****

**Veterans Health Administration**

**Business Function Framework**

**Version 2.12**

**User Guide**

**November 2016**

**Revision History**

|  |  |  |  |
| --- | --- | --- | --- |
| Date | Version | Description | Author |
| 09/27/2013 | 2.5 | Quarterly Update | BSICR BAR Team |
| 12/27/2013 | 2.6 | Quarterly Update | BSICR BAR Team |
| 06/27/2014 | 2.7 | Semi-Annual Update | BSICR BAR Team |
| 11/26/2014 | 2.8 | Semi-Annual Update | ABS TO4 Team |
| 05/26/2015 | 2.9 | Semi-Annual Update | ABS TO4 Team |
| 06/26/2015 | 2.9.1 | Interim Update | ABS TO4 Team |
| 11/25/2015 | 2.10 | Semi-Annual Update | ABS TO4 Team |
| 05/26/2016 | 2.11 | Semi-Annual Update | ABS TO4 Team |
| 11/23/2016 | 2.12 | Semi-Annual Update | ABS TO4 Team |

**Table of Contents**

[*An Introduction to the VHA BFF 2.12 User Guide* 1](#_Toc466619026)

[*A High-Level View of VHA BFF 2.12* 2](#_Toc466619027)

[*Line of Business Descriptions and Commentaries* 3](#_Toc466619028)

[*Tips for Navigating and Using VHA BFF 2.12* 6](#_Toc466619029)

[*Acronyms* 8](#_Toc466619030)

[*References* 10](#_Toc466619031)

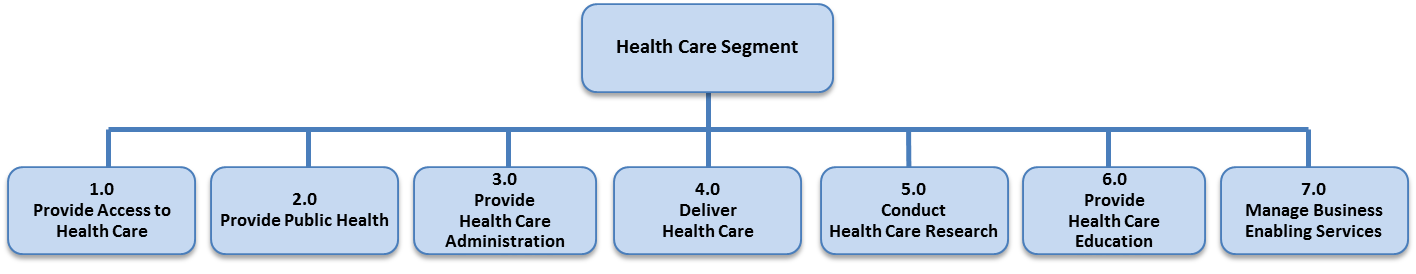
[*Keyword Index by Line of Business* 11](#_Toc466619032)

[*Keyword Index by Function Level 2* 12](#_Toc466619033)

|  |
| --- |
| *An Introduction to the VHA BFF 2.12 User Guide* |

As supporting documentation for VHA Business Function Framework (BFF version 2.12), the VHA BFF 2.12 User Guide provides important information for users. The User Guide offers tips for navigating the VHA BFF using keyword searches and functional searches based on high- and lower-level hierarchy mappings of a VHA BFF component (i.e., Line of Business or Function). These tips are useful for referencing the VHA BFF in mapping exercises that link other business-related artifacts to the VHA BFF (and vice-versa), as well as performing other analytical activities. Finally, the VHA BFF 2.12 User Guide contains appendices that define acronyms and key terms, list key sources of information and references, and provide keyword and page indices for performing searches.

|  |
| --- |
| *A High-Level View of VHA BFF 2.12* |



|  |
| --- |
| *Line of Business Descriptions and Commentaries* |

**Line of Business 1- Provide Access to Health Care**

*Description*: Provide Access to Health Care enables access to appropriate health care. This includes streamlining efforts to receive care; ensuring care is appropriate in terms of type, care, intensity, location and availability; providing seamless access to health knowledge, enrolling providers; performing eligibility determination, and managing patient movement.

*Commentary*: Provide Access to Health Care represents an important concept in health care provisioning with regard to one’s ability to obtain health services. "Access" refers to entry into or granting use of the health care system, including decision points that influence entry or use. The specific dimensions represented by the functions of this LOB include availability and accessibility.

