Putting Veterans first in the design of a pilot hospital site for VA, the largest hospital system in the US
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):
Location:
Primary Video Link:
Alternate Video Link:
What attendees will gain:
Session Track: Content Strategy and Analytics

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

Presenter(s):
Location:
Primary Video Link:
Alternate Video Link:

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

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

Main locations

**Pittsburgh VA Medical Center-University Drive**
University Drive C.
Pittsburgh, PA 15240-1003
Main phone: 866-482-7488
Mental health clinic: 412-360-6600

**H. John Heinz III Department of Veterans Affairs Medical Center**
1010 Delafield Road
Pittsburgh, PA 15240-1005
Main phone: 412-360-6600
Mental health clinic: 412-360-6600

Health clinic locations

**Belmont County VA Clinic**
67800 Mall Ring Road, Ohio Valley Mall, Suite 215
St. Clairsville, OH 43950-1703
Main phone: 740-685-9321
Mental health clinic: 412-360-6600

**Fayette County VA Clinic**
627 Pittsburgh Road, Suite 2
Uniontown, PA 15401-2200
Main phone: 724-439-4950
Mental health clinic: 412-360-6600

**Washington County VA Clinic**
95 West Beau Street, Crossroads Center, Suite 200
Washington, PA 15301-6800
Main phone: 724-250-7790
Mental health clinic: 412-360-6600

**Westmoreland County VA Clinic**
5274 Route 30, Suite 10
Greensburg, PA 15601-7833
Main phone: 724-216-0317
Mental health clinic: 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
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
Putting Veterans first in the design of VA Medical Centers | Drupal GovCon 2020

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

VA Portland Health Care System

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.

Veterans who are missing a body part can call or come to the Amputee Clinic

Ampuette Clinic
1C 194A for scheduling to the Amputee Clinic
503-273-3018
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

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

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
MILITARY SEXUAL TRAUMA
MOVE WEIGHT MANAGEMENT
OEF/OIF/OND TEAM
OPERATIVE CARE DIVISION
PAP SMEAR
PATHOLOGY AND LABORATORY SERVICES
PHARMACY
PHYSICAL/OCCUPATIONAL THERAPY - PORTLAND DIVISION
PHYSICAL/OCCUPATIONAL THERAPY - VANCOUVER DIVISION
PODIATRY
PRIMARY CARE
PRIVACY OFFICE
PUBLIC AND CONGRESSIONAL AFFAIRS - VAPORHCS
REHABILITATION - VETERANS RECOVERY HOUSE, A RESIDENTIAL
REHABILITATION TREATMENT PROGRAM (RRTP)
REHABILITATION AND LONG TERM CARE DIVISION
RELEASE OF INFORMATION
RRTP
SOCIAL WORK
SPECIALTY CARE
TRANSITION AND CARE MANAGEMENT (TCM) PROGRAM
TTY
VETERAN SERVICE OFFICER SUPPORT AT VAPORHCS
VETERANS JUSTICE OUTREACH (VJO) PROGRAM
VETERANS TRANSPORTATION PROGRAM
VETERANS TRANSPORTATION SERVICE
VIRTUAL LIFETIME ELECTRONIC RECORD (VLER)
WHEELCHAIR CLINIC
WOMEN VETERANS

www.buffalo.va.gov
www.sanfrancisco.va.gov
www.portland.va.gov
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)
| Anesthesiology | Audiology | Anesthesiology |
| Community Based | Cardiology | Bariatric surgery (weight loss surgery) |
| Outpatient Clinic | Dental Services | Cardiology – Vascular (heart and blood circulation) |
| Critical Care | Dermatology | Chaplain (spiritual support) |
| Dental | Emergency Care | Critical Care Specialty |
| Emergency Medicine | Gastroenterology | Dermatology |
| Eye | Geriatrics | Diabetes and Endocrinology |
| Geriatrics | Gynecology | Geriatric Care |
| Laboratory | Mental Health | Gynecology Care |
| Medicine | Ophthalmology | Infectious Disease |
| Mental Health | Optometry | Mental Health |
| Neurology | Orthopedics | Nephrology (kidney) |
| Nursing | Primary Care | Neurology (nerves) |
| Other | Urgent Care | Oncology (cancer) |
| Physical Rehabilitation | Urology | Optometry & Ophthalmology (eye care) |
| Primary Care | | Orthopedic Surgery |
| Radiology | Women’s Health | Orthotic and Prosthetic (amputee care and custom orthotics) |
| Research | | Pacemaker (heart) |
| Surgery | | Pain Management |
| Physical Examinations (including eye and hearing) | Podiatry (feet) | Podiatry (feet) |
| Health Care Assessments | Pulmonary (lungs) | Pulmonary (lungs) |
| Screening Tests | Robotic-Assisted Surgery | Robotic-Assisted Surgery |
| Health Education Programs | Spinal Cord Injury | Spinal Cord Injury |
| Primary and Specialty Care Surgical | Transplant Surgery (heart, lung, liver, etc.) | Transplant Surgery (heart, lung, liver, etc.) |
| Mental Health | Urology | Urology |
| Substance Abuse | Vascular Surgery | Vascular Surgery |
| Medical | Women’s Care | Women’s Care |
| Surgical | | |

