Introducing the
Veteran Appointment Request App

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Overview of Mobile Scheduling Apps

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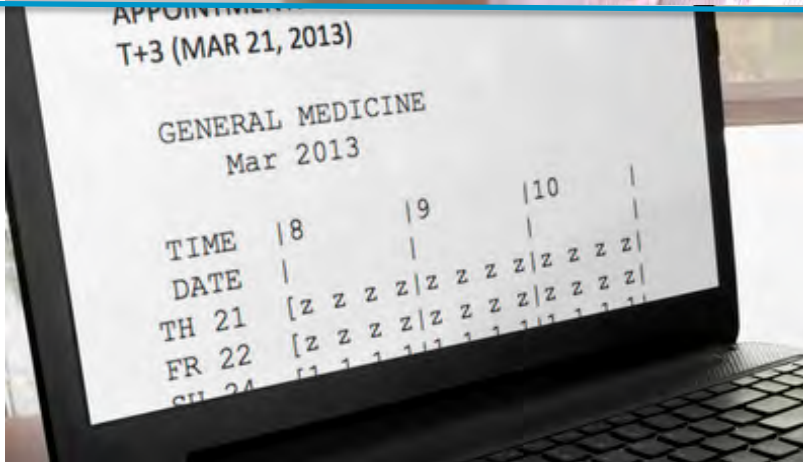- Demonstration
- Implementation Activities

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)
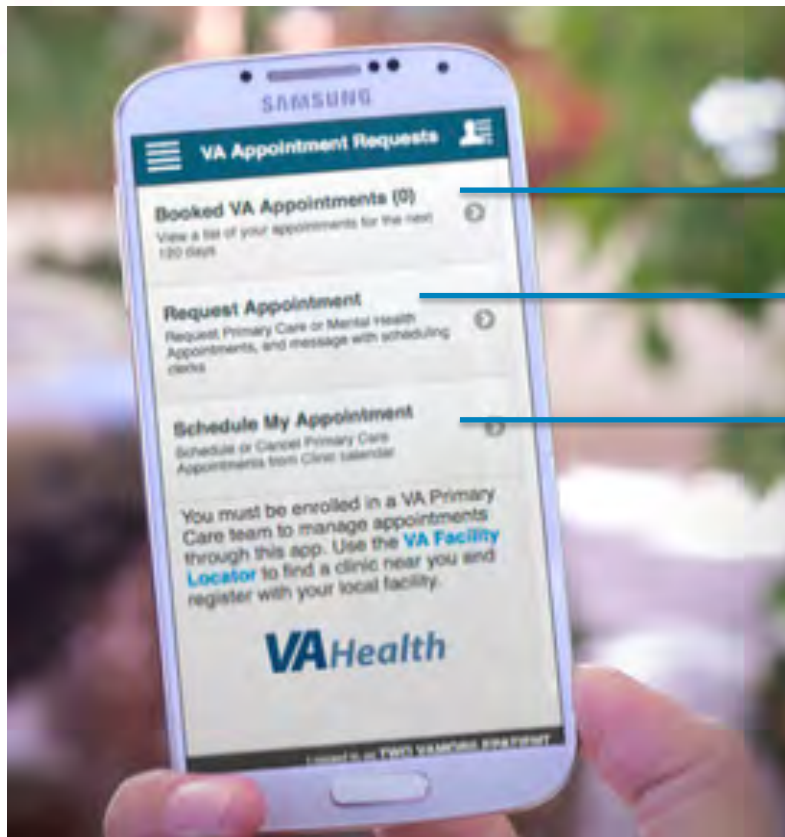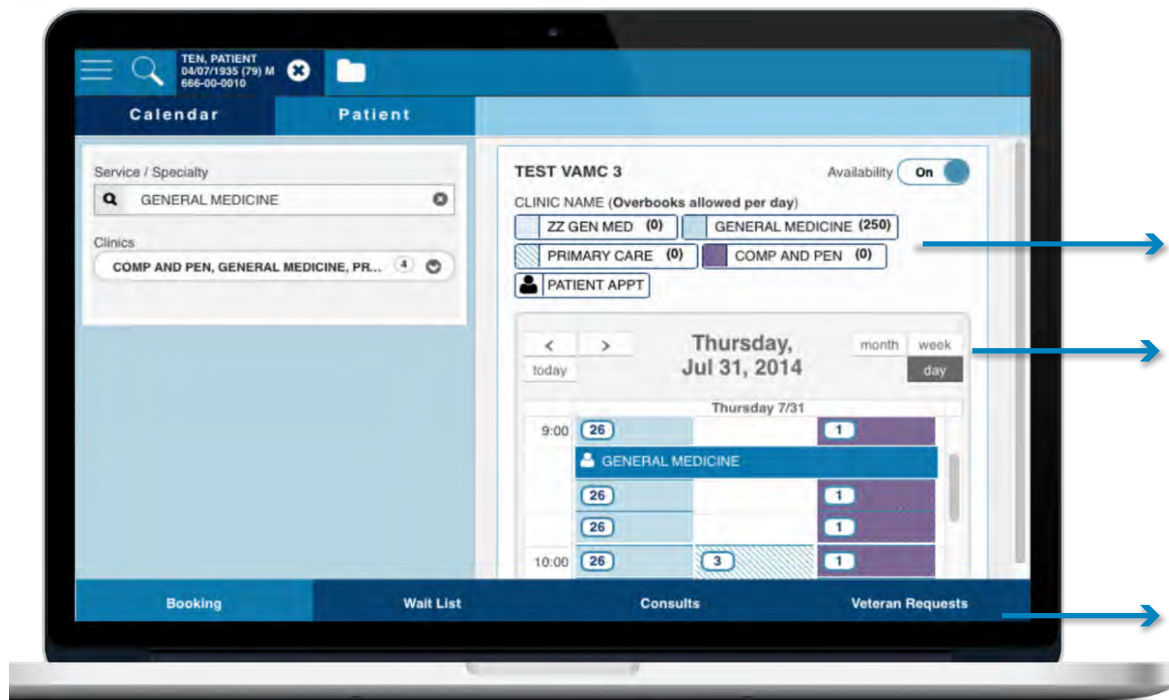

