

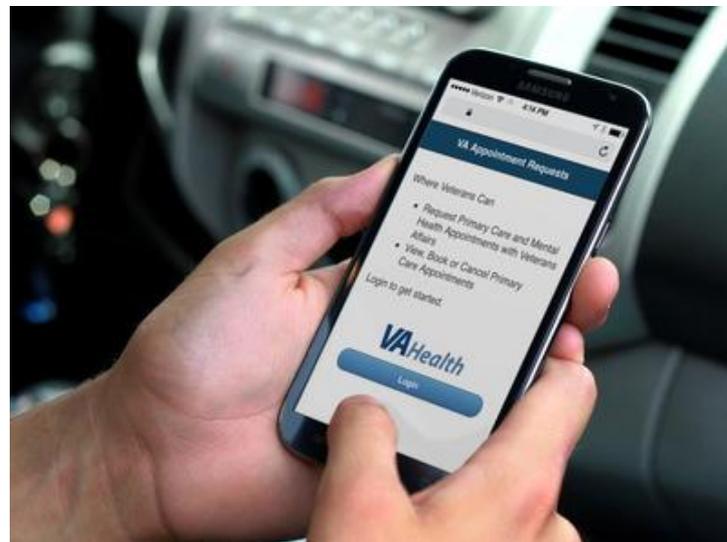
Introducing the Veteran Appointment Request App

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Overview of Mobile Scheduling Apps

- Problem Statement
- Functionality Being Delivered
- Limitations
- Delivery Dates
- Demonstration
- Implementation Activities



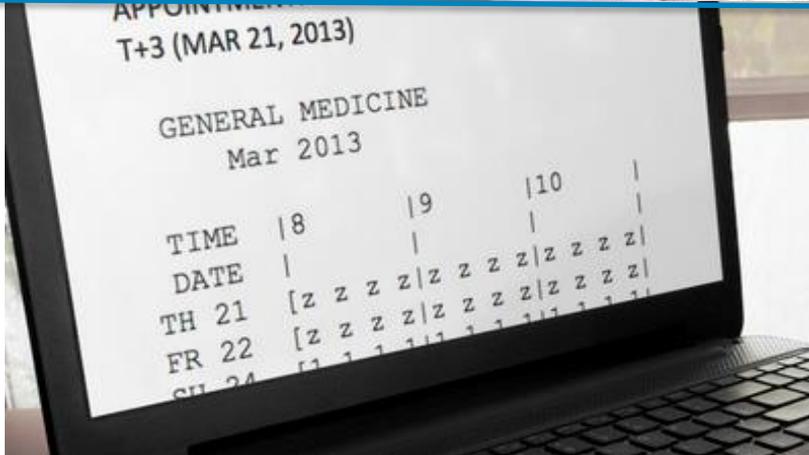
Problem Statement

PATIENT



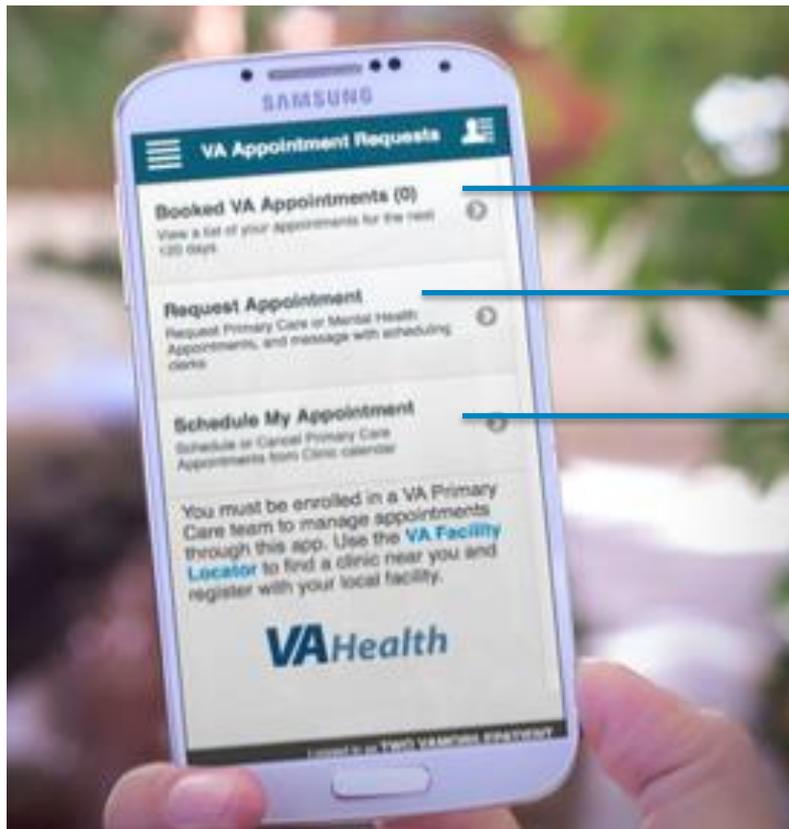
- Difficulty reaching scheduler
- Inefficient for scheduler to answer phone requests
- Patients do not call to cancel appointments

