROGRAM
NUTRITION AND FOOD SERVICES
OBSTETRICS AND GYNECOLOGY
OCCUPATIONAL THERAPY AND PHYSICAL MEDICINE
OEF OIF OND
ORTHOPEDICS
PHARMACY
PODIATRY
POLYTRAUMA PROGRAM
POSTTRAUMATIC STRESS DISORDER PTSD
PRIMARY CARE
PROSTHETICS AND SENSORY AIDS SERVICE
RADIOLOGY AND DIAGNOSTIC IMAGING
SPINAL CORD INJURY AND DISORDERS
SUBSTANCE ABUSE SERVICES
TELEHEALTH
TRANSPLANT SERVICE
UROLOGY
VA NURSE HELPLINE
[VISION REHABILITATION SERVICES](#)

www.sanfrancisco.va.gov

DENTAL SERVICE
EPILEPSY CENTER OF EXCELLENCE
FORMER PRISONERS OF WAR PROGRAM
GASTROENTEROLOGY
GENERAL PRACTICE RESIDENCY PROGRAM
GERIATRICS & EXTENDED CARE
HEALTHY HEART PROGRAM
HOPTEL
HOSPITAL MEDICINE
INFECTIOUS DISEASES CLINIC
LABORATORY MEDICINE SERVICE
LESBIAN, GAY, BISEXUAL & TRANSGENDER (LGBT) PROGRAM
MEDICAL PRACTICE
MENTAL HEALTH
MILITARY SEXUAL TRAUMA (MST)
NEUROINTERVENTIONAL RADIOLOGY
NUTRITION AND FOOD SERVICES
OEF/OIF/OND (NOW CALLED TRANSITION AND CARE MANAGEMENT)
OPIOID TREATMENT PROGRAM
PARKINSON'S DISEASE RESEARCH, EDUCATION AND CLINICAL CENTER
PEER SUPPORT
PETS FOR VETS
PHARMACY
PODIATRY SERVICE
PROSTHETIC TREATMENT CENTER
PSYCHOSOCIAL REHABILITATION AND RECOVERY CENTER (PRRC)
RADIOLOGY
SIMULATION CENTER
SMOKING CESSATION PROGRAM
SOCIAL WORK
TELEPHONE LINKED CARE (TLC)
TRANSITION AND CARE MANAGEMENT
VASCULAR AND ENDOVASCULAR SURGERY
VISUAL IMPAIRMENT SERVICES TEAM (VIST)
WELLNESS PROGRAM
WOMENS COMPREHENSIVE HEALTH CENTER

www.portland.va.gov

AMPUTEE CLINIC
AUDIOLOGY AND SPEECH/LANGUAGE PATHOLOGY
BENEFICIARY TRAVEL
CANCER CARE NAVIGATION TEAM
CHAPLAIN SERVICE AND CHAPEL
DENTAL
DIETITIAN
ELIGIBILITY / ENROLLMENT SERVICES
FISHER HOUSE
HOMELESS VETERANS SERVICES AT CRRC
HOSPITAL AND SPECIALTY CARE DIVISION
IMAGING/X-RAY SERVICE
INPATIENT AND EMERGENCY CARE DIVISION
IVF - IN VITRO FERTILIZATION
LESBIAN, GAY, BISEXUAL, AND TRANSGENDER VETERANS LIBRARY
LOW VISION CLINIC AT PORTLAND VA MEDICAL CENTER
MAMMOGRAMS
MATERNITY BENEFITS
MEDICAL LIBRARY
MENTAL HEALTH AND NEUROSCIENCES DIVISION
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PHARMACY
PHYSICAL/OCCUPATIONAL THERAPY - PORTLAND DIVISION
PHYSICAL/OCCUPATIONAL THERAPY - VANCOUVER DIVISION
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PRIMARY CARE
PRIVACY OFFICE
PROSTHETICS
PUBLIC AND CONGRESSIONAL AFFAIRS - VAPORHCS
REHABILITATION - VETERANS RECOVERY HOUSE, A RESIDENTIAL
REHABILITATION TREATMENT PROGRAM (R RTP)
REHABILITATION AND LONG TERM CARE DIVISION
RELEASE OF INFORMATION
R RTP
SOCIAL WORK
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TTY
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VETERANS JUSTICE OUTREACH (VJO) PROGRAM
VETERANS TRANSPORTATION PROGRAM
VETERANS TRANSPORTATION SERVICE
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WHEELCHAIR CLINIC
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Of 154 VHA facilities websites, we inventoried each A-Z services list and descriptions



