



April 20, 2022

## The VA-DOD Medical Records Fiasco

In 2009, the federal government tried to create an interoperable electronic medical record for the VA and the Department of Defense, but they gave up four years later, after wasting \$1.3 billion.

Since then, several multi-billion dollar contracts have been inked, but it's not gone well. Now the VA is paying a third party to provide a full cost estimate of their EHR (electronic health record) modernization program.

Meanwhile, on April 6, the entire system shut down for three hours, impacting more than 95,000 users and countless numbers of patients. This kind of failure, year after year, would never be allowed by business. But taxpayers can be tapped every year to pay the bills.

**“VA, DOD Electronic Health Record System Suffers Nationwide Outage,”** Aaron Boyd, Nextgov, April 7, 2022: <https://bit.ly/3xnRC4T>

**“VA turns to third party to analyze true cost of Cerner EHR modernization project,”** Kat Jercich, Healthcare IT News, October 8, 2021: <https://bit.ly/3vf5aNm>

**“VA EHR update: Watchdog flags unreliable cost estimates, training deficiencies,”** Kat Jercich, Healthcare IT News, July 12, 2021: <https://bit.ly/3JC68sa>

**“Legislators grill VA about EHR modernization patient safety concerns,”** Kat Jercich, Healthcare IT News, October 25, 2021: <https://bit.ly/3rjIIRO>

Presented daily by Twila Brase, President and Co-founder  
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