

Date: May 16, 2025
From: Vice President of Customer Operations – TrackCore, Inc.
Subj: Response – VA OIG Report 24-00166-35
To: Jessica Rodriguez – Publications Chief, in the role of Acting Director of the Office of Communications and Public Affairs

We appreciate the opportunity to acknowledge the VA OIG Report, *Deficiencies in Managing Supply, Equipment, and Implant Inventory at the Michael E. DeBakey VA Medical Center in Houston, Texas, 24-00166-35*, and that our tissue and implant software TrackCore was identified in the report.

Our organization would first like to recognize and applaud the staff at the Michael E. DeBakey VA Medical Center for their past, present, and future efforts towards oversight and management of implant inventory.

Since 2019, TrackCore has served as a proud partner with the Michael E. DeBakey VA providing support through virtual and onsite efforts to assist with compliance and inventory related efforts for implants. We continue to make significant strides with the Michael E. DeBakey VA staff, and are applying best practices that we have adopted across the 100+ VA Medical Centers that are utilizing the TrackCore software.

As the facility continues its efforts to address the recommendations of the report pertaining to the management of implant inventory (Recommendations 7-10), our organization remains committed to providing the assistance necessary to the leadership and staff. These process improvements will be highly beneficial for the team in preparation for TrackCore's roll out with Oracle as part of the EHRM deployment.

Lastly, all the recommendations identified here by the OIG are part of the best practices process being adopted for future EHRM deployments.

Regards,

TrackCore, Inc.
Brent Maring
VP of Customer Operations
brentm@trackcoreinc.com