Frequently Asked Questions

Q-1: What is the Office of Connected Care’s mission?

The Office of Connected Care seeks to deliver quality, Veteran-centered care that optimizes individual and population health while advancing personalized and proactive care. Enhancing the Veteran health care experience through virtual methods of care will support Veterans, their families and VA staff as follows:

- increased access to continuous, coordinated VA health care services
- streamlined workflow, reach and efficiency of VA staff
- support for Veteran participation in their health care

Q-2: How does establishing the Office of Connected Care benefit Veterans?

By aligning its patient-facing digital health technologies under one organization, VA can seamlessly deliver technology solutions that meet the diverse needs of Veterans. With an emphasis on increasing access to care, it is essential to align various technologies together to meet the varying needs of Veterans based on location, age, health conditions and other important demographics. For example, some Veterans may prefer to use their mobile devices, while others may prefer to connect with their VA care teams through other methods.

Q-3: What portfolios align under the Office of Connected Care?

The Office of Connected Care brings together VA Telehealth Services, My Health eVet, the VHA Innovation Program and VA Mobile.
Q-4: How will the establishment of the Office of Connected Care affect VA Telehealth Services and My HealtheVet Coordinators?

The program teams aligned under the Office of Connected Care did not face any direct staffing or program changes. However, as the Office of Connected Care matures, VA Telehealth Services and My HealtheVet Coordinators are encouraged to collaborate more often to better serve Veterans in their communities.

Q-5: How will the establishment of the Office of Connected Care affect VA Care Teams?

Members of VA care teams will not see any immediate changes as a result of the Office of Connected Care. As the organization matures, products and services will be more integrated to improve communication between VA care teams and Veterans. Members of VA care teams will not see any immediate changes as a result of the Office of Connected Care.

Q-6: Are additional reorganizations expected for the Office of Connected Care?

At the current time, further reorganizations are not imminent. Office of Connected Care leadership encourages staff – including the larger My HealtheVet and Telehealth Services communities – to embrace the melding of many of VA’s digital health technologies under one organization. We understand that this merger will take time. With that said, VA staff are encouraged to coordinate efforts wherever possible. This transition is a tremendous opportunity for VA to develop a consistent and unified approach to VA’s virtual care and virtual access strategies.

Q-7: Where can I go for more information?

To learn more about the Office of Connected Care, visit connectedcare.va.gov. The Office of Connected Care has set up an action group comprised of members of each program. For more information, contact the VHA 10P8 Connected Care Communications at vha10P8communications@va.gov.