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## U.S. House of Representatives

### COMMITTEE ON VETERANS' AFFAIRS

ONE HUNDRED SEVENTEENTH CONGRESS

364 CANNON HOUSE OFFICE BUILDING

WASHINGTON, DC 20515

<http://veterans.house.gov>

February 1, 2022

The Honorable Donald Remy  
Deputy Secretary  
U.S. Department of Veterans Affairs  
810 Vermont Ave., NW  
Washington, DC 20420

Dear Deputy Secretary Remy:

On October 1, 2021, at the conclusion of the Electronic Health Record Modernization (EHRM) strategic review, we wrote to express our concerns that few tangible improvements had been made to the EHRM program or the Cerner electronic health record (EHR) system, and VA had not put forward criteria for proceeding with additional deployments. The system, in its current form, has fallen short of promises and disrupted and delayed veterans' care at the Mann-Grandstaff VA Medical Center. Nonetheless, you are now attempting to proceed with Cerner implementations in Walla Walla, Washington and Columbus, Ohio, tentatively scheduled for March and April, respectively. VA seems to be deferring the significant technical changes to the EHR that are necessary to improve upon the frustrating situation still plaguing Mann-Grandstaff. This is tantamount to rolling the dice with implementations at other sites in the hope that luck will avert these problems.

VA and Cerner now agree and acknowledge that technical problems are creating medical errors and delaying care, especially in the key areas of pharmacy, referral management, and the patient portal. However, action to resolve them is painstakingly slow. With respect to pharmacy, VA recently generated a lengthy list of known and potential flaws, but this is merely the first step of many before determining a path forward and issuing contractual direction to Cerner. With respect to referral management, we are not aware of any tangible progress. With respect to the patient portal, a decision has still not been made as to which product to select for the long term, and this uncertainty continues to impede progress.

We respectfully ask that you concentrate on making all possible technical improvements in the areas of pharmacy, referral management, and the patient portal before the Cerner EHR system goes live in Walla Walla and Columbus. This is the best way to demonstrate progress after the strategic review and restore confidence in the EHRM program. It is the right thing to do for the veterans and employees in Walla Walla and Columbus.

Thank you for your leadership on this important issue.

Sincerely,



Mike Bost  
Ranking Member



Matthew Rosendale, Sr.  
Ranking Member  
Subcommittee on Technology Modernization