SCHEDULER



- Roll and Scroll Screen
- View only one clinic at a time
- Cannot easily view if patient is on the Electronic Wait List or has consults, etc.
- Multiple screens required to schedule

Functionality Being Delivered for Veteran (VAR)

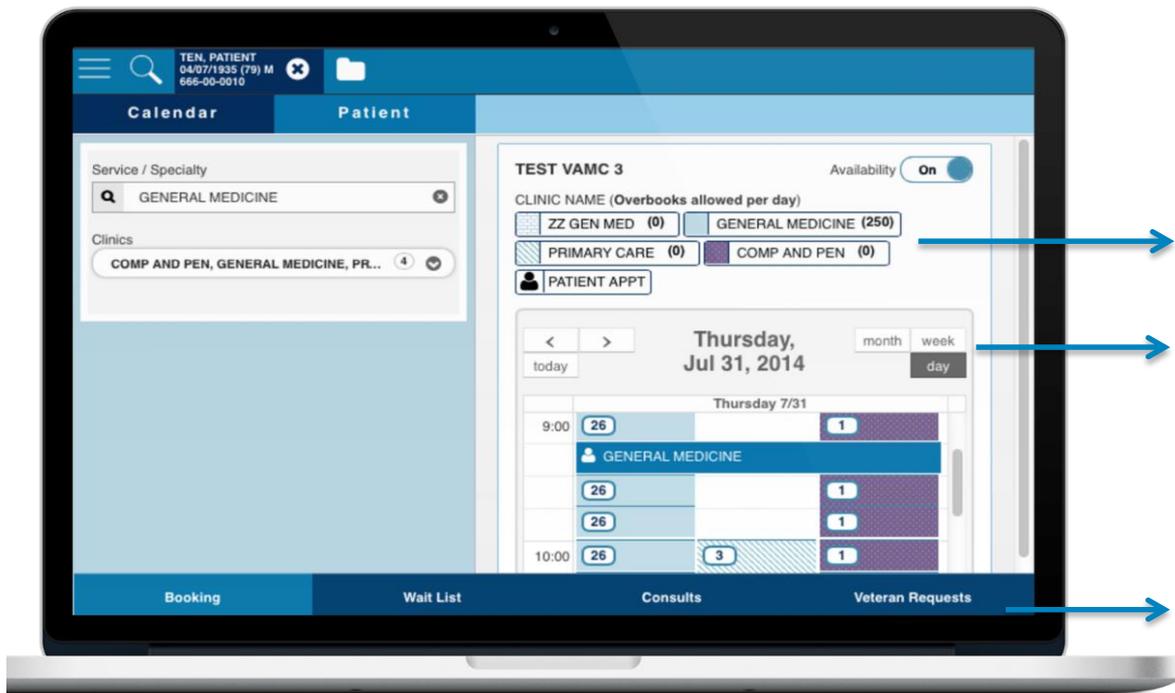


View Appointments

Online Appointment Request

Direct Patient Scheduling

Functionality Being Delivered for Scheduler (SCV/VSE)