View Appointments

Online Appointment Request

Direct Patient Scheduling

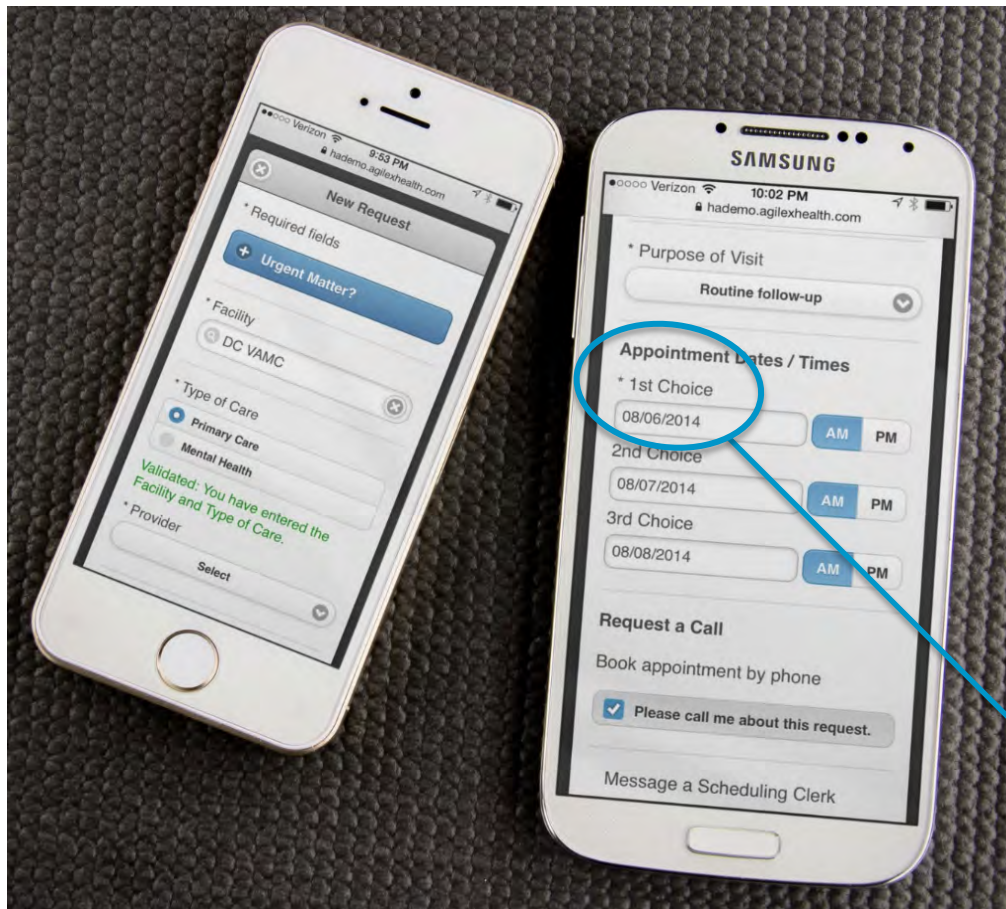# Functionality Being Delivered for Scheduler (SCV/ VSE)