- ◆ ~ 2000 unique service names resulted when service names were aggregated
- ◆ ~ 1200 unique “Clinical” Service names (i.e., services that are directly related to clinical services -- have a stop code and/or represent the programs and services of clinical professionals and teams)
- ◆ Little convention or consistency in naming and terminology of services across facilities websites
- ◆ Lack of consistency in how services are named creates confusion for users across the system
- ◆ Difficult to reuse descriptive content about services across the ecosystem and crosslink it appropriately

Looking around the enterprise (aka a mind-numbing review of how a nationwide enterprise classifies its clinical services internally)

Enterprise VA health service classifications we scrutinized

- *Treating specialties* (VHA definitions and references for active treating specialties (85))
- *Specialty Care Services* (defined by VHA's Office of Specialty Care Services) (20)
- *Computerized Patient Record System (CPRS) Stop Codes* (Decision Support System (DSS) (VHA's classification system for clinical encounters used in their Electronic Health Record) (297))
- *Disability Benefits Questionnaires (DBQ)* (VBA standardized forms typically classified by condition used by clinicians performing disability exams) (69))

Access to Care VA Physician Search by Service Line accesstocare.va.gov	Facility API/Services va.gov/facility-locator	Specialty Care Services https://www.va.gov/healthbenefits/access/specialty_care_services.asp	Medical Benefits Package https://www.va.gov/healthbenefits/resources/publications/hbco/hbco_medical_benefits_package.asp
<p>Anesthesiology Community Based Outpatient Clinic Critical Care Dental Emergency Medicine Eye Geriatrics Laboratory Medicine Mental Health Neurology Nursing Other Pharmacy Physical Rehabilitation Primary Care Radiology Research Surgery</p>	<p>Audiology Cardiology Dental Services Dermatology Emergency Care Gastroenterology Gynecology Mental Health Ophthalmology Optometry Orthopedics Primary Care Urgent Care Urology Women's Health</p>	<p>Anesthesiology Bariatric surgery (weight loss surgery) Cardiology – Vascular (heart and blood circulation) Chaplain (spiritual support) Critical Care Specialty Dermatology Diabetes and Endocrinology Geriatric Care Gynecology Care Infectious Disease Mental Health Nephrology (kidney) Neurology (nerves) Oncology (cancer) Optometry & Ophthalmology (eye care) Orthopedic Surgery Orthotic and Prosthetic (amputee care and custom orthotics) Pacemaker (heart) Pain Management Podiatry (feet) Pulmonary (lungs) Robotic-Assisted Surgery Spinal Cord Injury Transplant Surgery (heart, lung, liver, etc.) Urology Vascular Surgery Women's Care</p>	<p>Physical Examinations (including eye and hearing) Health Care Assessments Screening Tests Health Education Programs Primary and Specialty Care Surgical Mental Health Substance Abuse Medical Surgical Prescription Drugs Women's gender-specific health VA Community Living Centers (VA Nursing Home) Programs Domiciliary Care Medical Foster Home State Veterans Homes Geriatrics and Extended Care Adult Day Health Care Respite Care Home Health Care VA's Family Caregivers Program Home Telehealth</p>

 Same service, alternate name/s
 Same service, same name

Clinical Services, Specialties

(and priority Multidisciplinary Programs)