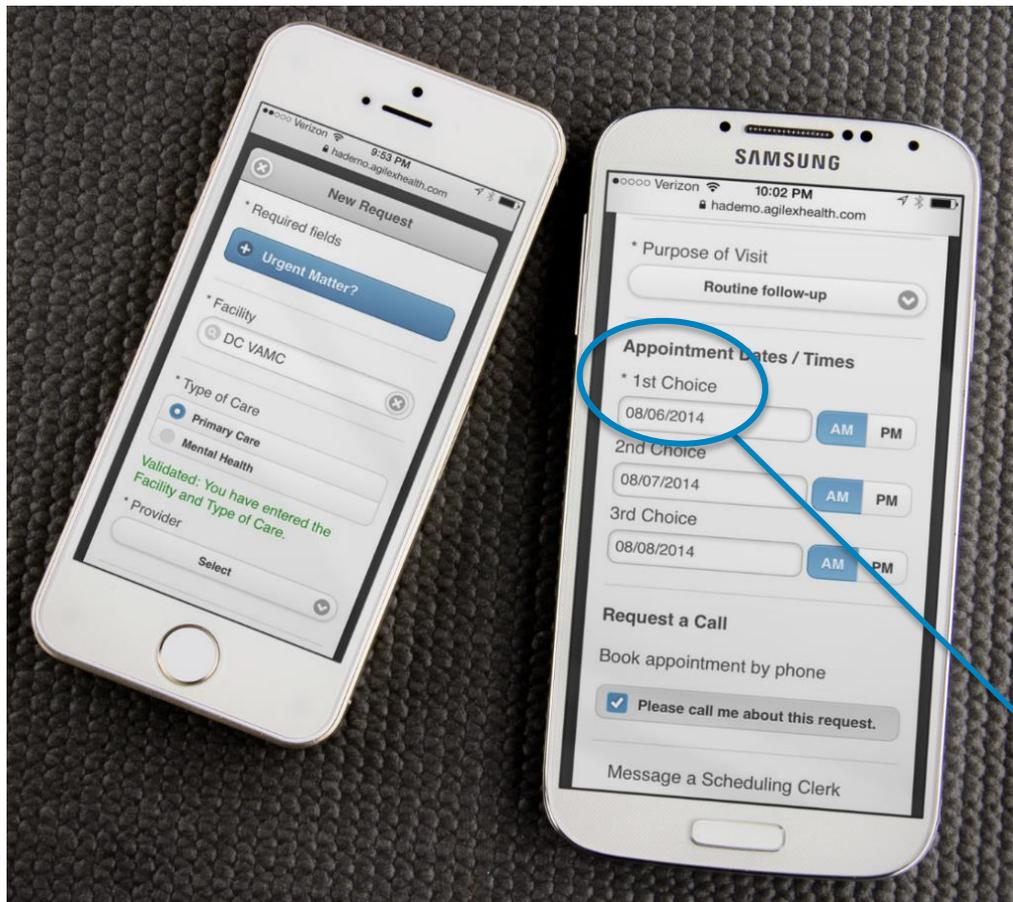


View Multiple Clinics

Graphical User Interface Calendar View

View Electronic Wait List, Consults, Veteran Requests

Veteran Appointment Request App

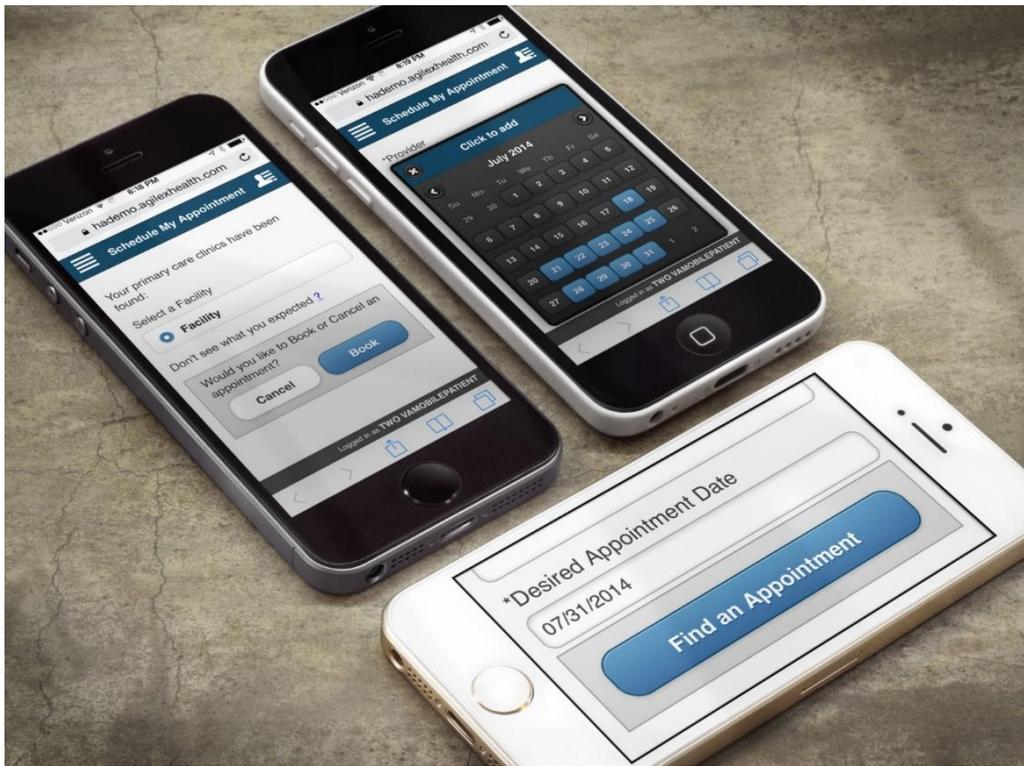


National Release:
January 2016
(*VISN 1 only*)