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)

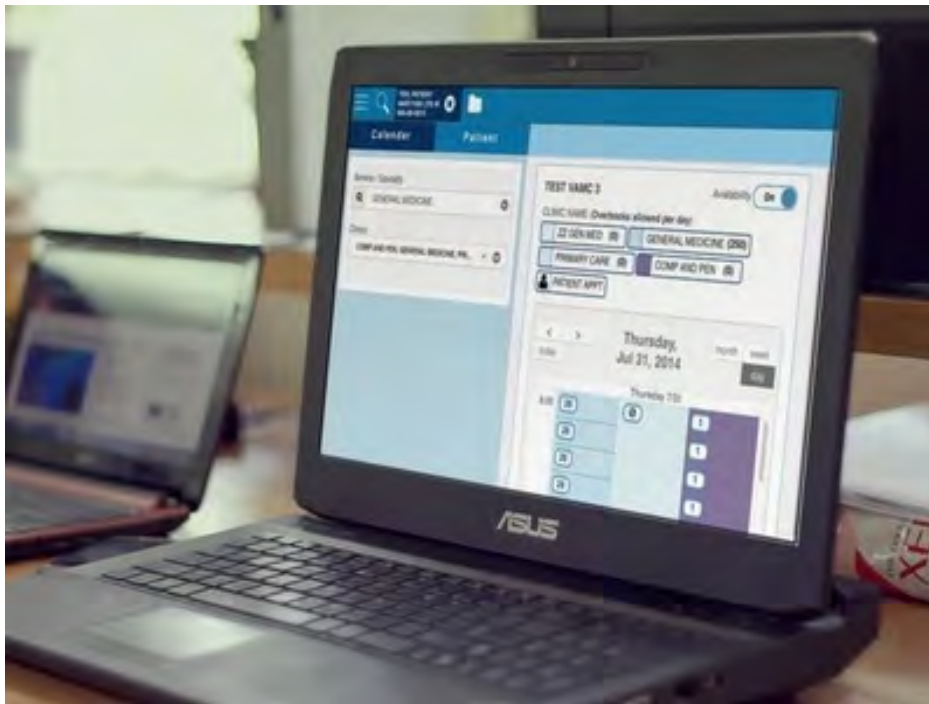**Limitation:** Only Primary and Mental Health Appointments