*online scheduling

**Multiservice/Multidisciplinary Program

Addiction and Substance Abuse Treatment**

Allergy & Asthma, Immunology

Anesthesia

Audiology*

Bariatric (Weight Loss) Surgery

Cancer**

Cardiology

Cardiovascular Surgery

Caregiver Support**

Chaplain

Chiropractic

Critical Care

Dental/Oral Surgery

Dermatology

Diabetes

Ear, Nose and Throat
Otolaryngology / Head & Neck Surgery

Emergency Medicine

Endocrinology

Extended Care and Rehabilitation**

Gastroenterology

General Surgery

Genomic Medicine

Geriatrics

Hematology/Oncology

HIV/Hepatitis

Hospital Medicine

Infectious Disease

Internal Medicine

Laboratory and Pathology

Low Vision and Blind Rehabilitation*

Medical Genetics

Mental Health* **

Military Sexual Trauma

MOVE! Weight Management**

Nephrology/Renal/Kidney

Neurology

Neurosurgery

Nutrition and Food

Obstetrics & Gynecology

Ophthalmology

Optometry*

Orthopedics

Outpatient Surgery

Pain Management**

Palliative and Hospice Care**

Pharmacy

Physical Medicine and Rehabilitation

Physical Therapy, Occupational Therapy
and Kinesiotherapy

Plastic & Reconstructive Surgery

Podiatry

Polytrauma/TBI**

Primary Care*

Psychiatry

Psychology

PTSD Treatment**

Pulmonary Medicine

Radiation Oncology

Radiology

Rehabilitation and Prosthetic Services

Rheumatology

Social Work

Spinal Cord Injury and Disorders**

Suicide Prevention/Veterans Crisis Line

Surgical Oncology

Telehealth

Thoracic Surgery

Transplant Surgery

Urology

Vascular Surgery

Whole Health**

Women's Health**

Wound Care / Ostomy

Veteran-centric content principles

Make it simple

- Be easy to find
- Make it easy to find my way once I get there
- Speak to me in plain language
- Make it easy for me to find the services and programs I need
- Give me an appealing and visually consistent experience

Make it relevant

- Engage me with valuable focused, & personally relevant content
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Help me

- Be there when and where I need it
- Make accessing services and programs easy

Earn my trust

- Show me the VA care experience: my providers and how they will care for me
- Be transparent with me about important issues

Health service content design

Before

Mental Health

If you qualify for VA health care, you can get high-quality [mental health](#) services as part of your benefits. You may also be able to get care for certain mental health problems even if you don't have VA health care.

TO CANCEL OR SCHEDULE AN APPOINTMENT, CALL 215-823-4014.

If you are in immediate need of help and need to call someone, please call the Veterans Crisis Line – 1 800 273 8255 then press 1.

If you are new to our services and want outpatient mental health or addiction services, you can call 215 823 4541 during business hours to complete a telephone triage assessment. You can also send a secure message via MyHealthe Vet to PHL - BEHAVIORAL HEALTH/BHL - PCC%. If you are in urgent need of care, please walk in to our 7th floor clinic or the emergency room at the [Philadelphia site](#). Our urgent care hours are 8:30 to 4 Monday through Friday and the emergency room is open 24/7.

The behavioral health program at Corporal Michael J Crescenz VA Medical Center

[Return to Services Directory](#)

CONTACT INFO

Location

3900 Woodland Avenue
Philadelphia, PA 19104

Contact Number(s)

215-823-4014
800-273-8255 Ext. 1

Hours of Operation

24/7

Mental health care
Behavioral health

After

Common conditions: addiction, depression, anxiety, trauma, PTSD, bipolar disorder, schizophrenia, OCD

If you're struggling with issues like PTSD, depression, grief, anger or trauma, we offer counseling and other support. All VA health care facilities offer same-day help. You may qualify even without enrolling in VA health care.

Location and contact information

Behavioral health services

Consolidation Building

[Map of University Drive campus](#)

Phone: [412-360-6600](tel:412-360-6600)

Hours: Monday – Friday, 8:00 a.m. to 4:30 p.m. ET

Some appointments may be available at other hours.

Appointments

Contact us to schedule, reschedule, or cancel your appointment. If a referral is required, you'll need to contact your primary care provider first.

Phone: [412-360-6600](tel:412-360-6600)

Care we provide at VA Pittsburgh health care

The Behavioral Health Department offers both inpatient and outpatient services, including telehealth appointments. We provide consultation, evaluation, and treatment for a variety of issues impacting emotional well-being. Our services are confidential and include:

- Psychiatry
- Psychology
- Homeless Veterans services
- Treatment for addictive disorders, including residential rehabilitation treatment programs
- Transition and care management for returning Veterans (OIF/OEF/OND)

[Learn more and connect with a care coordinator](#)