**Same service, alternate name/s**

**Same service, same name**
### Clinical Services, Specialties
(and priority Multidisciplinary Programs)

<table>
<thead>
<tr>
<th>Specialty</th>
<th>Specialty</th>
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<tbody>
<tr>
<td>Addiction and Substance Abuse Treatment**</td>
<td>Extended Care and Rehabilitation**</td>
<td>Nutrition and Food</td>
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<tr>
<td>Allergy &amp; Asthma, Immunology</td>
<td>Gastroenterology</td>
<td>Obstetrics &amp; Gynecology</td>
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<tr>
<td>Anesthesia</td>
<td>General Surgery</td>
<td>Ophthalmology</td>
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<tr>
<td>Audiology*</td>
<td>Genomic Medicine</td>
<td>Optometry*</td>
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<tr>
<td>Bariatric (Weight Loss) Surgery</td>
<td>Geriatrics</td>
<td>Orthopedics</td>
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<tr>
<td>Cancer**</td>
<td>Hematology/Oncology</td>
<td>Outpatient Surgery</td>
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<tr>
<td>Cardiology</td>
<td>HIV/Hepatitis</td>
<td>Pain Management**</td>
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<tr>
<td>Cardiovascular Surgery</td>
<td>Hospital Medicine</td>
<td>Palliative and Hospice Care**</td>
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<td>Caregiver Support**</td>
<td>Infectious Disease</td>
<td>Pharmacy</td>
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<td>Chaplain</td>
<td>Internal Medicine</td>
<td>Physical Medicine and Rehabilitation</td>
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<td>Chiropractic</td>
<td>Laboratory and Pathology</td>
<td>Physical Therapy, Occupational Therapy</td>
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<tr>
<td>Critical Care</td>
<td>Low Vision and Blind Rehabilitation**</td>
<td>and Kinesiotherapy</td>
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<tr>
<td>Dental/Oral Surgery</td>
<td>Medical Genetics</td>
<td>Plastic &amp; Reconstructive Surgery</td>
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<td>Dermatology</td>
<td>Mental Health**</td>
<td>Podiatry</td>
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<tr>
<td>Diabetes</td>
<td>Military Sexual Trauma</td>
<td>Polytrauma/TBI**</td>
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<tr>
<td>Ear, Nose and Throat</td>
<td>MOVE! Weight Management**</td>
<td>Primary Care*</td>
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<tr>
<td>Otolaryngology / Head &amp; Neck Surgery</td>
<td>Neurology</td>
<td>Psychiatry</td>
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<td>Emergency Medicine</td>
<td>Nephrology/Renal/Kidney</td>
<td>Psychology</td>
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<td>Endocrinology</td>
<td>Neurology</td>
<td>PTSD Treatment**</td>
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<td></td>
<td>Neurosurgery</td>
<td>Whole Health**</td>
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<td>Women’s Health**</td>
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<td>Wound Care / Ostomy</td>
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<td>Pulmonary Medicine</td>
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<td>Radiation Oncology</td>
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<td>Radiology</td>
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<td>Rehabilitation and Prosthetic Services</td>
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<td>Rheumatology</td>
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<td>Social Work</td>
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<td>Spinal Cord Injury and Disorders**</td>
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<td>Suicide Prevention/Veterans Crisis Line</td>
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<td>Surgical Oncology</td>
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<td>Telehealth</td>
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<td>Thoracic Surgery</td>
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<td>Transplant Surgery</td>
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<td>Vascular Surgery</td>
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<td>Whole Health**</td>
</tr>
</tbody>
</table>

*online scheduling
**Multiservice/Multidisciplinary Program
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

**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

**Make it relevant**
- Engage me with valuable focused, & personally relevant content
- Reach out to me with relevant information
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 MyHealtheVet 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

After

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

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

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

1. VAMC system product to support 1200+ VHA facilities
   - VAMC system health service
   - VAMC system facility health service
   - Health services listing

2. VAMC facility
   - Locations listing
   - Local facility service

3. VAMC Operating status (1 per VAMC)
   - Situation updates
   - VAMC system banner alert

4. Facility API

Scaled to 150+ VAMCs

1. VAMC system product to support 1200+ VHA facilities
   - VAMC system health service
   - VAMC system facility health service
   - Health services listing

2. VAMC system
   - Locations listing
   - Local facility service

3. VAMC Operating status (1 per VAMC)
   - Situation updates
   - VAMC system banner alert

4. Facility API
60+ services at VA Pittsburgh health care

Primary care
- General internal medicine
- Pulmonology
- Cardiology
- Endocrinology
- Gastroenterology
- Gynecology
- Hematology
- Nephrology
- Oncology
- Rheumatology
- Sleep medicine
- Vascular surgery