Limitation:
Only Primary and
Mental Health
Appointments

True Desired Date

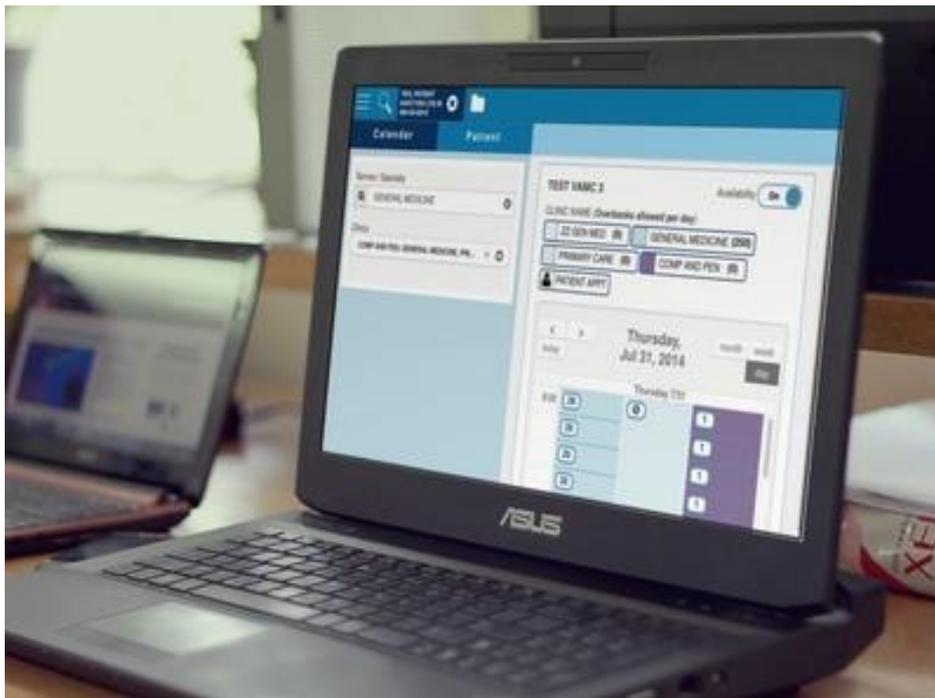
Direct Patient Scheduling (DPS)



National Release:
January 2016
(VISN 1 only)

Limitation:
Only Primary Care
Panels

Schedule Manager (SCV)



National Release:

January 2016

(VISN 1 only)

Limitations:

- Does not replace scheduling software
- Does not replicate all of VistA Scheduling functionality
 - Patient Alerts
 - Consult resolution

Upgrade in development:

VSE – VistA Scheduling Enhancements

See VAR in Action Now



Veteran Appointment Request
TRAINING WEBINAR

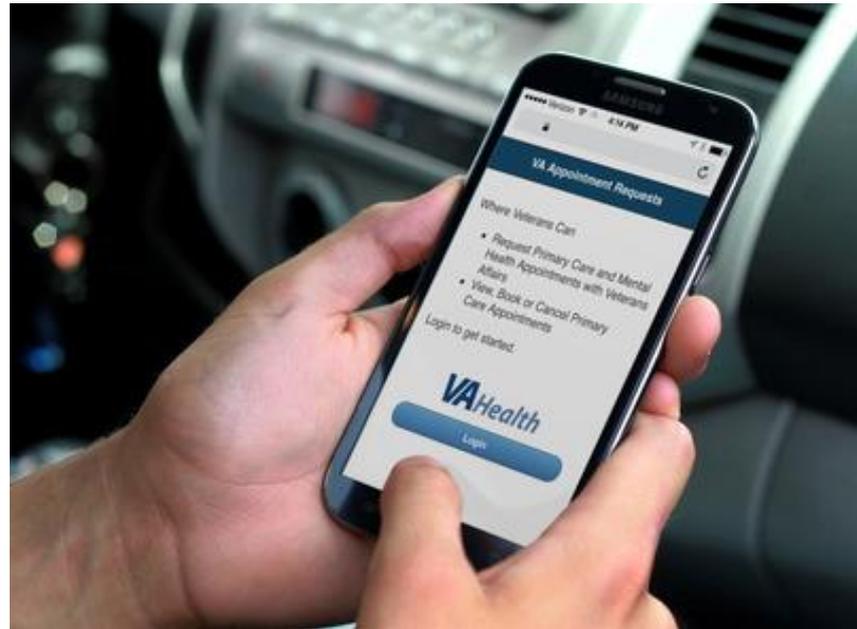
VA Mobile



<https://youtu.be/9MehYod1ZBA>

Field Test

- Objectives
 - End-to-end functionality
 - Large Site
 - Medium Site
 - Integrated VistA
- Usability Study