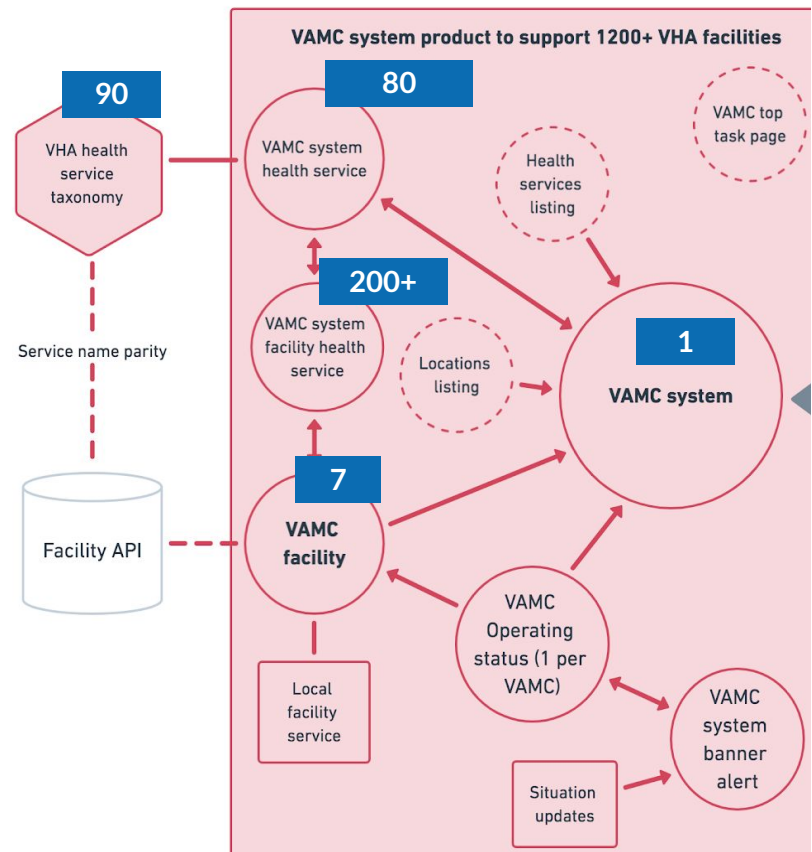
***how to manage a single source of truth of
90 health services, while allowing for
diverse needs of 1200+ facilities, and
their 10,000+ individual service delivery
points?***

AKA: How to implement enterprise content operations and governance for consistent, but also *localized* content?

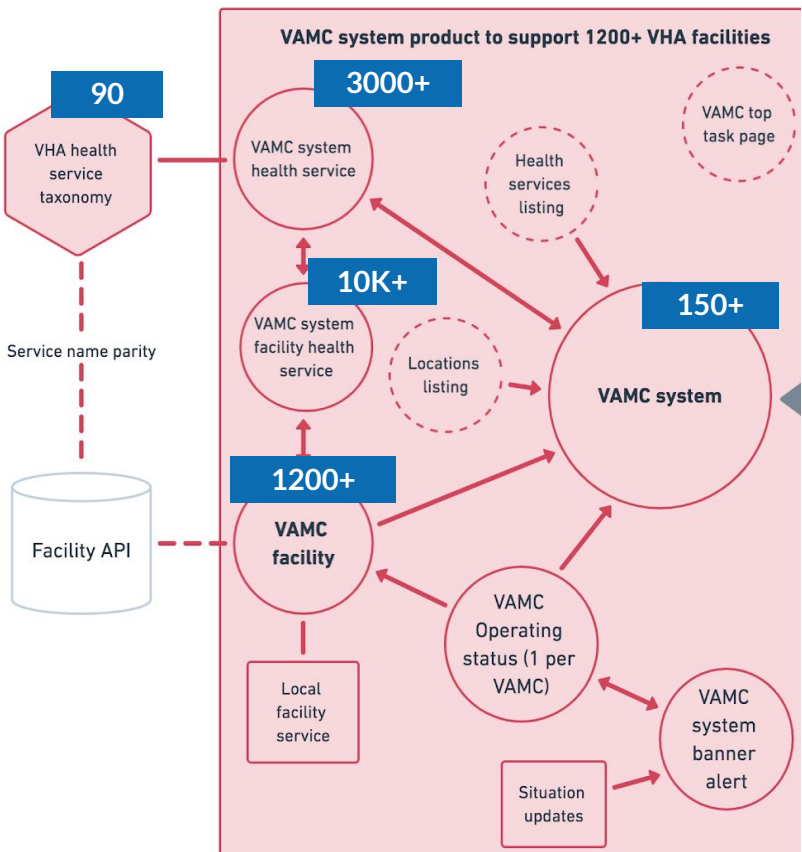
- 1. Good content model that can scale**
- 2. Simple but powerful enterprise-ready governance tools**
- 3. Editorial experience improvements designed for the content model, top tasks of editors, and governance**