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

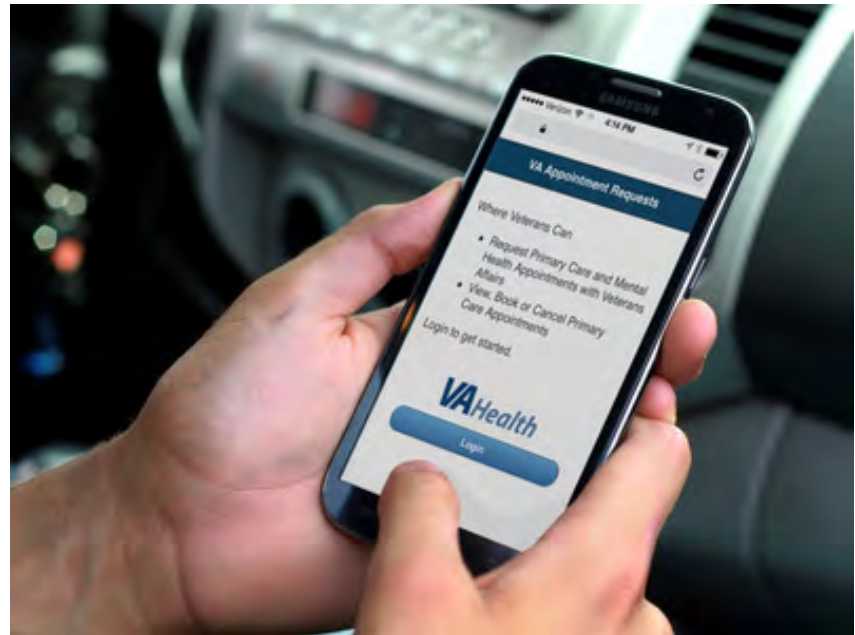**Upgrade in development:**

VSE – VistA Scheduling Enhancements

See VAR in Action Now

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

