

2026
DEFENSE HEALTH INFORMATION
TECHNOLOGY SYMPOSIUM

AUGUST 11-13, 2026
HYATT REGENCY NEW ORLEANS
NEW ORLEANS, LA

Enterprise Clinical Voice Communications (ECVC) Migration to Vocera V5x with Messaging

Mr. Kenneth E. Ross

Enterprise Clinical Voice Communications Product Manager



Agenda

- 1** Introduction and Learning Objectives
- 2** What's New in Vocera/ECVC Modernization
- 3** Military Medical Treatment Facility (MTF) Site Preparation for ECVC Migration
- 4** ECVC Project Status, Risk, and Migration Strategy
- 5** Questions

Speaker Introduction



Kenneth E. Ross **Product Manager**

Program Executive Office, Medical Systems
Defense Health Agency
San Antonio, Texas

Mr. Ross is a product manager with the Defense Health Agency (DHA), specializing in various projects to include Workload Management System for Nursing - internet (WMSNi) and Limited Duty (LIMDU) SMART. He has over 16 years of experience as a project manager for various U.S. Army and DHA projects and is a retired U.S. Army Medical Service Corps officer with 27 years of combined Active, National Guard, and Reserve service.

Learning Objectives

- 1** Explain the current state and objectives of the ECVV Project
- 2** Describe updated site actions required prior to migration (based on lessons learned during pilot)
- 3** Discuss the revised migration timeline and sequencing to the DHA Private Cloud (DPC)
- 4** Outline how project updates, risks, and delays are communicated to sites
- 5** Summarize enterprise standardization and system stability efforts