Content model & inventory for health services content in VAMC product

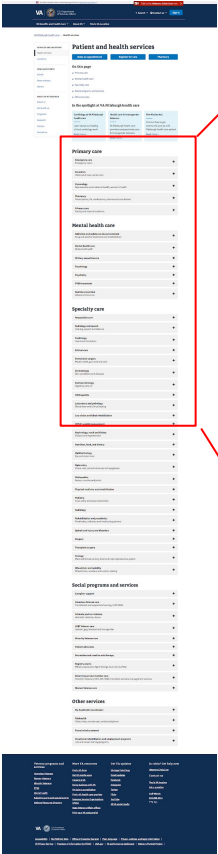
Pittsburgh Pilot



Scaled to 150+ VAMCs



60+ services at VA Pittsburgh health care



Primary care

Emergency care	+
Emergency room	
Geriatrics	+
Older adult care, senior care	
Gynecology	+
Reproductive and maternal health, women's health	
Pharmacy	+
Prescriptions, Rx, medications, pharmacist consultation	
Primary care	+
Family and internal medicine	

Mental health care

Addiction and substance abuse treatment	+
Drug and alcohol treatment and rehabilitation	
Mental health care	+
Behavioral health	
Military sexual trauma	+
Psychology	+
Psychiatry	+
PTSD treatment	+
Suicide prevention	+
Veterans Crisis Line	

Specialty care

Amputation care	+
Audiology and speech	+
Hearing, speech and balance	
Cardiology	+
Heart and circulation	
Critical care	+
Dental/oral surgery	+
Mouth, teeth, gum and oral care	
Dermatology	+
Skin conditions and diseases	
Gastroenterology	+
Digestive care, GI	
HIV/hepatitis	+
Laboratory and pathology	+
Blood draw and clinical testing	

Mental health care

Behavioral health

Common conditions: addiction, depression, anxiety, trauma, PTSD, bipolar disorder, schizophrenia, OCD

If you're struggling with issues like PTSD, depression, grief, anger or trauma, we offer counseling and other support. All VA health care facilities offer same-day help. You may qualify even without enrolling in VA health care.

Location and contact information

Behavioral health services

Consolidation Building

[Map of University Drive campus](#)

Phone: [412-360-6600](tel:412-360-6600)

Hours: Monday – Friday, 8:00 a.m. to 4:30 p.m. ET

Some appointments may be available at other hours.

Appointments

Contact us to schedule, reschedule, or cancel your appointment. If a referral is required, you'll need to contact your primary care provider first.

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Care we provide at VA Pittsburgh health care

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- Transition and care management for returning Veterans (OIF/OEF/OND)

[Learn more and connect with a care coordinator](#)

Nationally managed,
Well-researched
Plain language
Most governance
(2-3 editors at VHA HQ)

Blobby, regional content
describing what's special
in the VAMC system
(200+ Public Affairs
editors across the
country)

Mental health care

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Highly structured
content specific to a
10K+ service
location... all the
details.

(200+ CMS users
across the country
collect and manage
this data , but the
details come from
thousands of
employees who work
at the clinics)

Workbench access module to the rescue

The screenshot displays the VA Workbench interface for user kevin.walsh. The top navigation bar includes links for Veterans Affairs, National Cemetery Administration, Veterans Benefits Administration, Veterans Health Administration, and DEPO. The left sidebar shows the user's profile and a list of sections they can edit, including Veterans Affairs, National Cemetery Administration, Veterans Benefits Administration, Veterans Health Administration, and DEPO. The main content area is divided into two panels. The left panel, titled 'National health service taxonomy', lists various health care services with a dropdown menu for 'National health care service descriptions'. The right panel, titled 'System and facility content', lists VAMC facilities with a dropdown menu for 'VAMC facilities'. The 'National health service taxonomy' panel includes a table with columns for VISN and facility name. The 'System and facility content' panel includes a table with columns for VISN and facility name.

