SCRIPT

On Your Way to a Better VA!
Podcast
Veterans Affairs
Office of Health Information
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AUDIO DETAILS	AUDIO PODCAST
Open: **Radio Talk Show Format**	**Show Host:** (character) Veronica Veehay
Audio: audience clapping loudly as show begins **Audio:** audience answers "yes" **Audio:** audience clapping for Marie Corcoran	**Veronica Veehay:** Hello, you are a great audience. Welcome. I'm Veronica Veehay and we have a great show for you today, *Understanding Your Veterans Affairs.* Now most of you in the audience are Veterans Affairs employees, right. Suppose you have a business or a software problem. You want a solution and you need IT support. Here to help is our special guest, Marie Corcoran, and expert from the VA's *Office of Health Information*. Please put your hands together and welcome Marie Corcoran.
Audio: audience clapping subsides	**Marie Corcoran:** Thank you, Veronica.
Audio: audience laughs	**Veronica Veehay:** Marie, let's say you work for VA—which of course you do—and you want to improve the work performance of your office. And in turn better serve the American veteran. So, you've identified a problem area and you've earmarked an IT solution to improve productivity. Or, perhaps you've identified a change needed to enhance the legacy system, VistA. What happens next?

Audio: audience laughs	**Marie Corcoran:** NSR happens next, Veronica. The *Office of Health Information, Enterprise Management Office*—lovingly known as ESM—developed the New Service Request. ESM is a formal submission process to request the IT help you need to improve your work performance, like a software enhancement. Or perhaps a software acquisition or integration.
	Veronica Veehay: Will an NSR affect veterans?
	Marie Corcoran: Directly or indirectly, the efficiency of the *New Service Request* process significantly improves the lives of five million veterans, treated in 153 VA hospitals.
Audio: audience movement	**Veronica Veehay:** How about a question from our studio audience?
	Audience Member #1: May I submit a New Service Request?
	Veronica Veehay: To learn more about submitting an NSR, we're going to a field hospital with our correspondent, Don Barker. Are you there, Don?
Don Barker, VA correspondent from a field hospital, sounds somewhat distant with low background noise	**Don Barker:** Yes, thank you, Veronica. We're often asked, "Who may submit an NSR?" Actually, anyone in the VA system may submit a New Service Request. However, each request must first be endorsed by the *Authorized Approving Authority*, or senior executive at VA's Central Office. And, if you're not sure how to receive an endorsement, contact the *Requirements Analysis and Engineering Management* team, or RAEM. They're ready to help you. Back to you Veronica.
	Veronica Veehay: Thanks, Don. We're back in the studio now ready to take another question from the audience.
	Audience Member #2: Must every request receive an endorsement before it can move along the pipeline?

	Marie Corcoran: Absolutely. Once it receives that endorsement, you are required to submit the authorized request on the NSR database page at: get your pens ready—vista.med.va.gov/nsrd. And click on the new IT request form.
Audio: low laughter of audience	**Audience Member #3:** Could you run that by us again?
	Marie Corcoran: Submit your newly endorsed NSR to vista.med.va.gov/nsrd. NSRD is an acronym for the New Service Request database.
	Veronica Veehay: The gentleman in the front row. You have a question for Marie?
Audio: low sound of audience agreement	**Audience Member #3:** Is that it, or what happens after I've submitted my authorized request online?
Audio: Veronica with amusing tone **Audio:** low laughter of audience	**Veronica Veehay:** (amusingly) You didn't think you'd be through the process already, did you?"
Audio: Marie with chuckling tone	**Marie Corcoran:** Yes, there's more. Your authorized and endorsed NSR is now reviewed by an analyst from RAEM. (You'll remember the *Requirements Analysis and Engineering Management* group at the ESM office). They will then assign the request to one of the ESM portfolios.
	Veronica Veehay: The gentleman in the third row.
Audio: low sound of audience agreement	**Audience Member #3:** How do they decide which requests will be awarded?
	Marie Corcoran: Good question. Once your NSR's placed in the ESM portfolio—and because of the high volume of IT requests—it now goes through the prioritization process by several groups, including the Informatics and *Data Management Committee* or IDMC.

	Veronica Veehay: Marie, we need to clarify this process for our audience. So, let's go again to our field hospital and learn about prioritization from our correspondent, Don Barker.
Don Barker, sounds somewhat distant with low background noise	**Don Barker:** Let's talk about prioritization, Veronica. Your NSR moves to the ESM portfolio and is ready to be prioritized with the other "best solutions" for the VA. First, your NSR is prioritized by the portfolio's *Health Information Systems Executive Board* or HISEB. NSRs are then grouped and prioritized by the IDMC.
	Veronica Veehay: Thank you, Don. I'm Veronica Veehay and we're back in the studio with OHI's expert, Marie Corcoran. So, Maria, what happens after your NSR is prioritized?
Audio: audience low clapping	**Marie Corcoran:** The results of the *Informatics and Data Management Committee* are now reviewed by groups like the *Health Systems Council*. They're then forwarded to the *National Leadership Board* and the Under Secretary for Health for endorsement. Once approved, you're on your way.
## WRAP UP	
Audio: audience loud clapping **Audio:** low background after-show chatting	**Veronica Veehay:** Thank you for the clarification, Marie. I think once we try the NSR process, it'll become much easier. (to audience) You've been a great audience. Thanks for joining us today on, *Understanding Your Veterans Affairs* for the discussion of the *New Service Request* process for IT enhancements, acquisitions or integrations. That website again is: Vista.med.va.gov/nsrd. And as Marie said, 'With NSR, You're on Your Way…to a Better VA!'"
## FADE TO BLACK	