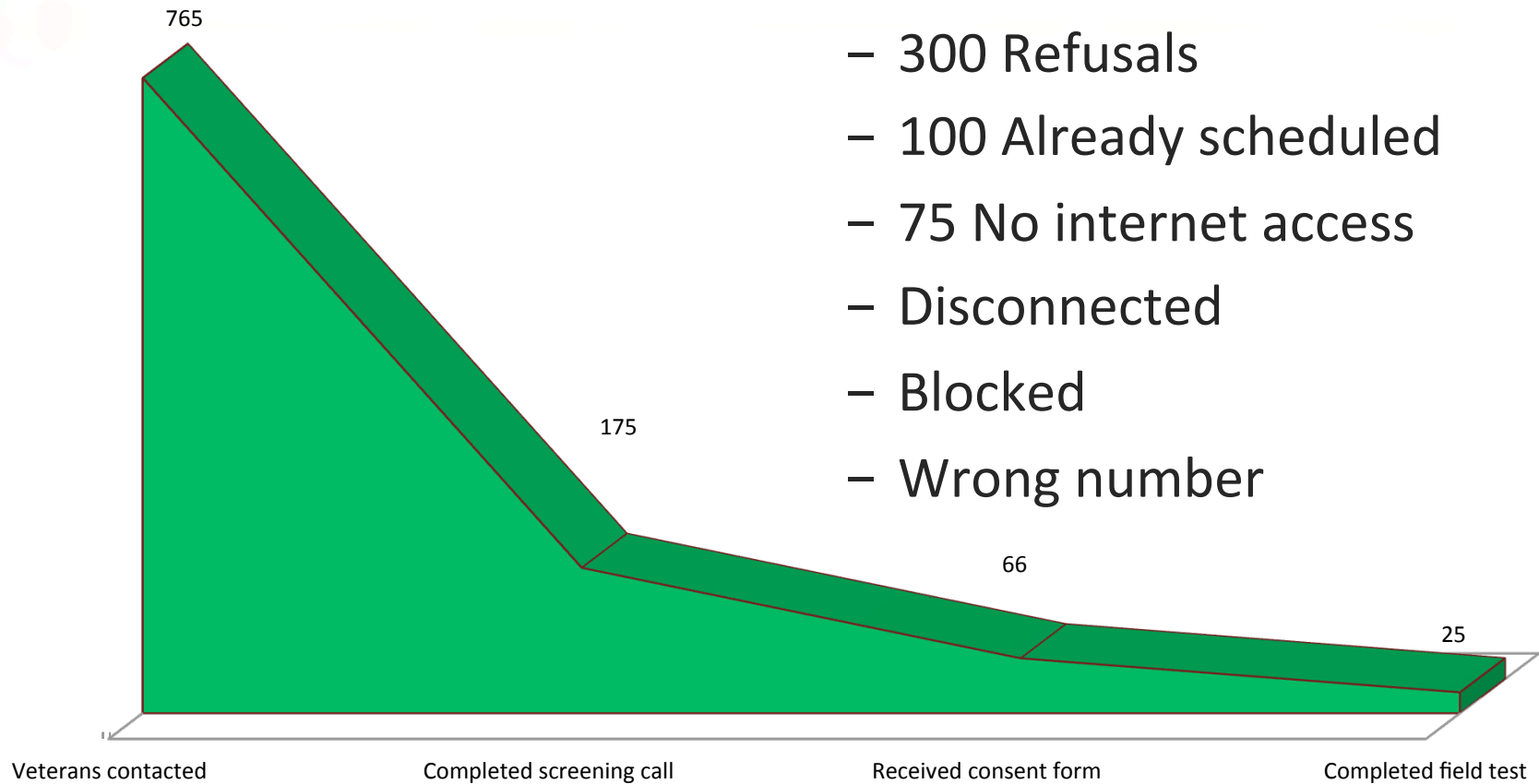# Veteran Selection

– 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

765

175

66

25

Veterans contacted   Completed screening call   Received consent form   Completed field test
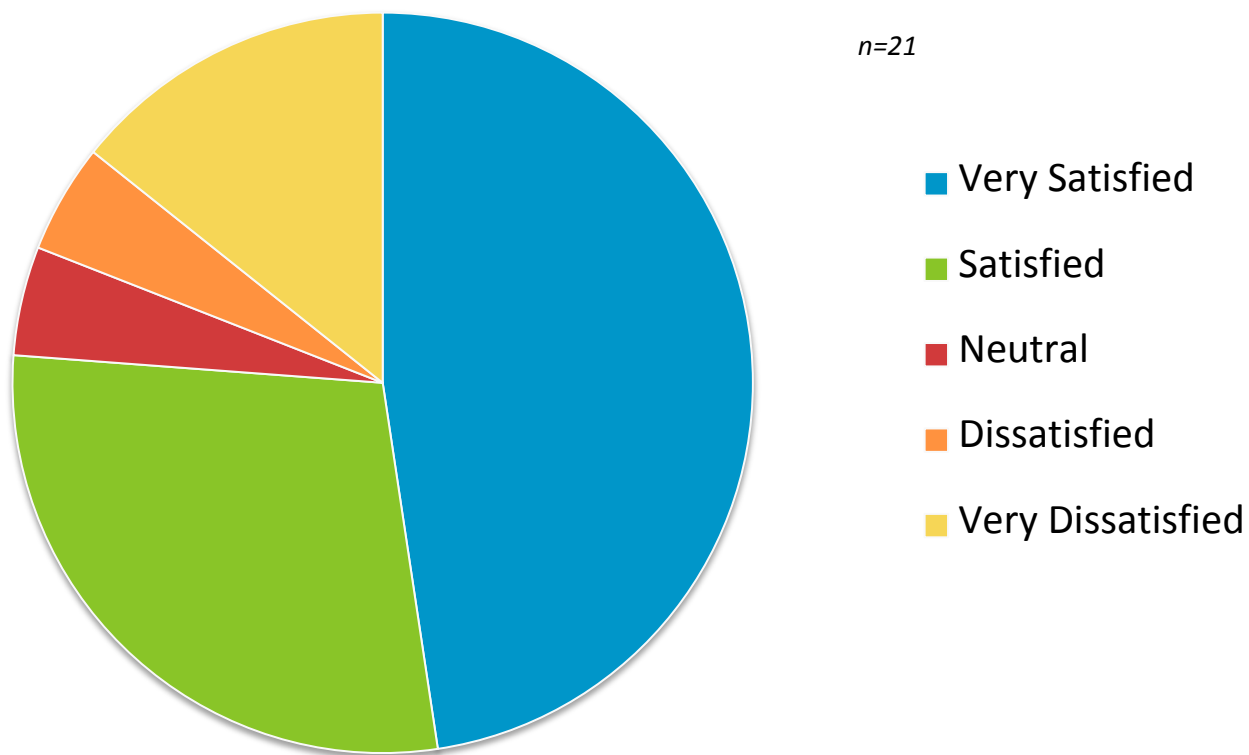
Challenges