VISN	Facility Name
VISN 1	VA Altoona health care
VISN 2	VA Butler health care
VISN 4	VA Coatesville health care
VISN 5	VA Erie health care
VISN 6	VA Lebanon health care
VISN 7	VA Philadelphia health care
VISN 8	VA Pittsburgh health care
VISN 9	VA Wilkes-Barre health care
VISN 10	VA Wilmington health care
VISN 12	
VISN 15	
VISN 16	
VISN 17	
VISN 18	
VISN 19	
VISN 20	
VISN 21	
VISN 22	
VISN 23	

National health service taxonomy
(2-3 editors at VHA HQ)

System and facility content
(2-3 editors at each VAMC system)

Download as a CSV

NAME	PARENT	EDIT	PATIENT-FRIENDLY NAME	COMMON CONDITIONS	DESCRIPTION	STOP CODE	HEALTH SERVICE API ID	NUMBER OF USES BY VAMCS
Primary care		edit						0
Advice nurse	Primary care	edit			<p>Talk with an advice nurse if you have questions about your care or for help in deciding whether you need an urgent or routine appointment.</p>			2
Complementary and alternative medicine	Primary care	edit	Acupuncture, yoga, and meditation		<p>Complementary and alternative approaches like acupuncture, yoga and meditation can improve mental health, help you manage pain and promote wellness.</p>			2
Emergency care	Primary care	edit	Emergency room		<p>In an emergency, call 911 or go to the nearest VA or non-VA emergency room. We provide immediate treatment for serious, life-threatening health emergencies such as severe chest pain, seizures, heavy uncontrollable bleeding or moderate to severe burns.</p>			7
Internal medicine	Primary care	edit	Internist		<p>Your internal medicine physician (internist) guides your care and connects you with the treatments and services you need.</p>			1
Geriatrics	Primary care	edit	Older adult care, senior care	memory problems, sleep problems, falls, bone loss, weight loss	<p>As you age, we offer a range of medical and support services to help you stay as healthy, active and independent as possible. We also offer help to family members and caregivers who may support you.</p>			13
Gynecology	Primary care	edit	Reproductive and maternal health, women's health		<p>Our specialists offer reproductive health care services for women Veterans, including contraception, pregnancy care and fertility treatment.</p>		gynecology	9
Pharmacy	Primary care	edit	Prescriptions, Rx, medications, pharmacist consultation		<p>Our specialists provide a full range of services to help you get and understand your prescription medicines and supplies. You can refill VA prescriptions online, by phone or by mail.</p>			18
Primary care	Primary care	edit	Family and internal medicine		<p>Your VA primary care provider will work closely with you to plan for all the care you need to stay healthy and well throughout your life. They will also work with family members or caregivers who support you.</p>		primaryCare	17
Urgent care	Primary care	edit	Walk-in care	sore throat, pink eye, flu, sprains and strains	<p>We provide immediate, walk-in care for minor injuries and non-emergency illnesses that are not life-threatening but need early attention.</p>			5
Mental health care		edit	Behavioral health					0

Editorial experience

Editorial experience challenges for managing health service content

- Editorial experience is hard to begin with, and complex content governance schemes make it harder.
- How do you explain to the editor what they can edit, vs what they can't? And why?
- When content is pieced together on the front end from multiple different content types on the back end, how do you stitch that all together?

Mental health care

Behavioral health

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Location and contact information

Behavioral health services

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[Map of University Drive campus](#)

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[Learn more and connect with a care coordinator](#)

“Content proofing”

Leveraging node view for something... different

The screenshot displays a web application interface for content proofing. The top navigation bar is green and contains links for Manage, Sections, Search, and a user profile (kevin.walsh). Below the navigation bar is a breadcrumb trail: Veterans Affairs > National Cemetery Administration > Veterans Benefits Administration > Veterans Health Administration > DEPO. The main content area is titled "Mental health care at VA Pittsburgh health care". It contains three sections: "VHA HEALTH SERVICE NAME AND DESCRIPTION" with a link to "Mental health care", "PATIENT-FRIENDLY NAME" with the text "Behavioral health", and "COMMON CONDITIONS" with a list of conditions including addiction, depression, anxiety, trauma, PTSD, bipolar disorder, schizophrenia, and OCD. The "DESCRIPTION" section contains a paragraph about the services offered. The "VAMC SYSTEM DESCRIPTION" section is titled "Care we provide at VA Pittsburgh health care" and contains a paragraph about the Behavioral Health Department's services, followed by a list of services including Psychiatry, Psychology, Homeless Veterans services, Treatment for addictive disorders, and Transition and care management for returning Veterans. The "FACILITY DESCRIPTIONS" section is titled "Mental health care at H. John Heinz III Department of Veterans Affairs Medical Center" and contains a link to "Location and contact information". A right sidebar titled "Recent changes" shows a list of updates, including a change on September 16, 2020, and two changes on January 29, 2020, all published by kevin.walsh.

