



STATE OF CALIFORNIA

Department of Veterans Affairs

BUSINESS PROCESS INNOVATION

CalVet ePrescribe | June – December 2021

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EXECUTIVE SUMMARY

Early in December 2021, the [California Department of Veterans Affairs \(CalVet\)](#) unveiled its new ePrescribe system that streamlined the process of prescribing medications for the more than 1,700 veteran residents and their spouses living at the eight Veterans Homes of California.

It became the first element of CalVet’s Electronic Health Records Program (CEHR) to go live. All regular medication orders are now sent electronically to CalVet’s pharmacies, in compliance with federal and state laws. The ePrescribe software eliminates the paperwork – including those infamous hand-scribbled prescription notes from doctors – and increases security for all involved.

How did the launch go? Consider it a rousing success, based upon the efforts of more than 200 CalVet employees who worked together for more than six months to make it happen.

“I couldn’t be happier with the implementation of CalVet’s new ePrescribe solution,” [CalVet Secretary Vito Imbasciani MD](#) said. “Our mission is to advocate and care for California’s veterans. Our IT staff, Homes staff, doctors, nurses, and clinicians came together as a team, launched the program efficiently, expertly, and ahead of schedule. I’m very proud of their work and the benefits it brings to the residents in our eight Veterans Homes of California. A job well done!”

The program uses technology to improve the prescription process, making it safer, more secure, and more efficient. Technology does and must play a major role in serving our veterans, stated [Isaiah Mall, CalVet’s Chief Information Officer](#).

The system went live on December 8, 2021, beating the mandated go-live deadline of January 1, 2022, by 23 days. In the first 20 days, ePrescribe processed 1,482 prescriptions. Nearly 90 percent of CalVet’s physicians and 76 percent of all trained personnel logged into the system during its first 30 days.

The days of handwritten or faxed-in prescriptions are over for the pharmacies. Today, all eight homes use this standardized process, in compliance with federal and state laws that require prescription submissions.

IDEA

Problem/Opportunity

CalVet deployed ePrescribe, a new software system that streamlines how the entity and its medical staff prescribe medications for the more than 1,700 veterans and their spouses who live at eight Veteran Homes of California across the state, from Yountville to West Los Angeles to Chula Vista. The system sends all regular medication orders electronically to CalVet pharmacies. The program uses technology to improve the prescription process, making it safer, more secure, and more efficient. This doesn't just make life easier for care providers; the ePrescribe system enabled CalVet to comply with state Assembly Bill 2789, signed into law by Gov. Jerry Brown in 2018.



Why?

CalVet works to serve California veterans and their families. With nearly 1.6 million veterans living in the State, CalVet strives to ensure that its veterans of every era and their families get the state and federal benefits and services they have earned and deserve as a result of selfless and honorable military service.



CalVet strives to serve veterans and their families with dignity and compassion and to help them achieve their highest quality of life.



The Veterans Homes of California offer affordable long-term care to aged and disabled veterans as well as their eligible spouses and domestic partners. With eight facilities across the state, the Veterans Homes offer services ranging from independent living programs with

minimal support to 24/7 skilled nursing care for veterans with significant clinical needs. CalVet staff are uniquely capable of serving the needs of the veteran community and offering an environment that honors their service to the country. The Veterans Homes are nationally recognized for the premier care and services they provide to California's veterans.

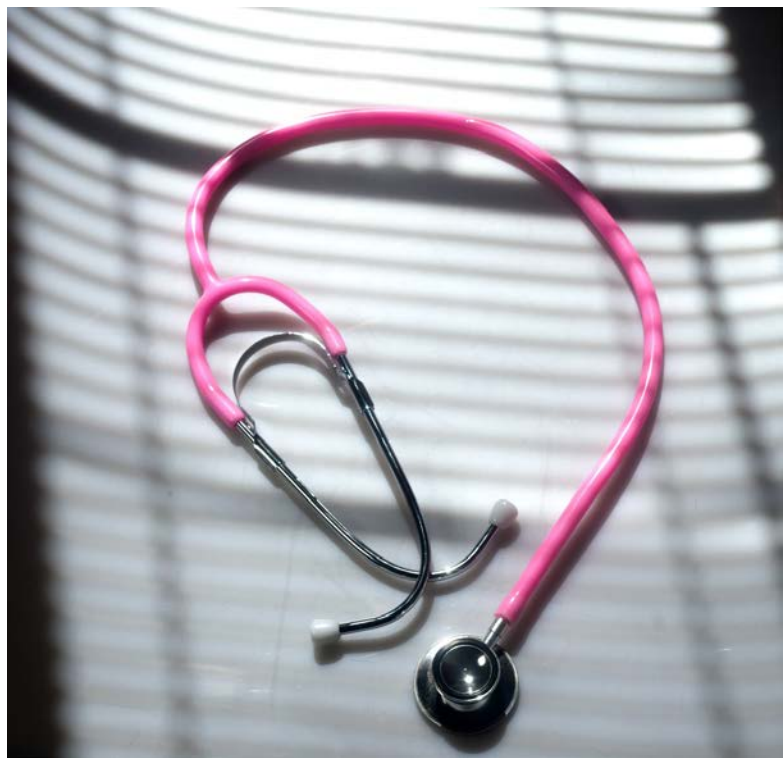
**NASCIO Award Nomination
Business Process Innovation
CalVet ePrescribe**

CalVet operates pharmacies at its Yountville, West Los Angeles, and Chula Vista homes. The Yountville pharmacy dispenses to the Fresno and Redding homes, West Los Angeles to the Ventura and Lancaster homes, and Chula Vista to Barstow.

IMPLEMENTATION

Roadmap

There's much more to come. ePrescribe is the first element of CalVet's Electronic Health Record Program (CEHR), for which [Netsmart](#) was the winning bidder. (EPrescribe is a component of CEHR.) Plans are to do a phased, home-by-home rollout of CEHR at CalVet's eight Veterans Homes this fall, which will provide a single electronic record and enable the measurement of outcomes.



The Team

The project team for CEHR and ePrescribe included doctors, pharmacists, nurses, other clinical staff, administrative professionals and financial experts. This helped ensure that the project kicked off with the right requirements and all pertinent subject matter experts remained involved until full implementation.

With strong support from the executive level, the project was executed as a top priority for the agency.

IT staff trained 518 doctors, nurses, and clinicians in less than a month, with 99 percent passing their final assessment.

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IMPACT

The days of handwritten or faxed-in prescriptions are over for the pharmacies. Today, all eight homes use this standardized process, in compliance with federal and state laws that require prescription submissions.

- In the first 20 days, ePrescribe processed 1,482 prescriptions.
- The initial 30-day stabilization period found no critical issues and zero downtime. Everything worked.
- Nearly 90 percent of CalVet's physicians and 76 percent of all trained personnel logged into the system during its first 30 days

