AI at Veteran Affairs

Coa Solutions - Rapid AI Deployments for VA

Overview

Coa at the VA

Coa has been on the ground at the VA for 3 years working across OCTO. We've also been at the forefront of AI building teams before the surge over the past year.

We've also brought together leading partners across Healthcare, benefits, and dev tooling to identify a few high leverage use cases with AI technology at the VA.

Proposed Process: Rapid AI Deployments

Hyper accelerated 3-4 months product cycles focused on high leveraged applications of AI use cases to drive impacts across specific demographics, operational processes, and customer problems.

1

Demographic and Use Case Discovery

Identify key demographics, most common diagnosis for Veterans, areas of efficiency and drag, or high volume data or processing bottlenecks

2

Data inventory and discovery

Key databases and related dated sets, specific integrations into future of healthcare AI data (Oracle and Cerner)

3

Scope specific 3-4 month MVP

Identify impact against KPI's important to organizations

4

Test, report, validate

Key reporting structure and early data correction of models, compliance testing, and regulatory checks

Use Cases

Identifying high-leverage opportunities for AI implementation across VA operations.

Healthcare and Translational AI

AI is uniquely leveraged to help transform complex scientific ideas and breakthroughs into practical and implementable medical practices that improve patient outcomes.

Current State Challenge

In current translational medicine, the output has been algorithmic, which is hard to assess impact and distill into implementable practices that move patient outcomes.

Opportunity: Better patient outcomes through faster diagnostic integration

Translational AI, a term coined by Jason Hipp who leads Coa's Healthcare AI, can be leveraged to improve time to treat and time to diagnosis for key Veteran use cases.

The goal is to accelerate the incorporation of implementable solutions and hypothesis testing to improve policy and patient diagnostic outcomes. For example, diagnostic precision in radiology, identifying new emerging key markers of diseases in high-risk demographics, and then providing a common language of measurement to healthcare and executive leaders to measure cost and efficacy.

Key Performance Indicators

Time to treat
Reduce patient wait times for treatment

Time to Diagnosis
Accelerate diagnostic processes

Jason Hipp

Coa Healthcare AI Lead

Jason Hipp leads Coa's Healthcare AI strategy and approach. He recently coined the term Translational AI and formerly held key positions at industry leading technology and healthcare companies including: lead Pathologist at Google, the Chief Digital Innovation Officer for Mayo Collaborative Services (the commercial diagnostics arm of Mayo Clinic), and the Medical Director for Biopharma Diagnostics. He was also the first pathologist hired by Alphabet and was the lead pathologist at Google, where he was the founder and Chair of the Division of Computational Pathology & Artificial Intelligence.

- Former Lead Pathologist at Google
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- Chief Digital Innovation Officer for Mayo Collaborative Services
- Medical Director for Biopharma Diagnostics
- Founder and Chair of the Division of Computational Pathology & AI at Google

Veteran Benefits

The end to end Veteran benefit journey can have a dozen or more touch points from transition all the way to the end of the appeal process. AI is already being explored to help simplify and better this process for Veterans.

Overview

The VA's Office of the Chief Technology Officer (OCTO) is already modernizing benefits systems with cloud-first platforms, agile delivery, and human-centered design to reduce processing times and improve the Veteran experience. Emerging AI capabilities can now be layered onto this foundation to automate repetitive work, unlock siloed data, and provide real-time insights across the full benefits life-cycle.

Opportunity: Coa Solutions in 4 months

Coa Solutions can field a cadre of Public-Trust–cleared VA technologists—engineers, product designers, and AI specialists—who can begin work immediately and stay dedicated to a single high-priority OCTO initiative for a focused four-month engagement. Working in two-week iterations and leveraging the VA's cloud-native engineering practices, the team delivers incremental releases that demonstrate value sprint after sprint while fully meeting VA security, accessibility, and compliance standards.

Key Performance Indicators

Processing Time
Reduce time from application to decision

Application Accuracy
Improve accuracy of benefit applications and reduce rejections

Appeal Resolution
Accelerate appeals process and improve outcomes

Veteran Satisfaction
Enhance overall veteran experience and satisfaction scores

Silent Failures

Proactive identification and remediation of system failures that silently impact veteran benefits processing, ensuring no veteran is left behind due to undetected technical issues.

Overview

Charles Worthington, CTO VA, identified Va.gov errors affecting 120,000+ veteran benefits claims at the House Veterans' Affairs Subcommittee on Technology Modernization on December 4, 2023. These were primarily due to unprocessed disability claims and dependencies status update failures. The VA continued to highlight the importance of its digital transformation, specifically in the proactive identification of 'silent errors' that can harm veterans and erode trust in government solutions.

Opportunity: AI-Driven Anomaly Detection & Intelligent Monitoring

Recent advancements in artificial intelligence offer the VA new avenues to enhance the reliability and responsiveness of its digital systems. By incorporating AI into existing workflows, the agency can unlock deeper visibility into operational patterns, support faster detection of irregularities, and strengthen the overall delivery of services.

- **Outlier Identification in Claims Flows:** Train machine learning models on historical claims metadata to flag outliers such as claims older than expected with no downstream movement.
- **Embedding-Based Similarity Monitoring:** Use NLP models to compare incoming submissions to known "healthy" patterns.
- **Real-Time Health Scoring:** Combine event logs, system health metrics, and user interaction data to produce an AI-driven "submission integrity score".
- **AI Log Triage Assistants:** Use large language models to ingest logs and summarize root causes.

Key Performance Indicators

Silent Error Detection

% of form submission failures detected by AI vs. manually

Timeliness

Median time to detect & alert on silent failure

Veteran Outcomes

% reduction in benefit delivery delays due to processing issues

System Reliability

% decrease in undetected data pipeline failures (monthly)

Learn how Coa AI can help your agency

We implement AI with care by laser focusing on high areas of impact aligned to outcomes for your agency and the people they serve.

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