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VA Resource Navigator

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The VA Resource Navigator is a tool designed by the Veterans Experience Office (VEO) and the Patient Centered Learning (PCL) National Program to help Veterans better find and use VA resources. The Navigator can help Veterans make informed decisions about their care and find the resources they need to live healthy and fulfilling lives.

This innovation is **scaling** widely with the support of national stakeholders. [See more scaling innovations.](#)

ORIGIN: August 2023, Veterans Experience Office

ADOPTIONS: 210 successful, 9 in-progress

PARTNERS: National Center for Health Promotion and Disease Prevention

Contact Team

Overview

Problem

Veterans have questions related to their benefits and services, but VA staff may not know the answers or where to refer Veterans for help. This lack of information can leave Veterans feeling frustrated and keep them from finding the care they need. Veterans would be better empowered if staff had the ability to easily locate information related to their care. ... [See more](#)

Solution

VHA's Patient-Centered Learning (PCL) National Program Team and Veterans Experience Office (VEO) collaborated to develop a tool that can help staff quickly and efficiently provide resources and connections to Veterans. This tool is geared towards all VA staff members who are likely to be asked for information or assistance by Veterans.

Using the Resource ... [See more](#)

Links

- Download a copy and share it with friends, family, Veteran Service Organizations, and community partners! [VA Resource Navigator on va.gov site](#)

Results

VEO and PCL conducted 12 testing sessions of a low-fidelity prototype with VHA staff in 5 different roles, and after collecting data and feedback, constructed a high-fidelity prototype as well as testing guidance.

Overall, the Navigator was well received across testing sessions. Staff were enthusiastic about the resource and requested its availability as ... [See more](#)

