VISN Point of Contact (POC) Quick Start Guide

Congratulations on your appointment to the role of IntegratedEthics® Point of Contact (IE POC) for your VISN, and welcome to the IE team. As an IE team member, you will be joining VHA’s cutting edge efforts to move ethics into the organizational mainstream and to direct ethics-related activities throughout the VISN and its affiliated facilities.

The VISN IE POC plays a key role in the implementation of IE throughout the VISN. Your essential responsibility is to coordinate, communicate, and monitor. As the VISN IE POC, you manage the day-to-day operations of the program at the Network level, monitor facility activities to ensure they achieve their IE performance requirements, facilitate communication among facility programs to share ethics knowledge and solutions to common ethics problems, and support consistency in quality between facility ethics programs.

You serve as the liaison between the facility IE Program Officers (IEPOs) and the VISN and between the VISN and the National Center for Ethics in Health Care (NCEHC). In addition, you will act as the executive officer of the IE Advisory Board (IEAB), which systematically handles ethics questions and ethics quality gaps that are raised at the Network level and/or that cross facility boundaries.

This document is designed to assist with the transition into your new role. Follow the steps below and work closely with your VISN Senior Lead and outgoing predecessor (if available), as well as with the facilities’ IEPOs.

Next steps:

1. Obtain Salesforce license to access and manage IEWeb
   a. Complete TMS Course #39735, IEWeb training module (TMS)
   b. Request permissions from NCEHC
   c. Log in when notified
   d. See IEWeb intranet page for resources
2. Register for IE Staff Outlook mail group
3. Attend Monday IE Improvement Forum Calls, 12:00pm ET
4. Connect with your facility IEPOs, ECCs, and PECs
5. Review VHA Directive 1004.06 IntegratedEthics
6. Review IE Program Performance Requirements
7. Review NCEHC intranet website
   a. IntegratedEthics pages and links
   b. COVID-19 resources
   c. Policy and Guidance
8. As time allows review (to understand IE at the facility level)
   a. IEPO Desk Reference
   b. EC Primer
   c. PE Primer

For individual support, you may contact the National Center for Ethics in Health Care at vhaethics@va.gov and an IE Manager will follow up on your request for assistance.