Manage Sections Search kevin.walsh (Branch: master Tag-SHA: cms/v0.0.182-5-gb48f1b05) Lando Tasks

Veterans Affairs National Cemetery Administration Veterans Benefits Administration Veterans Health Administration DEPO

Mental health care at VA Pittsburgh health care

VHA HEALTH SERVICE NAME AND DESCRIPTION
[Mental health care](#)

PATIENT-FRIENDLY NAME
Behavioral health

COMMON CONDITIONS
addiction, depression, anxiety, trauma, PTSD, bipolar disorder, schizophrenia, OCD

DESCRIPTION
If you're struggling with issues like PTSD, depression, grief, anger or trauma, we offer counseling and other support. All VA health care facilities offer same-day help. You may qualify even without enrolling in VA health care.

HEALTH SERVICE API ID
mentalHealth

VAMC SYSTEM DESCRIPTION
Care we provide at VA Pittsburgh health care

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[Learn more and connect with a care coordinator](#)

FACILITY DESCRIPTIONS
[Mental health care at H. John Heinz III Department of Veterans Affairs Medical Center](#)

Location and contact information

Transition and care management for returning Veterans (OIF/OEF/OND)

Recent changes

September 16 2020 2:46pm
kevin.walsh
Published
[Edit](#)

January 29 2020 4:04pm
kevin.walsh
Published

January 29 2020 4:04pm
kevin.walsh
Published

September 23 2019 2:24pm
Jeffrey.Brauer@va.gov
Published

September 23 2019 1:16pm
Jeffrey.Brauer@va.gov
Published

[See full history](#)



[Veterans Health Administration](#) > [VAMC Facilities](#) > [VISN 4](#) > VA Pittsburgh Healthcare



VA Pittsburgh Health Care - dashboard

Find , edit, or add new content for this VA Medical Center (VAMC). You can also manage critical information such as facility operating statuses and site-wide alerts.

Locations and Services

17 Locations

20 Health Services

10 Normal services and hours

2 Facility notice

5 Limited services and hours

[Manage operating statuses](#)

[Set a banner alert](#) to convey critical info to all site visitors

News and Events

Stories

News
Releases

Events

1 draft

2 in review

4 approved

20 published

[+ Add story](#)

1 draft

2 in review

4 approved

20 published

[+ Add news release](#)

1 draft

2 in review

4 approved

20 published

[+ Add events](#)

Staff and Organization

Leadership

15 Staff Profiles

[+ Add staff profile](#)

Details Pages

Details Pages

[+ Add staff profile](#)