**Line of Business 2- Provide Public Health**

*Description*: Provide Public Health provides strategies to improve health by focusing on the well-being of the Veterans and VA health staff communities. This includes developing and implementing public health policy that promotes disease prevention, risk reduction and improved health for the community. Functions also include surveillance and epidemiology assessments. Public health functions are also used to decrease health disparities and improve health outcomes in sub-populations of Veterans, such as women Veterans.

*Commentary*: Provide Public Health was added to capture VHA public and population health activities such as epidemiological studies and medical registry management. Provide Public Health was initially called “Manage Population Health” to be more in line with the Federal Enterprise Architecture (FEA) Business Reference Model (BRM) Health Business Area Population Health Management and Consumer Safety LOB. During the Health System subject matter expert interviews, it was determined that “Manage Public Health” was a more appropriate name for this LOB because this LOB is broader than just population health.

**Line of Business 3- Provide Health Care Administration**

*Description*: Provide Health Care Administration assures that federal health care resources are expended effectively to ensure quality, safety, and efficiency. This includes managing health care quality, cost, workload, and utilization.

*Commentary*: Provide Health Care Administration involves overseeing the day-to-day operations of a hospital, health care facility, or medical service. Personnel executing the functions in this LOB are making decisions about how to save money, managing staff, and handling any financial and legal problems that arise. Components represented herein comprise the necessary functions to provide the best patient care, while interpreting and ensuring compliance with laws that affect health care providers and administrators.

**Line of Business 4- Deliver Health Care**

*Description*: Deliver Health Care provides health care to VHA beneficiaries. This includes assessing health status; planning health services; delivery of care, ensuring quality of services and continuity of care; and managing clinical information and documentation.

*Commentary*: Deliver Health Care contains the business functions that are involved with the patient encounter. HL7 defines a patient encounter as “an interaction between a patient and healthcare participant(s) for the purpose of providing patient service(s) or assessing the health status of a patient. For example, outpatient visits to multiple departments, home health support (including physical therapy), inpatient hospital stay, emergency room visit, field visit (e.g., traffic accident), office visit, occupational therapy, telephone call and provider communication health care to patients.” Deliver Health Care also contains the business functions that involve the clinical documentation that must take place to indicate what happened during patient/provider encounters and the results of ancillary actions. Finally, Clinical Decision Support is documented in the Deliver Health Care LOB, as it is used to link health observations with health knowledge to influence choices by clinicians for the direct care of patients.

**Line of Business 5- Conduct Health Care Research**

*Description*: Conduct Health Care Research includes developing new strategies to handle diseases; identifying new means for delivery of services, methods, decision models and practices; managing clinical trials and research quality, ultimately making strides in quality improvement.

*Commentary*: Conduct Health Care Research LOB serves as a centralized location for health care research topics in the BFF. Biomedical Laboratory, Health Services, Clinical and Rehabilitation research topics are covered by this LOB.

**Line of Business 6- Provide Health Care Education**

*Description*: Provide Health Care Education fosters advancement in health knowledge. This includes promoting health care knowledge advancement and providing for practitioner education. It also includes provision of clinical education sites for trainees across all health professions and in conjunction with educational institutions.

*Commentary*: Provide Health Care Education serves as a centralized location for health care education topics in the BFF. Health Care Education is provided to allied health professionals and medical and dental students and residents. Allied health professionals are students that are being mentored by VA employees or someone from their training institution (e.g., psychologists, social workers, specialty care, etc.) - a wide range of health care providers. The VHA employee education and training components can be found under the Human Resources function in Managing Business Enabling Services.

**Line of Business 7- Manage Business Enabling Services**

*Description*: Manage Business Enabling Services includes business and enterprise services that support the health care mission activities.

*Commentary*: The mission of Business Enabling Services is to assist the administration in carrying out its goals and objectives in providing quality health care to our Veterans. To that end, Manage Business Enabling Services provides services in the areas of Accounting, IT, Human Resources, General Administration, Payroll, Supply Chain, and Strategic Planning. Each of these services are invoked by or called upon to support the core mission areas. Further analysis into a business service will help to understand the impact of that service with regard to its role in delivering health care, helping to ensure the portfolio of Business Services aim to support the changing needs and objectives of the VHA.

|  |
| --- |
| *Tips for Navigating and Using VHA BFF 2.12* |

**Keyword Searches**

The purpose of this section of the VHA BFF 2.12 User Guide is to assist users in searching the VHA BFF by keyword for relevant components (i.e., yielding relevant component names and numbers). When conducting keyword searches on VHA BFF, please refer to the following instructions:

**Step 1:** Review and analyze your related artifacts and/or source documentation for health care and business enabling services-related keywords.