- – Sample size
- – Technical
- – DS Logon

Results

- 25 veterans completed the process
- DS Logon acquisition evaluation

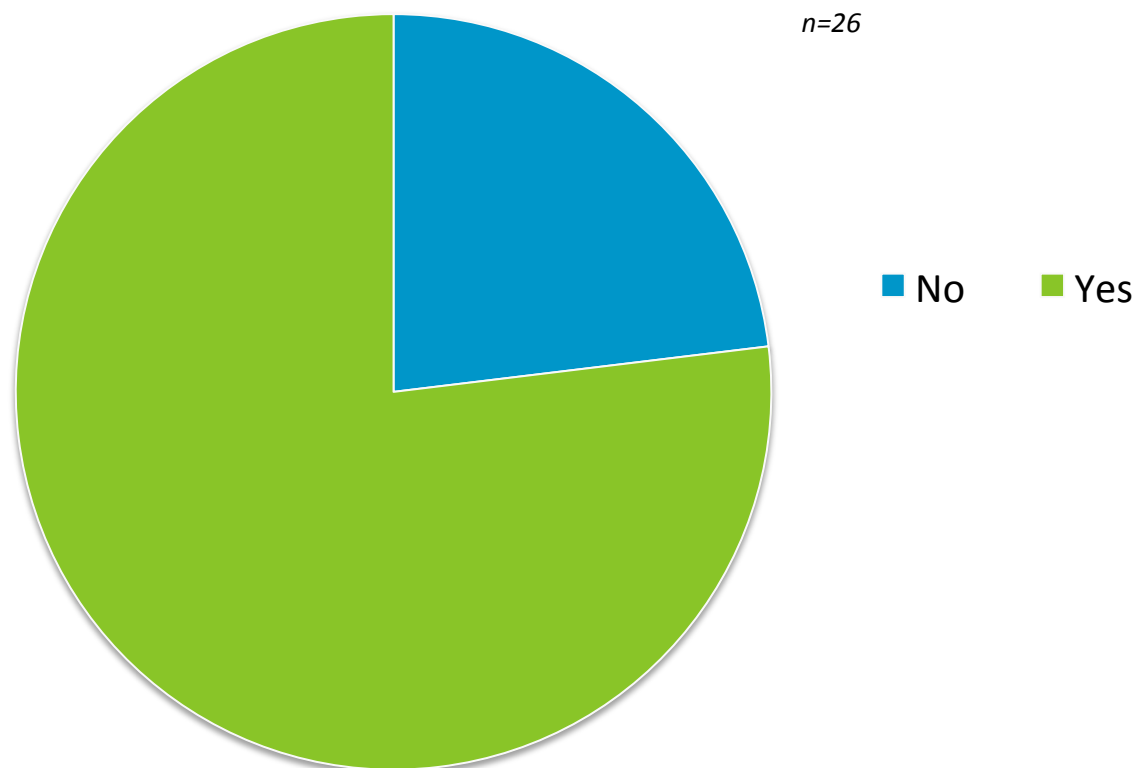# Questionnaire Results

Overall Satisfaction with VAR

n=21

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

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
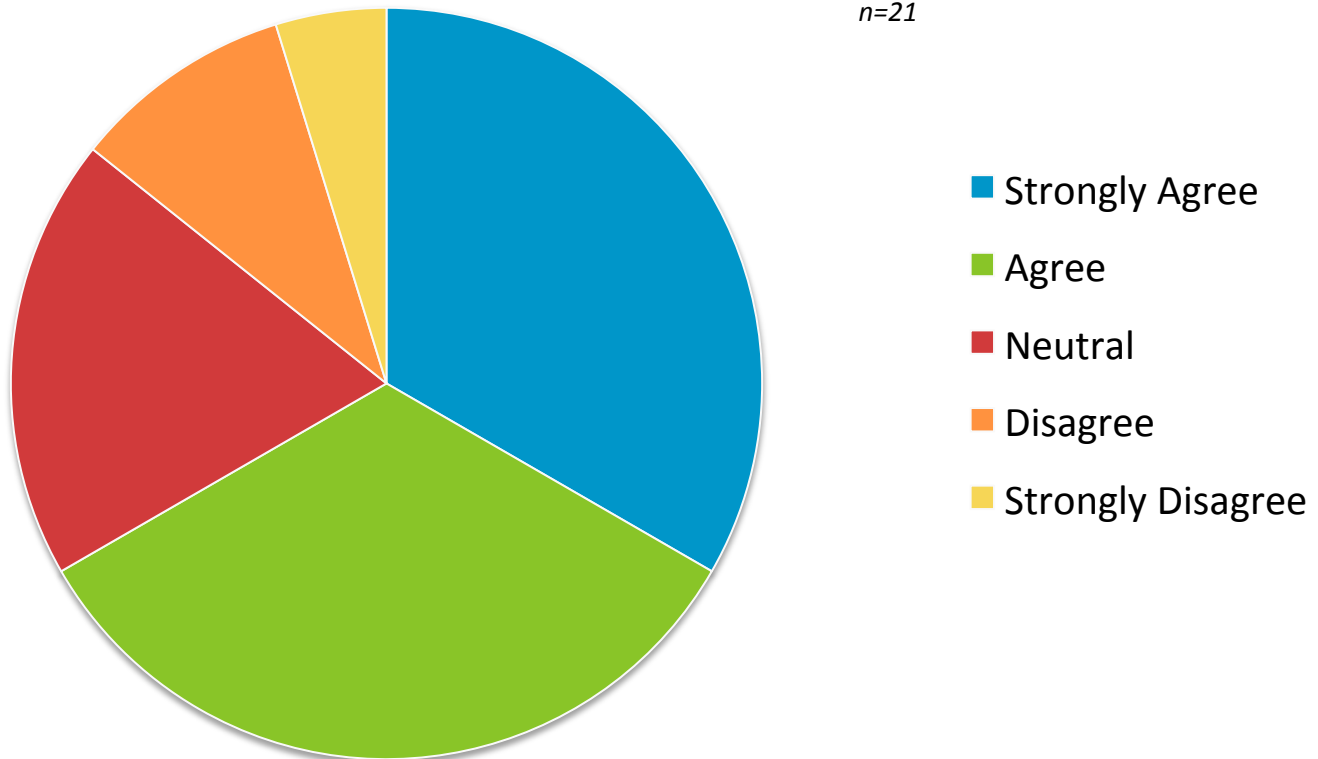
Questionnaire Results