Test Sites

- 4 Facilities
- Boston, MA
 - Large site
 - Integrated Vista
- WRJ, VT
 - Medium site
- West Haven, CT
- Manchester, NH
 - Portsmouth CBOC
 - Somersworth CBOC

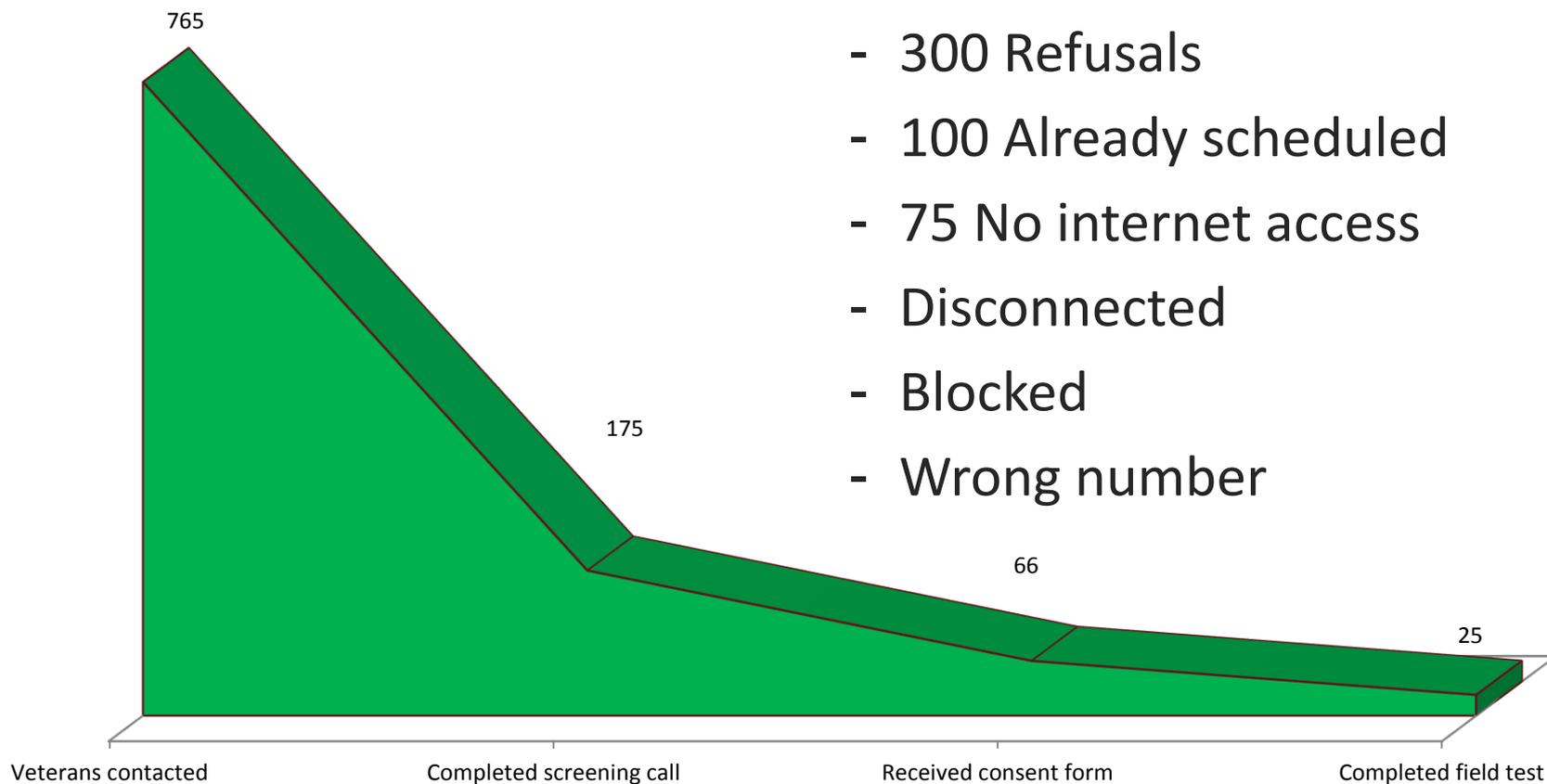


Veteran Selection

- Recall List
- Needing appointments during the test period
- Level 2 DS Logon
- Minimum: 30



Challenges



- 300 Refusals
- 100 Already scheduled
- 75 No internet access
- Disconnected
- Blocked
- Wrong number

