



# Unifying Veteran Health Records at National Scale

**Industry:** Government/Public Sector

The U.S. Department of Veterans Affairs (VA) manages the largest integrated healthcare system in the United States, serving more than 11 million Veterans across a nationwide network of medical centers, outpatient clinics, and care facilities.

For decades, the VA operated more than 130 independent VistA electronic health record systems. Because each VistA instance evolved locally, Veteran data was often fragmented across facilities, creating challenges for clinicians who needed a complete view of a patient’s history.

## THE CHALLENGE

- Veteran health data was distributed across more than 130 unique VistA EPR systems.
- Clinicians could not always see a complete patient history across facilities.
- The platform had to operate at a national scale with high performance and reliability.
- Data sharing had to comply with evolving federal policy, security, and consent requirements.

## THE SOLUTION

The VA’s healthcare environment includes both legacy VistA systems and the modern Oracle Cerner electronic health record platform. While these systems serve as primary sources of Veteran clinical data, they were not originally designed to operate as a unified, nationwide record. To address this long-standing data fragmentation challenge, the VA engaged Ready Computing to implement a solution built on InterSystems HealthShare to ensure that clinicians can maintain Veterans’ health records. Ready Computing plays a critical role in bridging this gap by implementing integration and interoperability solutions that aggregate, normalize, and securely share data across these environments. This enables clinicians and care teams to have more comprehensive, uninterrupted access to Veteran health information, supporting continuity of care as the VA continues its modernization efforts.

## KEY ELEMENTS



### Enterprise Data Federation

VDIF aggregates clinical data from disparate VistA systems and other VA sources into a single, unified Veteran health record accessible across VA applications.



### Secure Data Sharing

VDIF supports downstream data exchange across the federal and commercial healthcare ecosystem.



### Operational Performance & Reliability

To sustain national-scale performance, the VA implemented Ready Computing’s Wellbase monitoring platform to proactively detect and resolve issues.

## VDIF AT A GLANCE

**700,000**

Users supported.

**Zero**

High-Priority Incidents (HPIs) during monitored operations.

**1.4 Billion**

Transactions per month, demonstrating high-volume performance at a national scale.

**Over 200 Million**

Health summaries have been securely shared with community care providers and federal partners.

**11.5 Million**

Veteran records are stored in securely VDIF data stores stored in VDIF's secure data repository.

To sustain high levels of performance and availability, the VA implemented Ready Computing's **Wellbase** software, which continuously monitors the VDIF environment to proactively identify and resolve potential issues. With Wellbase, VDIF achieves **99.999% availability** with zero High-Priority Incidents (HPIs).

## THE RESULTS

Ready Computing implementation delivered multiple first-time achievements for the VA:

✓ Provided VA staff with an unprecedented, unified view of a Veteran's complete patient history.

✓ Improved care coordination through broader, more reliable access to Veteran data.

✓ Enabled national-scale data federation across legacy VistA systems.

✓ Supported secure information exchange through federal interoperability frameworks.

✓ Contributed to the modernization of data access and consent policy enablement.

✓ Achieved a decades-long goal for the VA and the Department of Defense (DoD) to securely share electronic patient records.

✓ Expanded access to Veteran health data across VA applications to improve care coordination and outcomes.

## INDUSTRY RECOGNITION

Ready Computing demonstrated unparalleled expertise and experience in health data standards, integration, and interoperability through the delivery of the Veterans Data Integration and Federation (VDIF) Enterprise Platform. Implemented for the U.S. Department of Veterans Affairs, the nation's largest integrated healthcare system, VDIF delivers, for the first time, a truly comprehensive electronic Veteran Health Record. The platform assimilates clinical and non-clinical events from disparate sources into a single, unified record accessible to both clinicians and Veterans.

As a result of the enhanced Veteran care delivered, the VA was honored with the **U.S. Federal Health IT Innovation Award** for two consecutive years.



"As a veteran, I understand how critical continuity, trust, and reliability are, especially when it comes to healthcare. Supporting the VA through the VDIF implementation meant ensuring Veterans never lost access to their health information, even as systems evolved. At Ready Computing, we're proud to bring the operational discipline, interoperability expertise, and commitment required to support those who have served."

-James Gallagher | Chief Operating Officer, Ready Computing | U.S. Veteran



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