Please remember to mute your speakers.

VA Mobile Discussion Series

For audio, please dial in using VANTS:
1-800-767-1750 pc: 32523#  

Thank you for joining, we will begin shortly.
AGENDA

- Problem
- Solution
- Field Test
- National implementation
WHAT IS THE VETERAN EXPERIENCE WHEN SCHEDULING AN APPOINTMENT?

Frustrating calls

Getting lost in phone trees

Waiting long periods on hold

Feeling no control, limited options
A MOBILE APPLICATION CAN SCHEDULE APPOINTMENTS WITH COMFORT, EASE, TIMELINESS AND TRANSPARENCY

No calling

No waiting on the phone

One stop

Control over available options
PRIVATE SECTOR HEALTHCARE INSTITUTIONS ALLOW PATIENTS TO DIRECTLY SCHEDULE APPOINTMENTS

GE Health IT Views

CARE DELIVERY MANAGEMENT | ENTERPRISE IMAGING | FINANCIAL MANAGEMENT

Patient Appointment Scheduling Moves to the Digital Age
By gehcitblog | Posted Apr 9, 2012

It’s not so long ago that scheduling a doctor’s appointment was a rather untaxed human memory and left many a chance for error.

News and Publications

Epic Tools Give Patients Power to Schedule

Get the Zocdoc app.

Find nearby doctors in your network
Browse real patient reviews
Book appointments with a tap

With Direct Scheduling and FastPass, MyChart users can make, change appointments online.

By Karen Nitkin
Date: 04/29/2015
VETERANS APPOINTMENT REQUEST (VAR) APPLICATION

• Functions:
  – Directly schedule appointments with Patient-Aligned Care Team
  – Request appointments with Primary Care and Mental Health
  – View and cancel appointments

• Requirements:
  – DS Logon Level 2, Premium Account
  – Enrolled in VA healthcare
  – Registered to a facility (appointment requests)
  – Assigned to a primary care provider (direct scheduling)
VAR BENEFITS VETERANS AND STAFF WITH MORE CONTROL AND EFFICIENCY

**CONTROL**
- Direct scheduling and convenient requesting
- Expanded options

**EFFICIENCY**
- Faster process for scheduling
- Schedulers control when they process requests
- Fewer phone calls to VA call centers
- Reduced ‘No Shows’
SENIOR LEADERSHIP IS DEPENDING ON ALL OF US TO MAKE VAR AVAILABLE TO OUR VETERANS BY 2017

• Project progress briefed weekly to the Deputy Secretary and the Under Secretary for Health

• Major component in addressing Access initiatives

• The app will be made available at all VA sites by the end of the calendar year (2016)
Welcome to **VA Appointments**

The VA Appointment Scheduling app allows patients to enter a request for an appointment and schedule select appointments.

**NOTE:** This app is not monitored by your VA doctors. If you need urgent care, please Dial 911 or call the Veterans Crisis Hotline at 1-800-273-8255 and press 1.

For urgent matters related to an appointment within the next 72 hours, please call your facility. View VA Facilities.

Login

[VAHealth](#)
<table>
<thead>
<tr>
<th>Booked Date/Time</th>
<th>Facility/Clinic</th>
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</thead>
<tbody>
<tr>
<td>03/21/2016 @ 09:00</td>
<td>PRIMARY CARE SITE 650 2ND</td>
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<tr>
<td>03/21/2016 @ 09:00</td>
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<td>04/11/2016 @ 08:00</td>
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</table>
What would you like to do?

- Schedule a **Primary Care** appointment myself
- Request help scheduling a **Primary Care** appointment
- Request help scheduling a **Mental Health** appointment
Appointment Details

* Select Facility:
  - PROVIDENCE VAMC
    Person257390001 ZZStaff257390001
    View Your Care Team (PACT)
  - BOSTON HCS VAMC
    Creamer, Kent
    View Your Care Team (PACT)

* Select Clinic:
  - PRIMARY CARE SITE 650 2ND
    PRO-PACT-ALPHA-PCP-6
    136 available slots
  - PRIMARY CARE SITE 650
    PRO-PACT-MSW5
    106 available slots

Email Preferences

Send me updates on my appointments and requests:

Yes  No
* Select Clinic:

- PRIMARY CARE SITE 650 2ND
  PRO-PACT-ALPHA-PCP-6
  136 available slots

- PRIMARY CARE SITE 650
  PRO-PACT-MSW5
  106 available slots

* Reason for Appointment:

Visit

145 characters remaining

* Preferred Date:

Appointments may be scheduled between 04/08/2016 and 07/06/2016.
**Preferred Date:**

Appointments may be scheduled between 04/08/2016 and 07/06/2016.

<table>
<thead>
<tr>
<th>Monday</th>
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<tbody>
<tr>
<td>04/18/2016</td>
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</table>

**Select Date/Time:**

The following dates are available. Select a date to see available times.