Improves Sense of Access to Care (in future state)

n=22

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
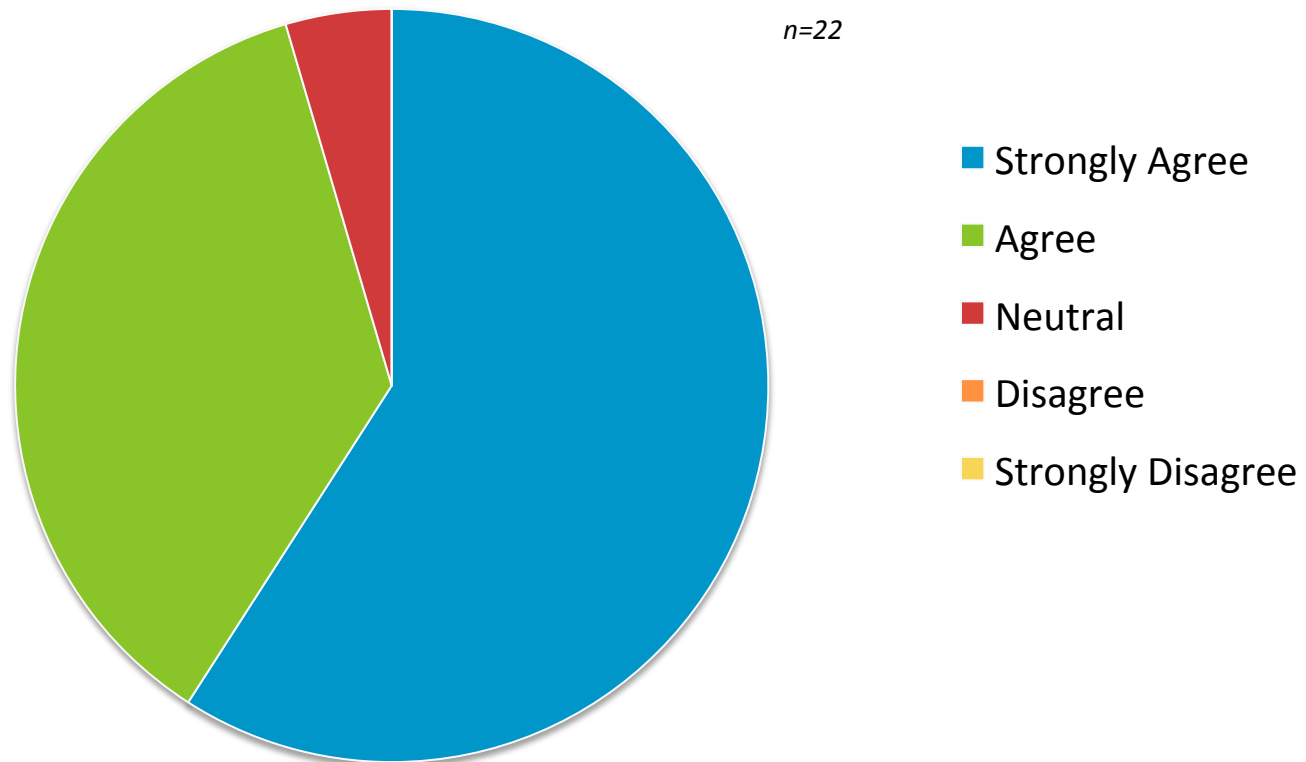
Patient Scheduling Implementation

- 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 oni 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?

VA *Mobile*
mobilehealth.va.gov

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

VA Mobile
mobilehealth.va.gov