**Step 2:** Using the keyword indices provided in this User Guide, locate each of your keywords and the corresponding VHA BFF component(s) [e.g., Line of Business or Function Level 2] in the indices.

**Step 3:** Scan VHA BFF to locate the components resulting from your search of the keyword indices.

**Step 4:** Review the description for each relevant VHA BFF component (i.e., Line of Business, or Function).

**Step 5:** Record the corresponding component names and numbers in your documentation.

**Step 6:** Perform a functional search to identify underlying Function Level 3 and Function Level 4 components (whichever ones are at the lowest level or leaf node components).

**Functional Searches (by Hierarchy)**

This section provides guidelines for performing functional searches on the VHA BFF and references the hierarchy maps located in the VHA BFF Supplement (part of the VHA Business Architecture Repository (BAR) Release).

**Step 1:** Review and analyze your source artifacts and related documentation (e.g., strategic initiatives, new service requests, project lists, etc.) for health care delivery functions (i.e., related to access to care, public health, delivery, research, education) and business enabling services (e.g., administrative services management, IT services management, supply chain management, human resources management, financial management, planning and budgeting services, etc.) that VHA provides.

**Step 2:** Using the hierarchy maps for the VHA BFF, locate the relevant Line(s) of Business.

**Step 3:** Review the hierarchy map for each pertinent VHA BFF Line of Business and identify any relevant underlying Function (Level 2, Level 3 or Level 4).

**Step 4:** Using the VHA BFF, review the description for each relevant VHA BFF component (i.e., Line of Business and/or Function).

**Step 5:** Record the corresponding names and numbers in your documentation.

|  |
| --- |
| *Acronyms* |

| Acronym | Description |
| --- | --- |
| ADE | Adverse Drug Event |
| BFF | Business Function Framework |
| BRM | Business Reference Model |
| CAC | Common Access Card |
| CAM | Complementary and Alternative Medicine |
| CDC | Centers for Disease Control and Prevention |
| CHAMPVA | Civilian Health and Medical Program of the Department of Veterans Affairs |
| CMOP | Consolidated Mail Outpatient Pharmacy |
| CPRS | Computerized Patient Record System |
| CRM | Customer Relationship Management |
| CSP | Cooperative Studies Program |
| CT | Computed Tomography |
| DC | Doctors of Chiropractic |
| DFAS | Defense Finance Accounting System |
| DISA | Defense Information Security Agency |
| DNR | Do Not Resuscitate |
| DoD | Department of Defense |
| DSS | Defense Security Service |
| DURSA | Data Use and Reciprocal Support Agreement |
| EHR | Electronic Health Record |
| EIL | Equipment Inventory Listing |
| EKG | Electrocardiography |
| FDA | Food and Drug Administration |
| FEA | Federal Enterprise Architecture |
| FEMA | Federal Emergency Management Agency |
| FISMA | Federal Information Security Management Act |
| FOIA | Freedom of Information Act |
| GLBA | Gramm-Leach-Billey Act |
| GPRA | Government Performance Results Act |
| HBPC | Home Based Primary Care |
| HHS | Department of Health and Human Services |
| HIPAA | Health Insurance Portability and Accountability Act |
| HR | Human Resources |
| HVAC | Heating, Ventilation and Air Conditioning |
| IAM | Identity and Access Management |
| I&O | Intake and Output |
| LOB | Line of Business |
| MHRRTP | Mental Health Residential Rehabilitation and Treatment Program |
| MNT | Medical Nutritional Therapy |
| MRI | Magnetic Resonance Imaging |
| MRSA | Methicillin-Resistant Staphylococcus Aureus |
| NDMS | National Disaster Medical System |
| NFS | Nutrition and Food Services |
| NHPP | National Health Physics Program |
| NIST | National Institute of Standards and Technology |
| NPDB | National Practitioner Data Bank |
| NwHIN | Nationwide Health Information Network |
| OB GYN | Obstetrician/Gynecologist |
| OGA | Other Government Agency |
| PACS | Picture Archiving and Communication System |
| PCI-DSS | Payment Card Industry Data Security Standard |
| PHI | Protected Health Information |
| PHR | Patient Health Record |
| PIV | Personal Identity Verification |
| PPI | Positive Patient Identification |
| PSM | Patient Safety Manager |
| PTSD | Post Traumatic Stress Disorder |
| SimLEARN | Simulation Learning Education and Research Network |
| SME | Subject Matter Expert |
| TBI | Traumatic Brain Injury |
| VA | Department of Veterans Affairs |
| VACO | VA Central Office |
| VAMC | VA Medical Center |
| VeHU | VA eHealth University |
| VBA | Veterans Benefits Administration |
| VHA | Veterans Health Administration |
| VIC | Veterans Identification Card |
| VISN | Veterans Integrated Service Network |
| VistA | Veterans Health Information Systems and Technology Architecture |
| VPFS | Veterans Personal Finance System |
| VS | Vital Signs |

|  |
| --- |
| *References* |

VHA BFF 2.12 references several architecture models:

