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

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

- 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

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

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied

n=21
Questionnaire Results

Recommend VAR to Other Veterans

n=26

No
Yes
Questionnaire Results

Improves Sense of Access to Care (in current state)

$n=21$

- **Strongly Agree**
- **Agree**
- **Neutral**
- **Disagree**
- **Strongly Disagree**
Questionnaire Results

Improves Sense of Access to Care (in future state)

n=22

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
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 online).
- 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