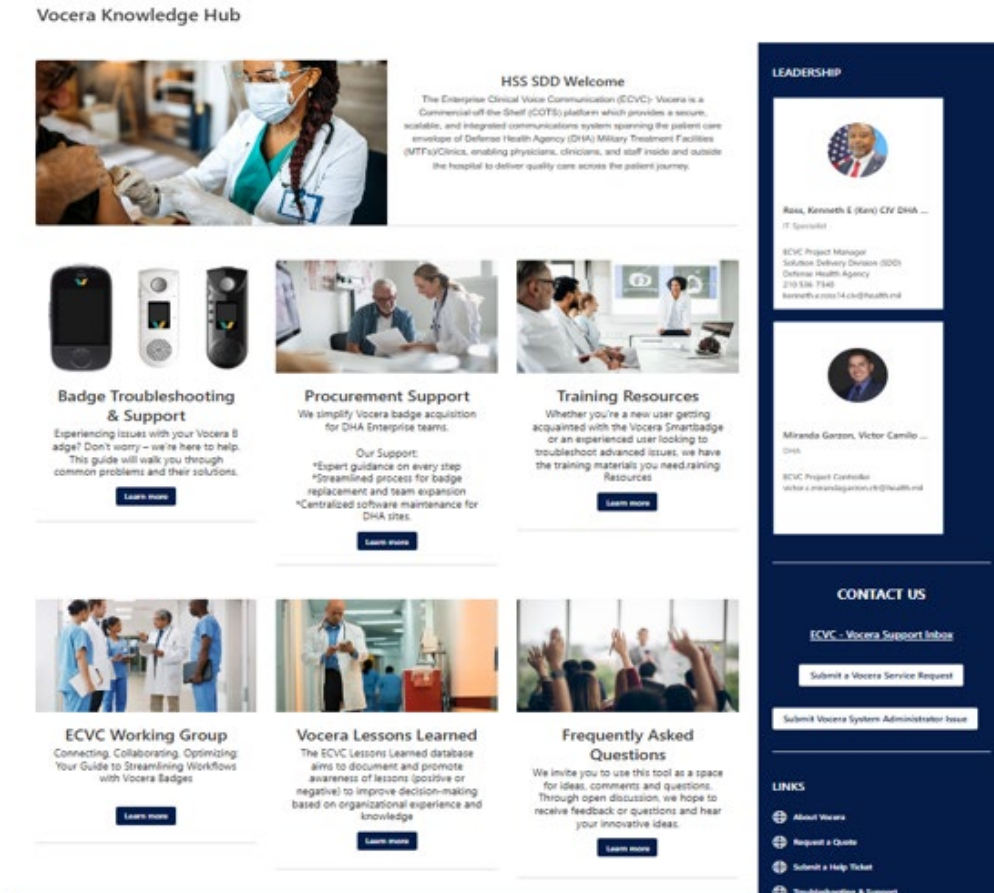
What's New in Vocera/ECVC

- **Modernization Progress**
 - Transition to the DPC remains the primary objective
 - Continued push toward enterprise standardization and centralized management
- **New – System Stabilization Efforts**
 - Deployment of Vocera V5.11.2 HF2 to address system performance issues
 - Gateway upgrades completed to ensure version parity across the environment
 - Ongoing monitoring and validation at initial pilot sites while expanding migration
- **Enhanced Support & Tools**
 - Improved ECVC Knowledge Hub resources
 - Streamlined ticket submission via Global Service Center (GSC) – ServiceNow Support Request
 - Standardized troubleshooting guidance and workflows
- **Capabilities**
 - Secure messaging
 - Vocera analytics
 - Physician On-Call functionalities

ECVC Vocera Knowledge Hub

- Centralized location for:
- Training materials
- Knowledge-based articles
- Troubleshooting guides
- *Updated regularly based on lessons learned and field feedback*

Vocera Knowledge Hub



HSS SDD Welcome
The Enterprise Clinical Voice Communication (ECVC) Vocera is a Commercial off the Shelf (COTS) platform which provides a secure, scalable, and integrated communications system spanning the patient care envelope of Defense Health Agency (DHA) Military Treatment Facilities (MTF)s/Clinics, enabling physicians, clinicians, and staff inside and outside the hospital to deliver quality care across the patient journey.

Badge Troubleshooting & Support
Experiencing issues with your Vocera 8 badge? Don't worry - we're here to help. This guide will walk you through common problems and their solutions.
[Learn more](#)

Procurement Support
We simplify Vocera badge acquisition for DHA Enterprise teams.
Our Support:
*Expert guidance on every step
*Streamlined process for badge replacement and team expansion
*Centralized software maintenance for DHA sites.
[Learn more](#)

Training Resources
Whether you're a new user getting acquainted with the Vocera Smartbadge or an experienced user looking to troubleshoot advanced issues, we have the training materials you need.
[Learn more](#)

ECVC Working Group
Connecting. Collaborating. Optimizing. Your Guide to Streamlining Workflows with Vocera Badges.
[Learn more](#)

Vocera Lessons Learned
The ECVC Lessons Learned database aims to document and promote awareness of lessons (positive or negative) to improve decision-making based on organizational experience and knowledge.
[Learn more](#)

Frequently Asked Questions
We invite you to use this tool as a space for ideas, comments and questions. Through open discussion, we hope to receive feedback or questions and hear your innovative ideas.
[Learn more](#)

LEADERSHIP

Ross, Kenneth E (Ken) CVH DHA ...
IT Specialist
ECVC Project Manager
Solution Delivery Division (SDD)
Defense Health Agency
210.536.7340
kenne@va.com | k.ross@health.mil