* Department of Defense (DoD) Architecture Framework
* Federal Enterprise Architecture Framework
* Health Level Seven Electronic Health Record-System (EHR-S) Functional Model
* DoD/VA Health integrated Business Reference Model
* Military Health System Operational Viewpoint-5 (OV-5) Activity Model
* The Open Group Architecture Framework

The VHA BFF also reflects input from VHA Subject Matter Experts.

Guiding Principles govern VHA BFF structure and content, ensuring consistency in the model.

|  |
| --- |
| *Keyword Index by Line of Business* |

|  |  |  |
| --- | --- | --- |
| **Name** | **Number** | **Keywords** |
| Provide Access to Health Care | 1 | access, enrollment, eligibility, health care, patient movement, scheduling |
| Provide Public Health | 2 | assessments, epidemiology, disease, health, policy, prevention, public, reduction, risk, strategies, surveillance, Veterans |
| Provide Health Care Administration | 3 | administration, cost, efficiency, health care, quality, resources, safety, workload, utilization |
| Deliver Health Care | 4 | beneficiaries, care, clinical, continuity, delivery, documentation, health, information, quality, services, status |
| Conduct Health Care Research | 5 | clinical, decision, delivery, health care, improvement, methods, models, quality, research, services, trials |
| Provide Health Care Education | 6 | care, education, health care, patients, quality, residents, students, training |
| Manage Business Enabling Services | 7 | business, enabling, enterprise, health care, mission, services |