Challenges

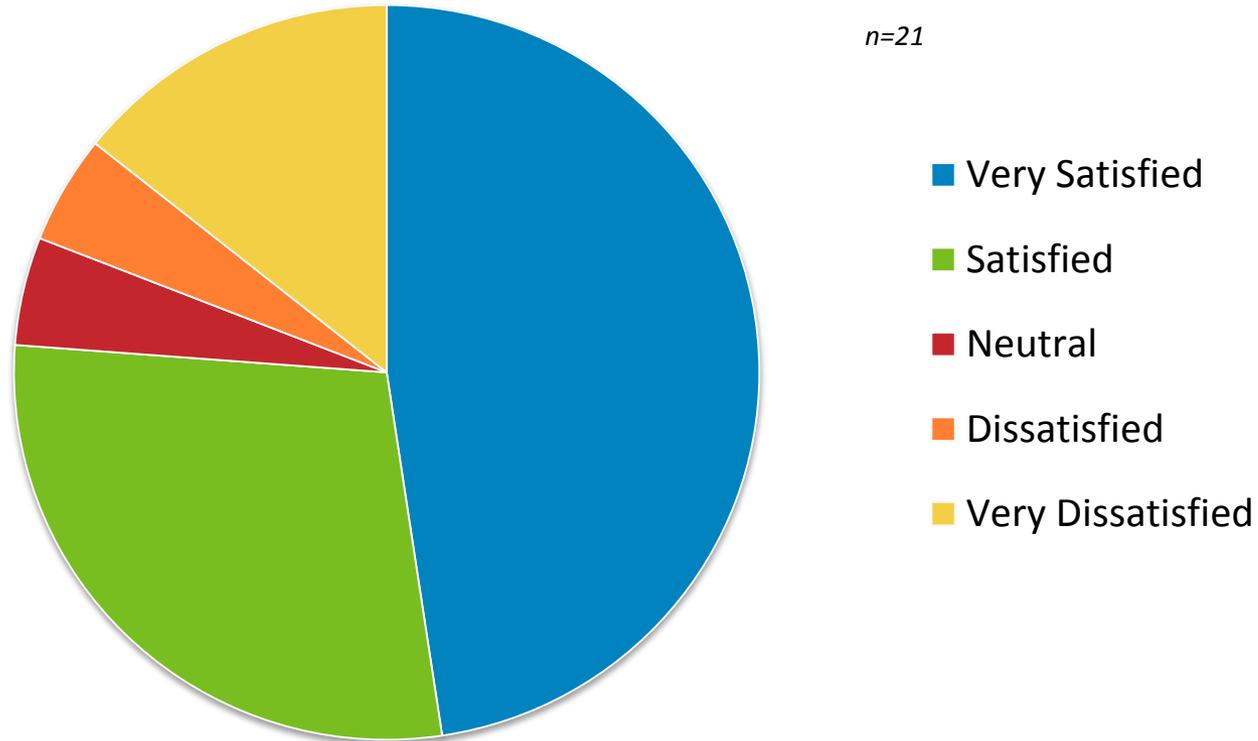
- Sample size
- Technical
- DS Logon

Results

- 25 veterans completed the process
- DS Logon acquisition evaluation

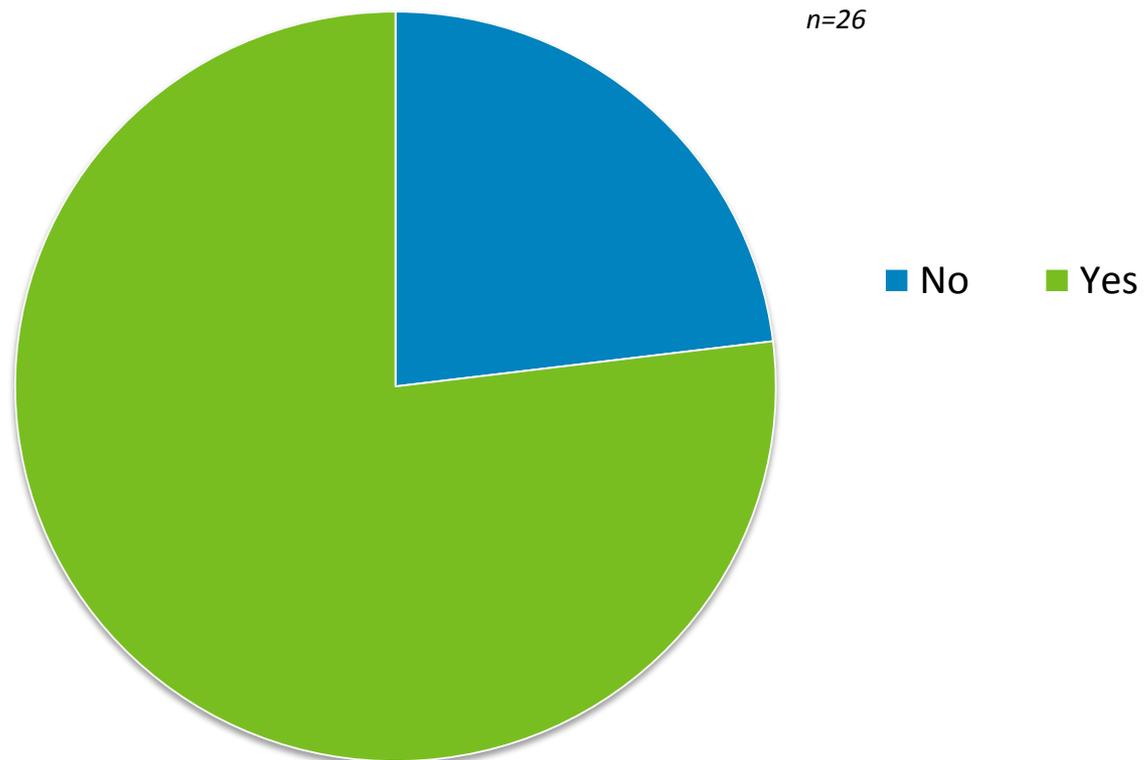
Questionnaire Results

Overall Satisfaction with VAR



Questionnaire Results

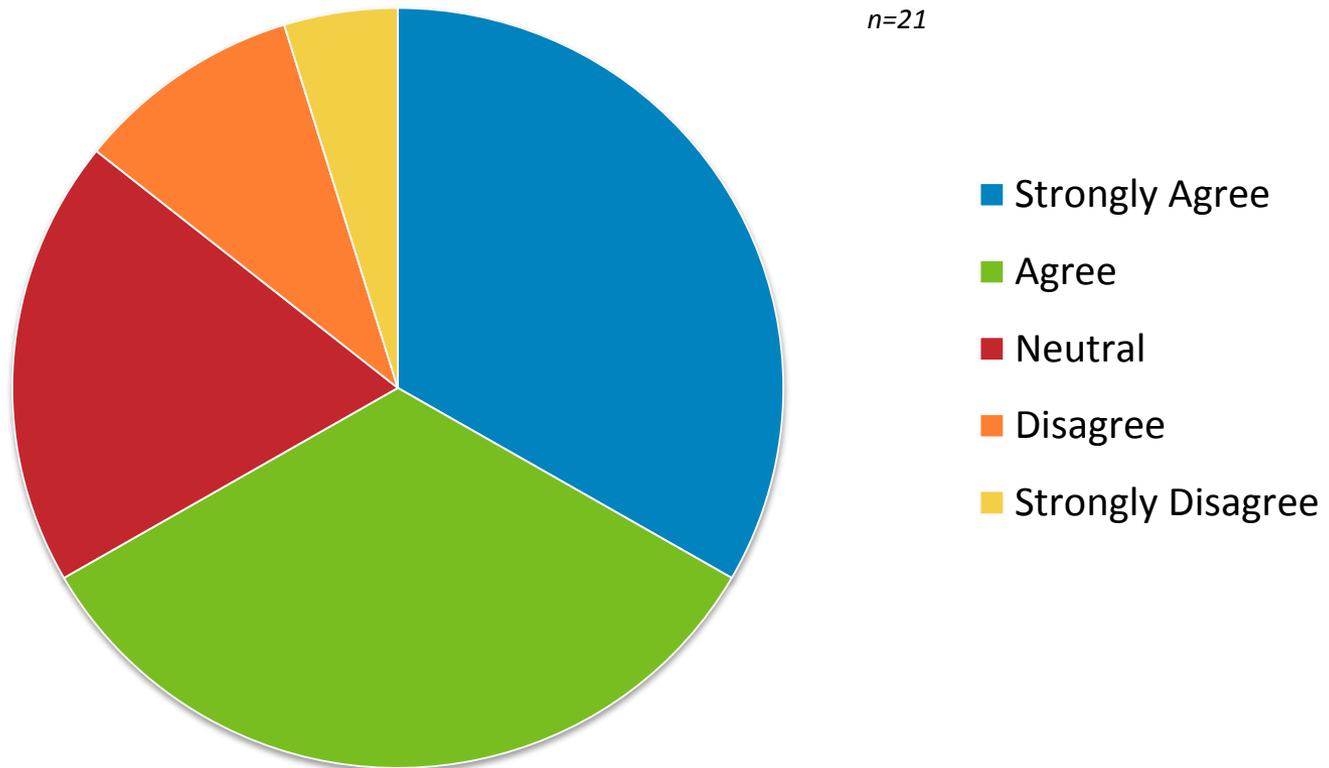
Recommend VAR to Other Veterans



Questionnaire Results

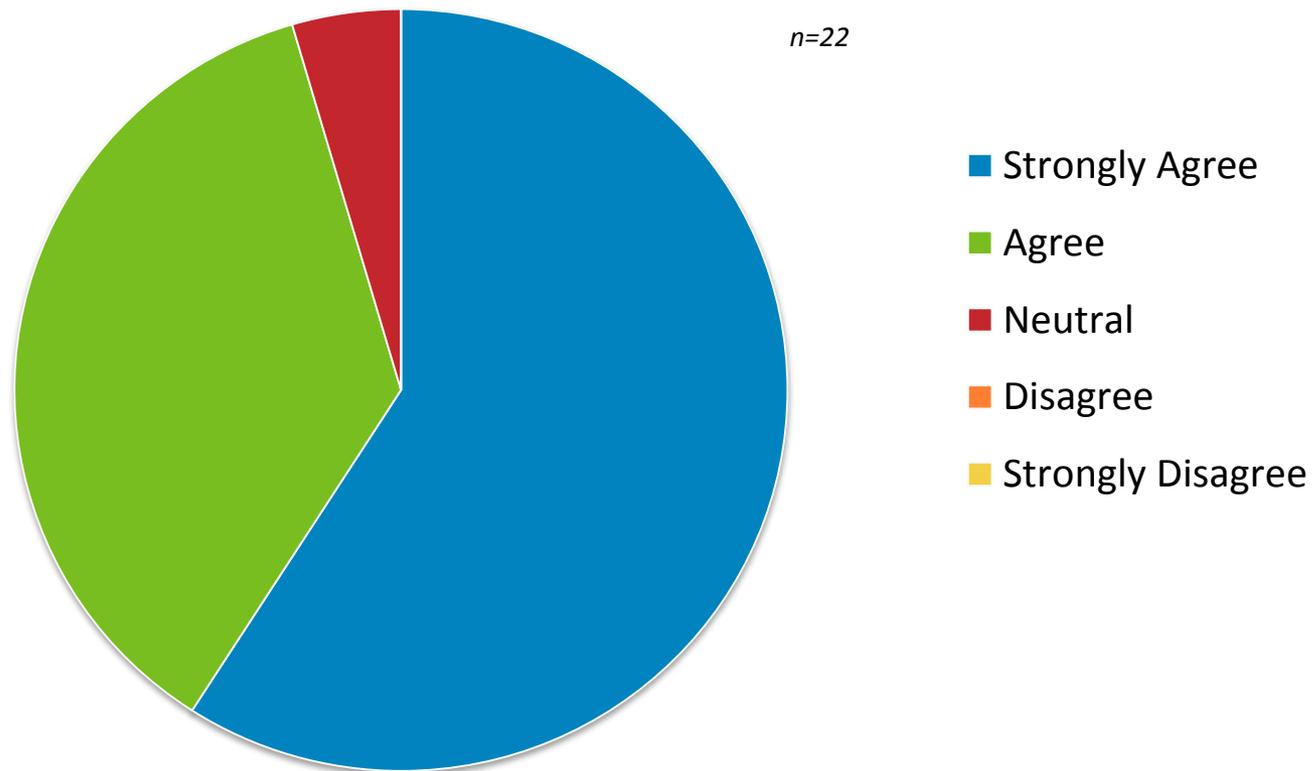
Improves Sense of Access to Care (in current state)

n=21



Questionnaire Results

Improves Sense of Access to Care (in future state)



Patient Scheduling Implementation

- Components
 - VAR Veteran Appointment Request with Direct Patient Scheduling (PDS)