1 draft

2 in review

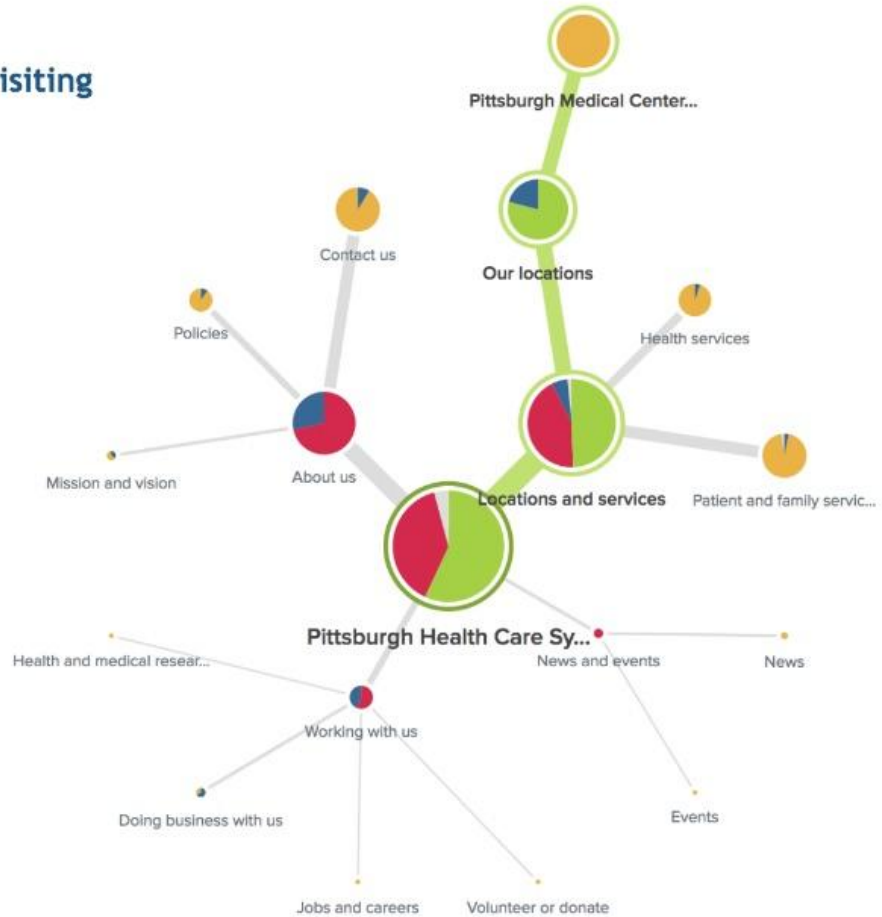
4 approved

20 published

Information architecture

“Where would you look to find the **visiting hours** for your VA clinic?”

Overall Score - 3



Corporal Michael J. C

- Home
- Patients & Visitors
- Become a Patient
- Appointments
- Locations & Directions
- Compare your VA Facility
- Health Care Services
- Health Care Providers
- News & Events
- Jobs & Careers
- About Us
- Contact Us
- Volunteer or Donate
- Operating Status
- Internships and Training

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- Home
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- Become a Patient
- Appointments
- Locations & Directions
- Compare your VA Facility
- Health Care Services
- Health Care Providers
- News & Events
- Jobs & Careers
- About Us
- Contact Us
- Volunteer or Donate
- Operating Status
- Internships and Training

MORE VA

- Health
- Benefits
- Burials & Memorials
- About VA



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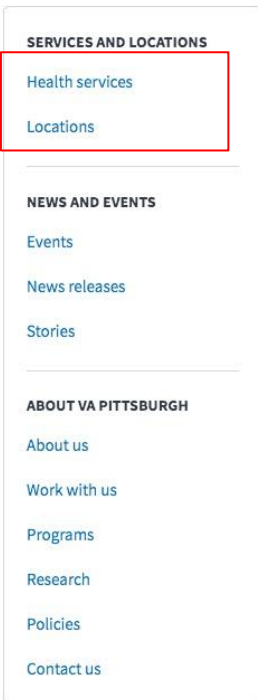
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Most important content for Veterans to access their benefits



VA Pittsburgh health care

[Make an appointment](#)[View all health services](#)[Register for care](#)

At VA Pittsburgh Healthcare System, our health care teams are deeply experienced and guided by the needs of Veterans, their families, and caregivers. Find a health facility near you, and manage your health online. Sign up for community events and updates.

Locations

Pittsburgh VA Medical Center-University Drive

University Drive C
Pittsburgh, PA 15240-1003

[Directions](#)

Main phone: 866-482-7488

Mental health clinic: 412-360-6600



Veterans' "Top tasks"

Links to user and content research

→ Health Services research

<https://github.com/department-of-veterans-affairs/va.gov-team/tree/master/products/facilities/medical-centers/services-taxonomy>

→ Veteran research

<https://github.com/department-of-veterans-affairs/va.gov-team/tree/master/products/facilities/medical-centers/pittsburgh-pilot/research>

→ Editor experience research

<https://github.com/department-of-veterans-affairs/va.gov-team/tree/master/platform/cms/research>

Links

- VA Pittsburgh health care Pilot www.va.gov/pittsburgh-health-care
- Repo <https://github.com/departments-of-veterans-affairs/va.gov-cms>
- VA.gov CMS Content model ([Drupal spec tool](#), Google Sheets)
- [Universal Health Care content model](#) (Airtable)

THANKS TO OUR SPONSORS



CORE



COFFEE BREAK/NETWORKING ROOM



CAPTIONING



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@BMOREDRUPAL

THANKS TO OUR SPONSORS



CONTRIBUTOR



SUPPORTER



TRAINING



INDIVIDUAL

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