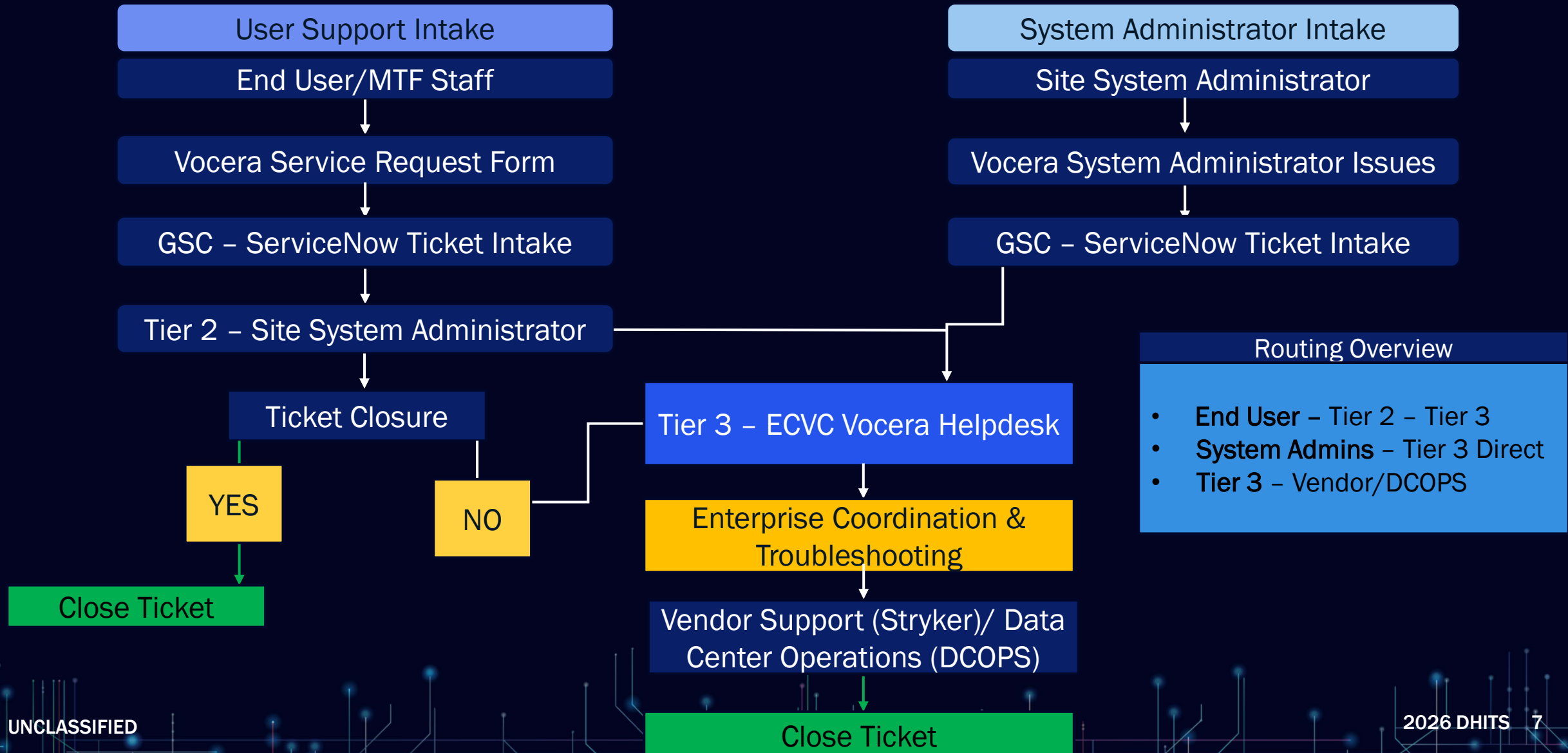
Miranda Garzon, Victor Camille ...
DHA
ECVC Project Controller
victor.mirandagarzon@va@health.mil

CONTACT US
[ECVC - Vocera Support Inbox](#)
[Submit a Vocera Service Request](#)
[Submit Vocera System Administrator Issue](#)

LINKS
[About Vocera](#)
[Request a Quote](#)
[Submit a Help Ticket](#)
[Troubleshooting & Support](#)

https://militaryhealth.sharepoint-mil.us/sites/hit-sd-ECVC_Modernization

ECVC Vocera Support Intake & Escalation Workflow



Comparison of Vocera Support Intake (1 of 2)

End User Workflow (Tier 2 Intake)

Site Selection

- User selects MTF
- Ensures accurate ticket routing to correct location
- Aligns request with local site system admins

Standardized Fields Capture Required Data Upfront

Common request categories include:

- Accounts (Create/Modify/Delete)
- Address book updates
- Badge support/issues

Vocera - Service Request
Vocera Support - Enterprise Clinical Voice Communications (ECVC)

The point of entry for ECVC (Vocera) users to request the following:

- **Accessories:** Request Vocera accessories.
- **Account (Create):** Request a new Vocera Account to be created.
- **Account (Delete):** Request a Vocera Account be deleted.
- **Account (Edit):** Request a change to your current Vocera Account.
 - (Name, Rank, Department, Group or Role, Phone Number, Email address)
- **Address Book:** Request a new entry in the Vocera Address Book.
- **Badges:** Report badge problems or request additional badges (must be a Dept HRH).
- **Deployment:** Request Vocera deployment for a new group/clinic/ward/department.
- **Groups/Roles:** Request a new Vocera group/role for an existing call flow.
- **Reports:** Request Vocera related reports.
- **Training:** Request Vocera related training or information.

Note: For system outages, please call the DHA Global Service Center (GSC) at 1-800-600-9332.

* Indicates required

Provide the following information for the End User:

Select the end user/POC (if available) from the users/contacts, that this request is for. Otherwise manually enter their information in the fields below...