 - SCV Schedule Calendar View (used by staff to respond to VAR messages)
 - VSE VistA Scheduling Enhancements (upgraded SCV)
- Time Frame
 - VISN1 expects to go live starting in January, 2016
 - Other VISNs will follow when VSE is operational
 - Planning and training for all VISNs will begin in Q1 2016

VAR/SCV Implementation Activities

- Identify all clinics that will be included for PDS and VAR; update software tables.
- Coordinate installation of VistA patch required for VAR.
- Identify available local VA staff with DS Logon that can test the apps (must be using one of the identified clinics).
- Coordinate and conduct training of all schedulers in the use of VAR and SCV/VSE
 - Review instructions on how to contact the Mobile Service Help Desk.
 - Include CBOCs, as necessary, where CBOCs have schedulers on premises. (Training materials are available on-line).
- Conduct testing of the app using the local staff (with DS Logon) and the recently trained schedulers. Test scenarios will be provided.
- Determine the marketing plan, modify internal and external documents as needed, then distribute.
- Record the number of appointments made using the new apps as well as any issues that arise using the new process.
- Attend regularly scheduled meetings (one per week) to review app implementation.

Questions?



Thank you!

What future topics would you like to discuss?
Let us know by providing feedback at the link below:

<https://www.surveymonkey.com/r/9957BPF>