Mental health care
- Mental health care
- Substance abuse treatment
- Drug and alcohol treatment
- Alcohol abuse

Specialty care
- Neuropsychiatry
- Emergency medicine
- Anesthesiology
- Radiology
- Pathology
- Surgical services
- Critical care
- Obstetrics and gynecology
- Cardiology
- Hematology
- Nephrology
- Oncology
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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)

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

<table>
<thead>
<tr>
<th>Veterans Affairs</th>
<th>National Cemetery Administration</th>
<th>Veterans Benefits Administration</th>
<th>Veterans Health Administration</th>
<th>DEPO</th>
</tr>
</thead>
<tbody>
<tr>
<td>View</td>
<td>Roles</td>
<td>Edit</td>
<td>History</td>
<td>Submissions</td>
</tr>
</tbody>
</table>

**kevin.walsh**

- **Home**
- **Member for 1 year 5 months**

**Sections**

You can edit content in the following VA.gov sections.

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

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

- VA Albana health care
- VA Butler health care
- VA Coatesville health care
- VA Erie health care
- VA Lebanon health care
- VA Philadelphia health care
- VA Pittsburgh health care
- VA Wilkes-Barre health care
- VA Wilmington health care

**System and facility content (2-3 editors at each VAMC system)**
<table>
<thead>
<tr>
<th>NAME</th>
<th>PARENT</th>
<th>COMMON CONDITIONS</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary care</td>
<td></td>
<td></td>
<td>&lt;p&gt;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.&lt;/p&gt;</td>
</tr>
<tr>
<td>Advice nurse</td>
<td>Primary care</td>
<td>Acupuncture, yoga, and meditation</td>
<td>&lt;p&gt;Complementary and alternative approaches like acupuncture, yoga and meditation can improve mental health, help you manage pain and promote wellness.&lt;/p&gt;</td>
</tr>
<tr>
<td>Complementary and</td>
<td>Primary care</td>
<td>Emergency room</td>
<td>&lt;p&gt;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.&lt;/p&gt;</td>
</tr>
<tr>
<td>alternative medicine</td>
<td></td>
<td>Internist</td>
<td>&lt;p&gt;Your internal medicine physician (internist) guides your care and connects you with the treatments and services you need.&lt;/p&gt;</td>
</tr>
<tr>
<td>Geriatrics</td>
<td>Primary care</td>
<td>Older adult care, senior care</td>
<td>&lt;p&gt;At your 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.&lt;/p&gt;</td>
</tr>
<tr>
<td>Gynecology</td>
<td>Primary care</td>
<td>Reproductive and maternal health, women's health</td>
<td>&lt;p&gt;Our specialists offer reproductive health care services for women Veterans, including contraception, pregnancy care and fertility treatment.&lt;/p&gt;</td>
</tr>
<tr>
<td>Pharmacy</td>
<td>Primary care</td>
<td>Prescriptions, Rx, medications, pharmacist consultation</td>
<td>&lt;p&gt;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.&lt;/p&gt;</td>
</tr>
<tr>
<td>Primary care</td>
<td>Primary care</td>
<td>Family and internal medicine</td>
<td>&lt;p&gt;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.&lt;/p&gt;</td>
</tr>
<tr>
<td>Urgent care</td>
<td>Primary care</td>
<td>Walk-in care</td>
<td>&lt;p&gt;We provide immediate, walk-in care for minor injuries and non-emergency illnesses that are not life-threatening but need early attention.&lt;/p&gt;</td>
</tr>
<tr>
<td>Mental Health</td>
<td></td>
<td>Behavioral health</td>
<td>&lt;p&gt;Please note that this section is not applicable to this table.&lt;/p&gt;</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>STOP CODE</th>
<th>HEALTH SERVICE API ID</th>
<th>NUMBER OF USES BY VNCS</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>gynecology</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>primaryCare</td>
<td>17</td>
</tr>
</tbody>
</table>

Download as a CSV
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?
“Content proofing”

Leveraging node view for something... different
Information architecture
“Where would you look to find the visiting hours for your VA clinic?”

Overall Score - 3
Putting Veterans first in the design of VA Medical Centers | Drupal GovCon 2020
VA Pittsburgh health 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: 866-462-7488
Mental health clinic: 412-360-6600
Links to user and content research

➔ Health Services research

➔ Veteran research

➔ Editor experience research
Links

➔ VA Pittsburgh health care Pilot [www.va.gov/pittsburgh-health-care](http://www.va.gov/pittsburgh-health-care)
➔ VA.gov CMS Content model ([Drupal spec tool](https://drupal-spec-tool.com), Google Sheets)
➔ Universal Health Care content model ([Airtable](https://airtable.com))