* User DoD ID/FEDUID:

* User First Name:

User Middle Name/Initial:

* User Last Name:

* User E-Mail Address (Government/Organization ONLY, NO Personal emails):

* User Phone Number:

* User's Rank:

* Select Local Site

* Select Request Type

Comparison of Vocera Support Intake (2 of 2)

System Administrator Workflow (Tier 3 Direct Intake)

Enterprise Level Coordination

- Direct intake for System Admins
- Complex/high priority ECVC issues
- Skilled Tier 3 technicians coordinate resolution

Predefined Issue Types Reduce Ambiguity

- Rapid ServiceNow ticket creation
- Direct engagement with Tier 3 support
- Immediate technical expertise
- Faster escalation to Tier 3 when required

Vocera - System Administrator Issues

Only used by system admins

This catalog item is intended for use by authorized Vocera System Administrators at Medical Treatment Facilities (MTFs) to submit system-level support requests related to the Vocera environment.

The request type enables structured intake for issues that require Tier 3 ECVC review and, when applicable, coordination with Stryker Support. It standardizes data collection for warranty checks, RMA requests, and platform-specific system issues across Vocera infrastructure components, including but not limited to Messaging, Reporting, Analytics, and the Collaboration Suite.

Use of this request ensures required technical, site, and device details are captured upfront to reduce delays, minimize back-and-forth communication, and support accurate routing and resolution.

* Indicates required

* Will you be the POC for this request?

Yes

Select the person who WILL be the POC for this request

Shikema Busby

* Full Name:

Shikema Busby

* Email Address:

shikema.l.busby.ctr@health.mil

* Business Phone Number:

Select Site / MTF

-- None --

* Brief Problem Description:

* System Administrator Issue

-- None --

RMA Request (Stryker)

Vocera Analytics

Vocera Badge Hardware Issue (V5000)

Vocera Collaboration Suite

Vocera Messaging Platform (Messaging 5)

Vocera Report Server

Additional Comments/Special Instructions

Capabilities

- Vocera Analytics: compiles system usage data
- Embedded Physician On-Call feature
- V5x Vocera Messaging Platform(VMP) allows for secure messaging across several platforms

New Emphasis

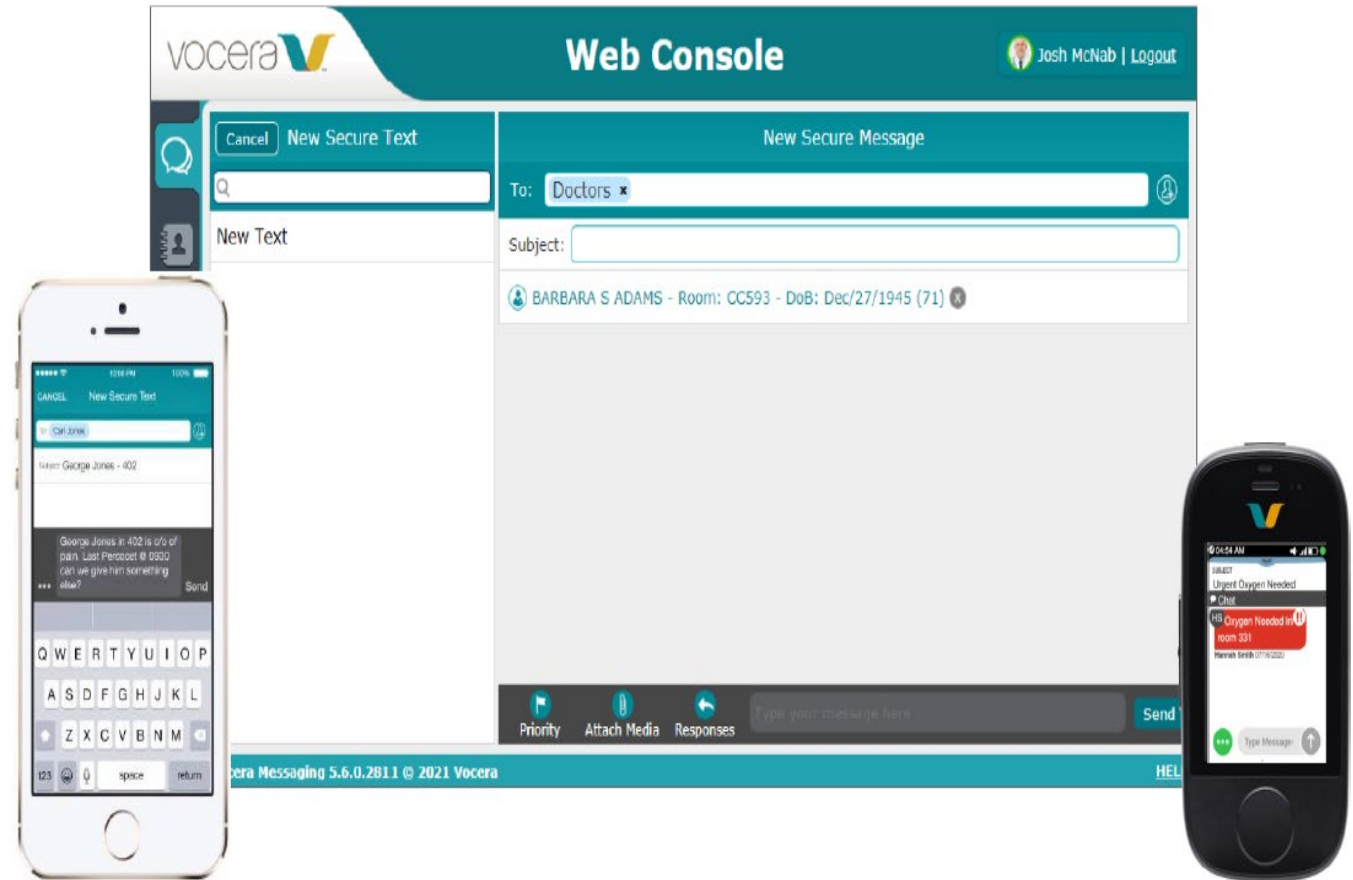
- Focus on system reliability, performance validation, and scalability while continuing enterprise rollout
- No impact to V5x with Messaging functionality; the only change is that the DPC now serves as the hosting location. DCOPS provides Platform as a Service (PaaS) and is responsible for supporting virtual servers to include maintenance of the Operating System. Sites are no longer responsible for servers!