|  |
| --- |
| *Keyword Index by Function Level 2* |

| **Name** | **Number** | **Keywords** |
| --- | --- | --- |
| Provide Member Access | 1.1 | access, member, enrollment, eligibility, health care, patient movement, scheduling |
| Provide Communications and Outreach | 1.2 | communications, health, outreach, Veterans |
| Provide Homeless Veterans Access to Health Care | 1.3 | access, benefits, community-based, health care, homeless, residential, treatment, Veterans |
| Facilitate Patient Travel to Points of Care | 1.4 | care, examination, facilities, patient, transportation, travel, treatment |
| Assign Patient to Care Provider | 1.5 | assigning, assignment, care, patient, practitioners, provider, patients, reassigning |
| Provide Access to Self-Services | 1.6 | access, benefits, business transactions, devices, knowledge, processes, tools, self-service, services, VA Point-of-Service, Veterans |
| Coordinate with Health Agencies | 2.1 | collaboration, emergency management, epidemiology, partnering, public health |
| Promote Environmental Health | 2.2 | educational, environmental, exposures, health, materials, medical, occupational, outcomes, outreach, policy, post-deployment |
| Promote Clinical Public Health | 2.3 | clinical, disease, education, field coordination, health, public health, policy, prevention, programs, Veterans, well-being |
| Conduct Public Health Assessment | 2.4 | assessments, factors, health, interventions, population health, populations, Veteran |
| Provide Medical Registry Service | 2.5 | condition, clinical, data, disease, exposure, methods, outcomes, policy, population, scientific, Spinal Cord Injury, study, system, Women's Health Care |
| Provide Public Health Alerts | 2.6 | Population, alerts, public health notices, health risks, preparedness, outbreaks, clinical treatment guidelines, emerging pathogen information |
| Manage Health Care Costs and Administrative Efficiency | 3.1 | administrative, costs, efficiency, health care, providers, revenue analysis, scheduling |
| Perform Hospital Administration | 3.2 | administration, cost, efficiency, health care, hospital, patient safety, quality, resources, risk management, safety, utilization, workload |
| Provide Library Services | 3.3 | acquisition, archival, audio, books, information, library, periodicals, preservation, self-serve, storage, visual materials |
| Maintain Health Care Provider Information | 3.4 | care, clinical, health care, information, provider |
| Conduct Disaster Preparedness Programs | 3.5 | disaster, emergency management, emergencies, health care, internal, operations, preparedness, programs, provider, management, mitigation, regional, response, staffing |
| Manage Policy Formulation and Implementation | 3.6 | implementation, policy, policy development, policy formulation |
| Manage Clinical Performance | 3.7 | clinical performance, clinical service, goals, metrics, performance, progress, quality |
| Manage Customer Relations | 3.8 | customer relations, customer relationship management, customer service, CRM, health care, patient |
| Coordinate Pre-Auth, Pre-Cert and Insurance Processing | 3.9 | authorization, demographic data, emergency, employment, identification, insurance, pre-authorization, pre-certification, processing |
| Provide Complementary and Alternative Medicine | 4.1 | alternative medicine, complementary, disease prevention, health promotion, medical intervention |
| Provide Care Support Education | 4.2 | care, caregiver, condition, education, family, instructions, medications, patient, risks, support |
| Provide Clinical Decision Support | 4.3 | clinical data, clinical decision-making, decision, disease-specific, institutional protocols, patient profiles, problems, recommendations, referrals, support, tests, treatments, trends |
| Provide Care Management | 4.4 | care, care management, case management, disease management, health service, level of care, management, outcomes, plans, quality, resources, wellness |
| Provide Dentistry | 4.5 | administrative, dental care, dentistry, guidance, national emergency, operational plans, patient care, policy, programs, sharing agreements |
| Provide Nursing Services | 4.6 | acute, administration, ambulatory, anesthetist, care, chronic, clinical, community, education, episodic, extended, geriatrics, health, illness, infection, informatics, nurse, nursing, palliative, practitioner, primary, quality of life, rehabilitation, research, specialties, wellness |
| Provide Medical Services | 4.7 | cardiology, care, endocrinology, medical, nephrology, neurology, ophthalmology, optometry, patient, providers, primary, services, specialty |
| Provide Ancillary Services | 4.8 | ancillary, assisted living, care, custodial, diagnostic, laboratory, physical therapy, practitioners, primary, radiology, rehabilitation, services, specialty, therapeutic |
| Provide Personal Medical Devices | 4.9 | biological, delivery, devices, implant, inventory, logistics, medical, structure, support, tracking, prosthetic equipment, sensory aids, CPAP, glucometer |
| Manage Health Records | 4.10 | clinical documentation, longitudinal, notes, patient demographics, patient health records, point of care records, single logical health record |
| Establish Research Strategic Direction | 5.1 | research, incentives, priorities, partnerships, research requests, strategic direction, long term |
| Write Research Proposals | 5.2 | write, research, proposals, activities, funding, external funding, grant request |
| Evaluate Research Proposals | 5.3 | Evaluate, research, activities, award, grants, research grants, priorities, funding |
| Manage Research Environment | 5.4 | research, quality, medical facilities, monitor, activities, standards, subjects, compliance |
| Perform Health Care Research | 5.5 | research, development, medical, rehabilitation, health services, investigation data |
| Share Research Results | 5.6 | research, results, review, sharing, publication, findings |
| Apply Research Results | 5.7 | results, improve, delivery of care, research, findings, dissemination, coordination |
| Provide Oversight for VHA Clinical Health Profession Trainees | 6.1 | oversight, clinical health, health professions trainee, training, education, program, accrediting, associated health, advanced fellowships, medical and dental, nursing education, evaluation, funding, innovation, trainee allocation, stipend, trainee supervision, trainee records, innovative training |
| Oversee Relationships with External Institutions | 6.2 | Oversight, relationships, academic institution, external entities, accrediting bodies, subspecialty societies, member organizations, external healthcare education entities |
| Manage VHA-wide Administrative Services | 7.1 | administrative, infrastructure, internal, management, maintenance, services, VHA |
| Provide Information Management/ Information Technology Services | 7.2 | coordination, information, technology, resources, services, support |
| Manage Acquisitions | 7.3 | assets, financial, fixed, purchase |
| Manage Human Resources | 7.4 | budget, competencies, contractors, employees, human capital, human resources, HR, management, merit, performance, personnel, plans, policy, practices, recruitment, strategies, succession, support, volunteers, workforce |
| Provide Financial Management | 7.5 | audits, care, directives, handbooks, financial, funds, governance, guidelines, internal controls, management, medical, reconciliation, reporting, statements, transfer |
| Perform Planning and Budgeting | 7.6 | budgeting, capital, labor, planning, programs, processes, resources, strategic |
| Provide Enterprise Reporting | 7.7 | analytics, data, decision, enterprise, graphs, information, intranet, mining, predictive, processing, reporting, reports, support, systems, tables, text, users, web |