<table>
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<tr>
<th>April</th>
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</table>

You are scheduling an appointment for: Monday, 04/18/2016 09:00

Email Preferences

Send me updates on my appointments and requests:

- Yes
- No

* Email: kfrisbee@gmail.com

Schedule Appointment  Cancel
Status: Scheduled

Appointment Date/Time: 04/18/2016 @ 09:00

Clinic: PRIMARY CARE SITE 650 2ND

Reason for Visit: Visit
## Appointments

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<td>Appointment Date/Time:</td>
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<tr>
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</tbody>
</table>

**Reason for Visit:**
Visit

---

I need to cancel this appointment

[Yes][No]
Appointments/Requests

Appointment Details

Appointment Date/Time: 04/18/2016 @ 09:00
Clinic: PRIMARY CARE SITE 650 2ND

Reason for Visit:
Visit

I need to cancel this appointment

Yes  No

Reason for Cancellation
Select

Cancel Appointment
Confirmation

Are you sure you want to cancel this appointment?
Select Yes to cancel, No to return to the Appointment details page.
Your appointment has been successfully cancelled.
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</tbody>
</table>
Field Test

- VISN 1
- Four facilities
- Functional test
- Usability Study
VISN 1 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
Veteran Selection

- 300 Refusals
- 100 Already scheduled
- 75 No internet access
- Disconnected
- Blocked
- Wrong number
Overall Satisfaction with VAR

- Very Satisfied: 10 (48%)
- Satisfied: 6 (28%)
- Neutral: 1 (5%)
- Dissatisfied: 1 (5%)
- Very Dissatisfied: 3 (14%)

n=21
VAR 2.0 Results

Recommend VAR to Other Veterans

- Yes: 20, 77%
- No: 6, 23%

n=26
VAR 2.0 Results

Improves Sense of Access to Care (in current state)

- Strongly Agree: 7, 33%
- Agree: 4, 19%
- Neutral: 2, 10%
- Disagree: 1, 5%
- Strongly Disagree: 1, 5%

n=21
VAR 2.0 Results

Improves Sense of Access to Care (in future state)

- **13, 59%** Strongly Agree
- **8, 36%** Agree
- **1, 5%** Neutral
- **n=22**

- **Strongly Agree**
- **Agree**
- **Neutral**
- **Disagree**
- **Strongly Disagree**
Overall Satisfaction with VAR+
(n=25)

- Very Satisfied: 17.68%
- Satisfied: 20%
- Neutral: 5.8%
- Dissatisfied: 2.8%
- Very Dissatisfied: 1.4%
Would you Recommend VAR to Other Veterans?
(n = 25)

25, 100%
How much do you agree with the following statement: The app will make the appointment scheduling process easier for me.

- Disagree, 2, 8%
- Agree, 4, 17%
- Strongly Agree, 18, 75%
VAR 3.0 Results

How much do you agree with the following statement: The app will make it easier for me to make appointment requests.

- Strongly Agree, 20, 80%
- Agree, 3, 12%
- Neutral, 1, 4%
- Disagree, 1, 4%
- Strongly Disagree
VAR 3.0 Results

How much do you agree with the following: VAR app would improve my access to care at the VA.

- Strongly Agree, 16, 64%
- Agree, 5, 20%
- Neutral, 3, 12%
- Disagree, 1, 4%
- Strongly Disagree
How much do you agree with the following statement: The VAR app will improve my ability to get an appointment as soon as I need it.

- Strongly Agree, 11, 44%
- Agree, 8, 32%
- Neutral, 4, 16%
- Disagree, 1, 4%
- Strongly Disagree, 1, 4%
Veteran training and outreach should occur after the app’s Go-Live date at sites.

Super User and Staff Training

VistA Patch Installation

*VistA patches will be released through OI&T at a national level*
Before VAR Go-Live

1. The Release team trains the three types of Super Users

1. **Release Team**
   - **Scheduling Super Users**
     - Understand how VAR works in clinics and distribute training materials to scheduling staff
     - **Scheduling Staff**
   - **Clinical Champions**
     - Socialize VAR to Primary Care and Mental Health clinicians
     - **Providers and Clinical Staff**
   - **Veteran Champions**
     - VA staff that train and support Veterans & caregivers (e.g., MyHealtheVet Coordinator)
     - **Veterans and Caregivers**

After VAR Go-Live
IMPLEMENTATION PLAN – WHAT IS PROVIDED

- Track tasks and Schedules
- Configuring scheduling profiles, use of app within clinics
- Guides, videos, FAQs
- Posters, videos, newsletters, presentations
### VAR IMPLEMENTATION PROGRESS BY TASK

<table>
<thead>
<tr>
<th>TASKS BY STAGE/COMPLETION DATE</th>
<th>0</th>
<th>20</th>
<th>40</th>
<th>60</th>
<th>80</th>
<th>100</th>
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<td>Primary site and VISN POCs attend Kickoff meeting with VAR...</td>
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<td>Confirm VAR Implementation dates for site</td>
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<tr>
<td>Identify local staff that will need to participate in VAR...</td>
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<tr>
<td>Use the communications plan template to create site/VISN...</td>
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<td>Use training plan template to create staff and Veteran training...</td>
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<td>Complete training for Super Users and VAR Request Managers</td>
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<td>Confirm VistA patch installation (MBAA<em>1</em>1)</td>
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<td>Confirm direct scheduling participation. Complete scheduling...</td>
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<td>Set up local processes for managing appointment requests and...</td>
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<td>Confirm that Scheduling Manager users have the appropriate...</td>
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<td>Conduct Site Validation tests</td>
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<tr>
<td>Communicate to staff about VAR and pending facility Go-live...</td>
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<td>Distribute email communica tion to Primary Care and Mental...</td>
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<td>Confirm PAO, participating clinics, eligibility office, and MHV...</td>
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<td>Go Live!</td>
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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/JM3C53Z