Key Features

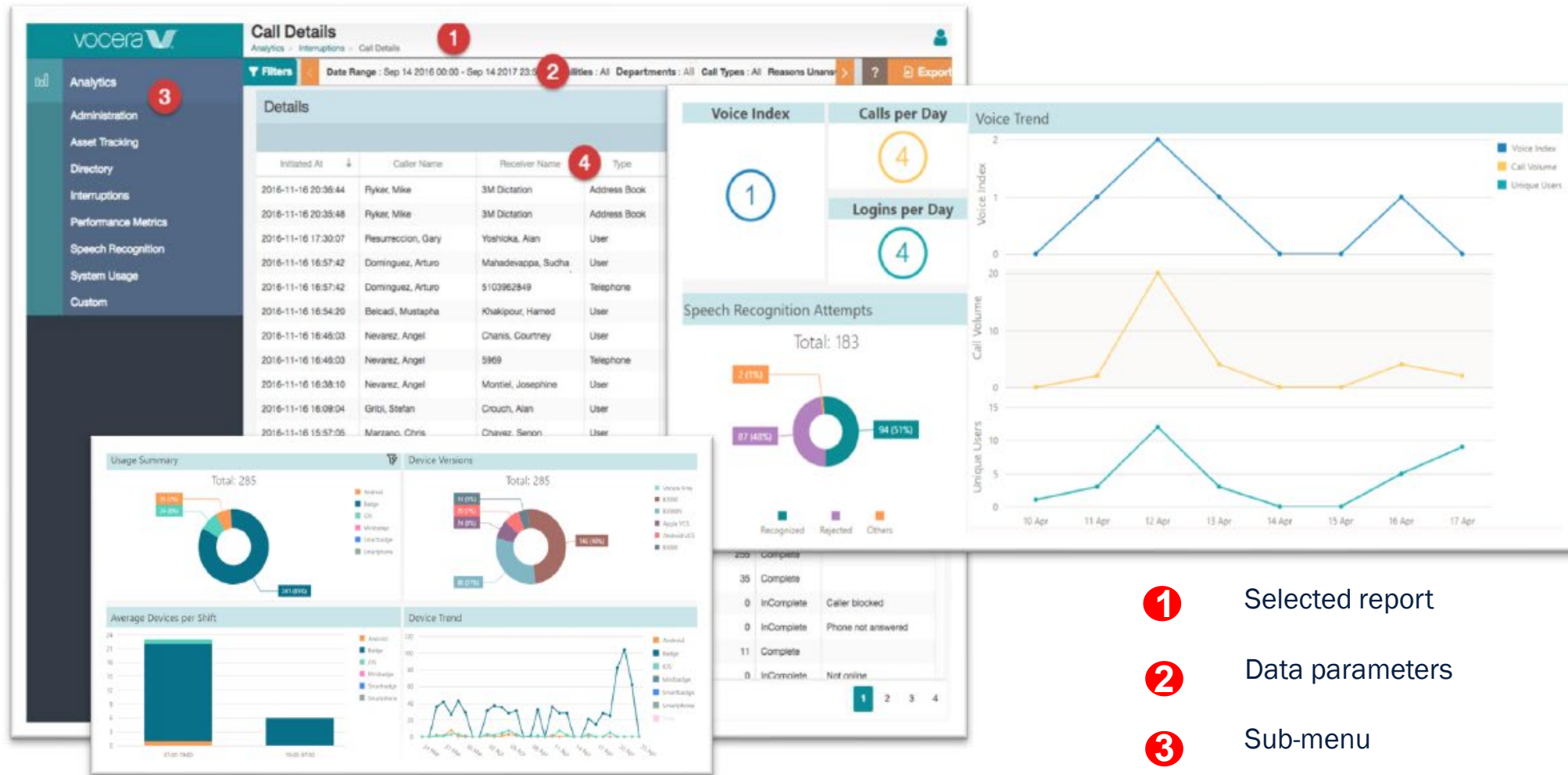
- Vocera Analytics: system usage dashboards
- Embedded Physician On-Call functionality

