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March 28, 2025

Chairman Mike Bost  
House Veterans Affairs Committee  
U.S. House of Representatives  
Washington, D.C.

Subject: Opportunities to Leverage Technology and Digital Solutions to Improve Veteran Care

Dear Chairman Bost and Members of the House Veteran Affairs Committee,

It is an honor to submit this statement to the committee in advance of the upcoming hearing, drawing on my experiences as a U.S. Army combat veteran, a patient of the Veterans Health Administration, and the CEO and co-founder of NeuroFlow, a VA technology contractor. Our mission is to address the unique challenges veterans face in accessing quality health care by bridging the gap between physical and mental health, ensuring that all veterans receive comprehensive, evidence-based care in an efficient and effective manner.

The purpose of me writing this statement for the record is to accomplish two items. One, I want to ensure the committee is informed of the success the VA has had in collaborating with private companies, specifically with NeuroFlow, and our subsidiary Capital Solution Design, on our products: BHL, BHL Touch, and Onward to innovate and improve access to care. Two, I want to share my perspective on opportunities the VA has to streamline various efforts of innovation, make operations more efficient, and effectively increase access to care, even when additional resources may not be available.

First, our products BHL and BHL Touch have been used for over a decade by the VA to promote analytics and provide measurement-based care. Our work started as a research project at a single VAMC in 2004 to today where BHL Touch has become a foundational clinical tool available in every VAMC enterprise-wide. BHL offers integration with both Millennium Cerner and Vista/CPRS with 70+ available scales/measures to screen Veterans healthcare needs and to track and measure outcomes over the course of treatment. The system has over 17,000 registered VA employee users to assist in care delivery, and millions of Veterans who have come to rely on BHL as a tool for completion of clinical measurement prior to their provider visit. BHL Touch specifically became the primary assessment and survey tool for the VA nationally, capturing over 55% of all depression and anxiety measures within the US Department of Veterans Affairs (VA) in 2023 and 2024, a testament to its efficacy and reach, and the positive impact that can be achieved when the VA collaborates with industry.

Our work extends beyond one contract, and beyond mental health. We firmly believe that mental health and physical health are connected and should be treated as such - just health. Thus, we have invested heavily in the infrastructure and capability to collect data and assessments across the healthcare continuum not limited to behavioral health which is currently live today with our contract work involving clinical reminders and Veteran satisfaction surveys.

Second, I want to state my opinion to highlight the highest value opportunities for VA to streamline various efforts to increase efficiency and optimize resource allocation while improving access to high-quality, data-driven Veteran care. While I'm sure there are several additional areas to improve efficiency, I am able to focus on where my expertise and our experience with our technology lies. These efforts can be summarized in three categories: technological innovation, accountability to quality and connected care, and automation and optimization. Examples of areas ripe for improvement in these categories are as follows:

1. **Technological Innovation:** The VA should consolidate its portfolio of mobile applications that provide evidence-based resources to Veterans into a single delivery platform, which would improve user experience, increase engagement, and be more cost efficient; however, none of the dozens of mobile Veteran apps are connected, nor are they dynamic or reactive in their suggestions, nor do they provide clinical feedback to providers.

The VA has an opportunity to improve provider workflows and reduce burden by optimizing interoperably, to which several VA systems, home-grown internal VA systems, and third-party companies, do not effectively integrate into EHRs (and provider workflows). Additionally, as clinical care continues to expand its focus to community care providers, it is critical that technology innovation follows this path assisting clinicians in serving veterans at the community level, however, this integration and interoperability across specialties and community care resources does not exist today.

There are also tremendous opportunities to responsibly use artificial intelligence (AI) across these multiple and robust data sources to identify, measure, triage risk and treatment plans.

2. **Accountability to Quality and Connected Care:** There is a critical need to implement measurement-based care across all care settings and to incorporate additional data sources—such as ecological momentary assessments, claims data, and EHR encounter data—to monitor quality and outcomes. This approach ensures that Veterans receive the right type of care at the right time, with no gaps in service. Additionally, when Veterans are referred to community resources, it is essential to ensure that the quality of that care meets the high standards expected for Veterans.
3. **Automation and Optimization:** It is essential to focus on automating data collection to capture real-time, accurate information that can guide decision-making and improve care coordination for Veterans so that the medical professionals can focus on care, operating at the top of their licensure, rather than concerning themselves with administrative tasks. Leveraging data to identify the next best actions—such as follow-up appointments, referrals,

scheduling, or adjustments in care plans, and recommending care pathways—can help ensure continuity of care, and quality is consistent and measured. By automating the proactive monitoring of these processes and closing any potential gaps, we can enhance the overall quality of care and ensure that Veterans receive timely, effective support tailored to their individual needs.

Finally, as stated before, I am not only a VA partner and contractor, but am also a beneficiary of the VA, and have personally witnessed the personal commitment of the many professionals that work there each day with the goal of providing the best care possible, so to that end thank you to those professionals. Thank you to this committee for your steadfast effort and leadership ensuring that the VA continues to strive to be better each day and to hold them accountable.

I and the companies I represent, NeuroFlow and Capital Solution Design, remain committed to working with the VA and with the House Veterans Affairs Committee to improve the delivery of health services for all Veterans and are available for further discussions or queries regarding this statement and our recommendations.

Cordially,

Christopher Molaro  
CEO & Chairman  
NeuroFlow, Inc  
Capital Solution Design, LLC