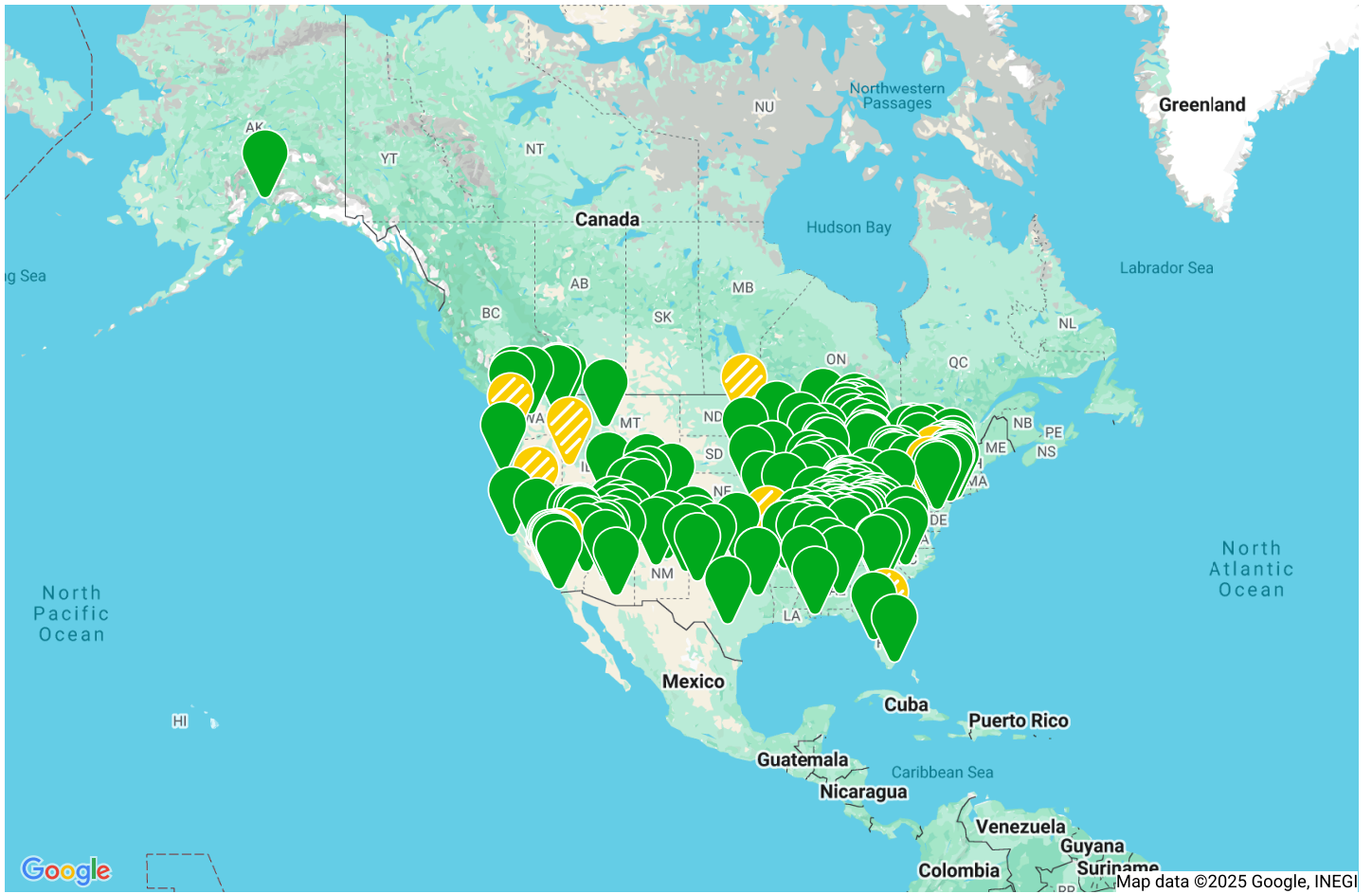
Links

- VA News featured the VA Resource Navigator in a published article. [VA News Article - VA Resource Navigator](#)

Diffusion tracker

Does not include Clinical Resource Hubs (CRH)

Contact Team



- Successful adoptions
- In-progress adoptions
- Unsuccessful adoptions

Successful adoptions (210)

In-progress adoptions (9)

Unsuccessful adoptions (0)

Multimedia

Images

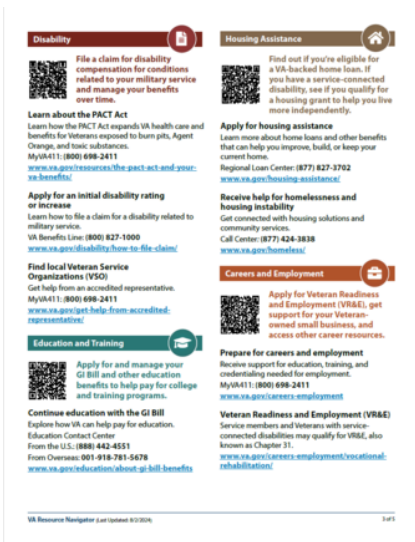
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First page of the VA Resource Navigator



Second page of the VA Resource Navigator



Third page of the VA Resource Navigator

Contact Team



VA Resource Navigator at an outreach event.

Implementation

Core Resources

PEOPLE

- For more information about the Navigator, please contact patientcenteredlearning@va.gov.

Files

- VA Resource Navigator 508 Compliant Version for Download and Use [NCP-PCL-VA-Resource-Navigator-508](#)

Optional Resources

Files

- Additionally, a VA Resource Navigator FAQ is also available for download to help you better understand how and when to use the Navigator. [VA Resource Navigator FAQ](#)

Contact Team

Contact

Comment

Comments and replies are disabled for retired innovations and non-VA users.

VA User (Administrative Officer, Tyler VA) INNOVATION ADOPTER posted 9 months ago

Adopting



VA User (PHYSICIAN) posted 11 months ago

I will be adopting this in our program



Email

Email PatientCenteredLearning@va.gov with questions about this innovation.

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