VMP secure messaging via:

- V5000 badges
- Government iPhones
- Desktop consoles
- B3000n badges: *receive-only messaging*



Vocera Analytics



- 1 Selected report
- 2 Data parameters
- 3 Sub-menu
- 4 Data display

Site Preparation: Consolidation and Upgrade

Pre-Migration (Legacy State)

- Locally managed Vocera servers
- Limited visibility into system performance
- No enterprise analytics
- Increasing cybersecurity vulnerabilities and Security Technical Implementation Guides (STIG) risks

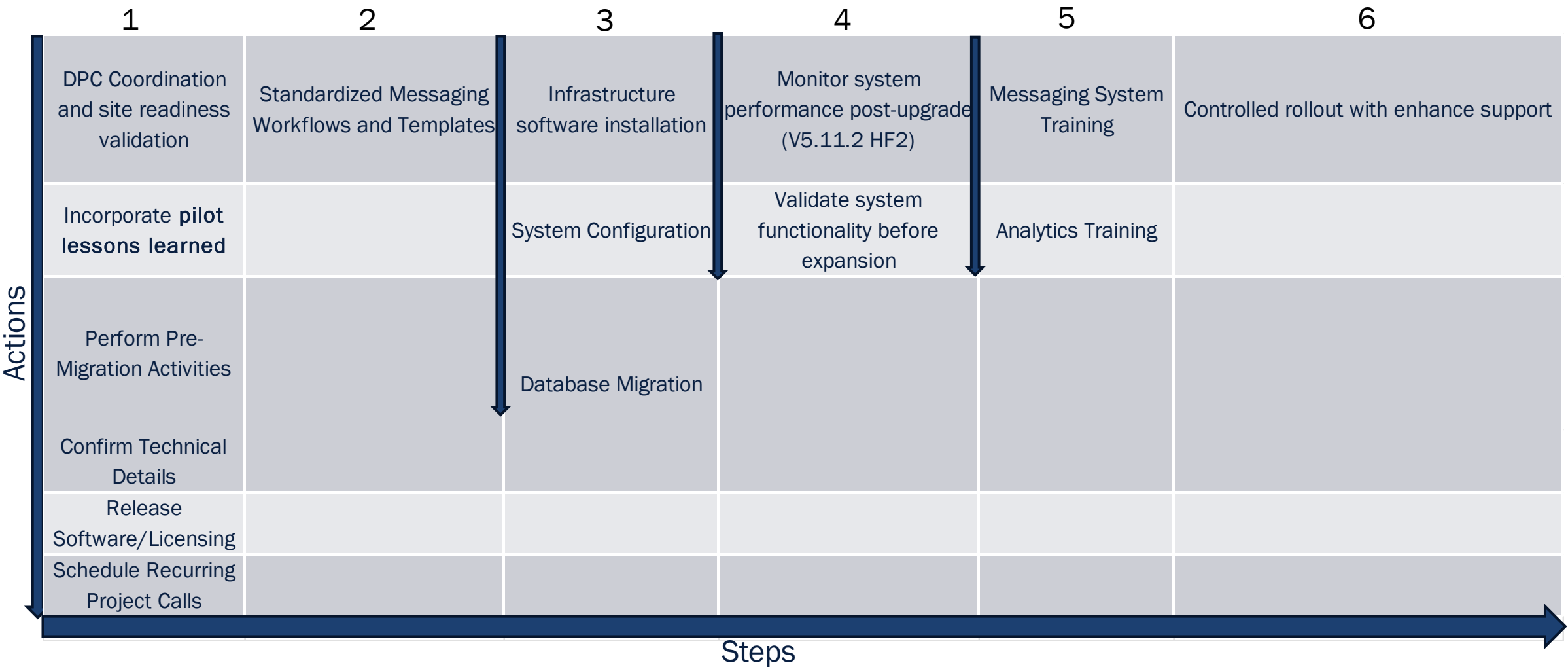
Current Challenges

- Some MTFs remain on local servers pending DPC migration
- Ongoing vulnerability findings with limited remediation options
- Dependency on vendor and DHA for updates and migration path

Post-Migration (Target State)

- Servers hosted in DHA Private Cloud
- Centralized patching and maintenance
- Active Directory Authentication
- Secure Messaging capabilities via Vocera Messaging Console and Vocera Collaboration Suite
- Full secure messaging and analytics capabilities.

Deployment Sequence



Pre-Migration Activities

Database Optimization and Standardization Activities

- Inactive User Cleanup
 - Provide Inactive User reports to Vocera Collaboration Suite (VCS)
 - Validate Inactive User Accounts with each department
- Update v5x User IDs
 - Convert User ID fields to link to Active Directory
 - Update Vocera Voice Users Export with Active Directory entry
- Data Check Clean-Up
 - Remediate potential problems that could impact usability of the system

New Emphasis

- Ensure data accuracy and system readiness to prevent post-migration issues
- Lessons learned show data inconsistencies directly impact system performance

V5x with Messaging Deployment Activities

- Vocera Technical Team will be remote for the duration of the deployment; technical activities are mainly invisible to the end users
- Technical Team will:
 - Install software on DPC provisioned servers
 - Configure software on DPC provisioned servers
 - Connect and duplicate data from site-hosted systems
 - Load data onto DPC servers and complete configurations
- Technical testing and validation
