Respondent

<   21 | Jaime Bernhardt ⌄ | **23:57**   >

Time to complete

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1. Please provide your name, position title, and contact information. *

> Jaime Bernhardt, Health Care Education Specialist; Jaime.Bernhardt@va.gov

2. Is this submission an idea for a Promising Practice or existing Promising Practice? *

   ⦿   Idea for a Promising Practice

   ◯   Existing Promising Practice

3. What is the name of your Promising Practice? *

> From Here to There: A GPS COVID App for VA

4. What type of Veterans does this practice serve? *

   ◯   Rural

   ◯   Urban

   ⦿   Both

5. How does this practice promote vaccine acceptance? *

This practice will provide confidence in finding the location within a VA facility where vaccines are being administered.

6. What are the specific steps you took, or would take, to implement your practice and the timeline/timeframe for each? *

I understand that SimLEARN is experimenting with a GPS idea for locating equipment (such as wheelchairs) in a VA facility. This leads me to believe there are capabilities to map VA facilities for GPS. VA would create an app for Veterans where they would select the VA facility and COVID vaccine location (per email confirmation) and the app would "walk" with them to the location. Starting from entrance to VA property (to including parking), the app would show the Veteran how to navigate the VA facility with confidence allowing them to get where they need to go to check-in for COVID vaccination. Depending on how long app approval / development takes, I see this being operational within 3-6 months.

7. What departments are involved in implementing your practice? *

Office of Connected Care, VA Mobile for app development; Facilities Management

8. What are the costs associated with your practice? *

cost of app development

9. What primary metric data is tracked and collected to determine your practice's success? *

downloads; COVID vaccine customer satisfaction

10. What are the potential risks or barriers of implementing your practice and the proposed mitigations? *

risks associated with Veterans without smart phones - develop both desktop and smart phone app, to allow users to utilize functionality even if they don't have a smart phone, they

can print the instructions for specific VA facility education of Veterans on app download, app use - ensure we KISS when developing app (simple, easy to use)