Our Mission:
Lead the continuous improvement of healthcare within the VHA for our nation’s veterans through the application of knowledge and expertise in Systems Engineering and Operations Management.

Vision:
To become a world class leader in improving healthcare.

Contact us
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Applying expertise in systems engineering to improve processes and design solutions that improve the health of our nation’s Veterans.
**What is the VERC?**

The VA Pittsburgh Veterans Engineering Resource Center (VERC) utilizes a multidisciplinary approach to improve healthcare processes in the Veterans Healthcare Administration. We provide healthcare process improvement coaching, consulting, and training to various stakeholders to build strong teams and get proven results. Together, along with our academic partners, we have a successful track record of leading impactful projects and cultivating a workforce engaged in improving healthcare processes for patient care in VHA.

VERC staff are industrial and systems engineers, project managers, improvement specialists, researchers, leaders, and academics with expertise in areas such as:

- Lean and Six Sigma
- Computer simulation models
- Enterprise and project management
- Database design and development
- Queuing methods and models
- Human factors engineering
- Healthcare Process optimization
- Knowledge management and education
- Scheduling optimization
- Statistical process control
- Data mining and predictive modeling
- Healthcare Operations research

**What do we do?**

**Analyze**

- Collect data via data mining, surveys, interviews, and focus groups to identify gaps and address stakeholder needs
- Integrate large scale data sets into meaningful and useful information
- Determine feasibility and scalability of improvement initiatives

**Design/Reengineer**

- Provide customized solutions and rapid prototypes to improve VHA healthcare
- Collaborate with multidisciplinary teams to identify and develop best practices
- Utilize quality improvement tools to eliminate waste and improve efficiencies in patient care

**Implement**

- Educate teams on implementing best practices to ensure successful execution of future initiatives
- Pilot process improvements in clinical and administrative areas
- Market and communicate ideas and strategies on local regional and national level