- Increased focus on validation prior to cutover
- Controlled approach to avoid system instability observed during pilot
- Database freeze: no data will be entered during this time
- System cutover

Training and Go-Live Support

- Training: Vocera Clinical Informaticist (CI) will provide one (1) day of onsite training
 - User can access additional training via ECVC SharePoint Knowledge Hub in addition to JKO (courses listed on ECVC Knowledge Hub)
- Go-Live Support: Vocera CI will provide one (1) to two (2) days of onsite support
 - Provides clinical staff an opportunity to ask questions and receive onsite assistance
- Reinforced super user and train-the-trainer models
- Increased reliance on local champions for educational support and troubleshooting

Deployment Overview – End User Impacts

- Vocera Telephony outages: may occur if telephony feed cannot be established/pointed to the DPC-hosted Vocera Session Initiation Protocol (SIP) Telephony Gateway servers
 - Estimate two (2) to three (3) weeks of intermittent disruptions
- Database Freeze: cannot add new users; estimated duration of two (2) to three (3) days
- System Cutover/Go Live: post Go Live/DPC migration, existing badges will be redirected to new servers within one (1) to two (2) hours
- Voice Messages: all users must record their names upon initial login; previous information will no longer be available

Training

Vocera Messaging Application (VMP)	Vocera Analytics
• Onsite training one (1) day at each location • Instructor led; class size cannot exceed 12 participants • Up to five (5) classes can be taught in a single day • Classes scheduled for only two (2) hours at a time	• Webinar training; one (1) course of instruction provided • Class size cannot exceed 12 participants • Each MTF within a given cohort will assign representatives to participate in the training
• Vendor will coordinate with designated site representative to determine training model	• Vendor will develop and remotely deliver training
Training models • Train-the-trainer • Super User • End User	• Class with utilize “real-world” data gathered from the first site deployed in the DPC

Migration Plan (Updated)

- Migration temporarily **sequenced and controlled**
- Next sites:
 - Carl R. Darnall Army Medical Center, Fort Hood, Texas
 - Reynolds Army Health Clinic, Fort Sill, Oklahoma
 - Evans Army Community Hospital, Fort Carson, Colorado
 - Air Force Academy–10th Medical Group, Colorado Springs, Colorado
- Expansion to additional MTFs **pending validation success**

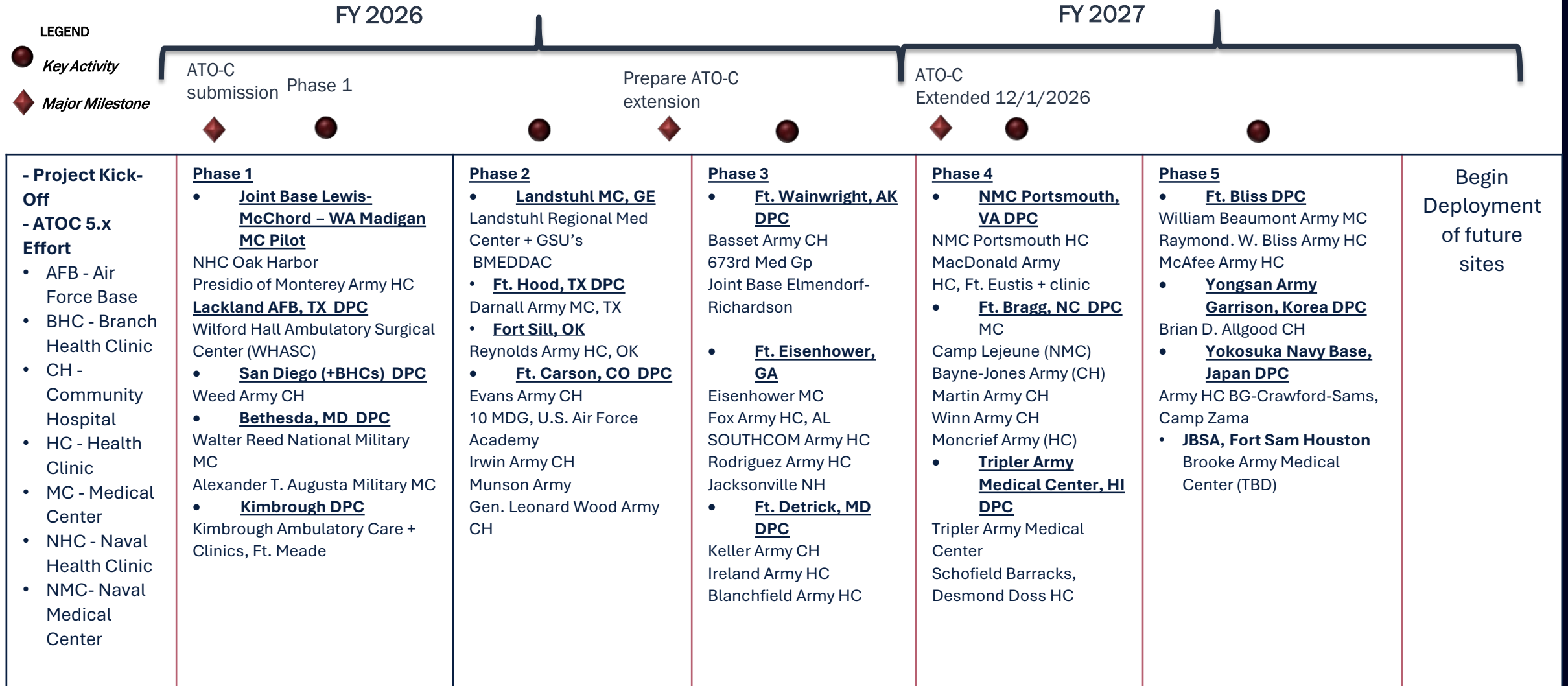
Key Risks

- System stability
- Cyber vulnerabilities at non-migrated sites
- Dependency on vendor timelines

Next Steps

- Complete validation at migrated sites
- Finalize updated migration schedule
- Continue coordination with site Chief Information Officers (CIOs) and stakeholders

Proposed Project Schedule



Questions?

Contact

Kenneth E. Ross
Product Manager

 kenneth.e.ross14.civ@health.mil

**2026
DEFENSE HEALTH INFORMATION
TECHNOLOGY SYMPOSIUM**

AUGUST 11-13, 2026
HYATT REGENCY NEW ORLEANS
NEW ORLEANS, LA

Thank You!



UNCLASSIFIED