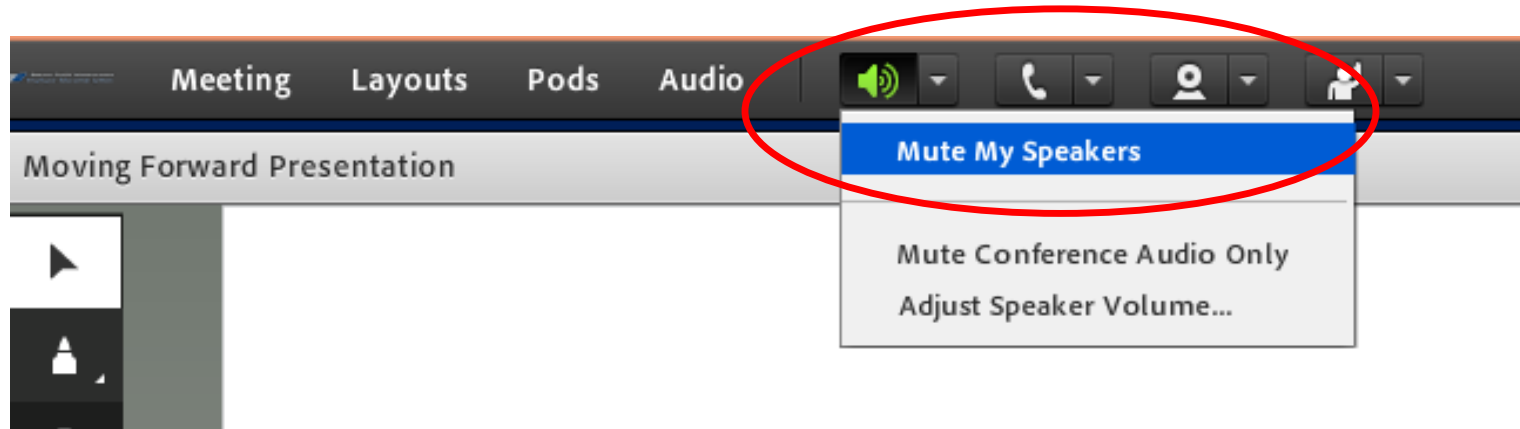


Please remember to mute your speakers.



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.



U.S. Department of Veterans Affairs
Veterans Health Administration
Office of Connected Care

VA



U.S. Department
of Veterans Affairs

VETERAN APPOINTMENT REQUEST APPLICATION (VAR)

VA Mobile Discussion Series

Deyne Bentt, MD

Andrew Kelleher, PhD, MS

November 2016





AGENDA

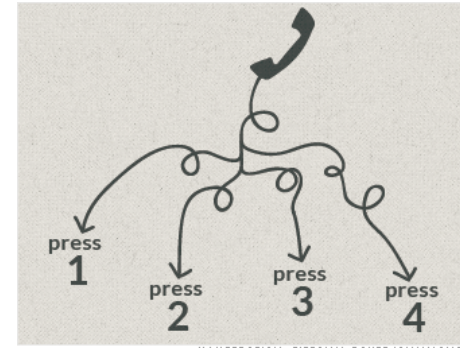
- Problem
- Solution
- Field Test
- National implementation



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



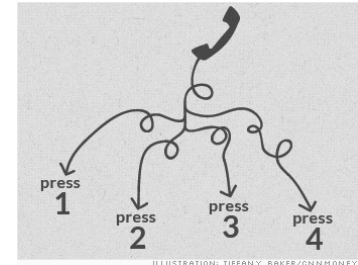
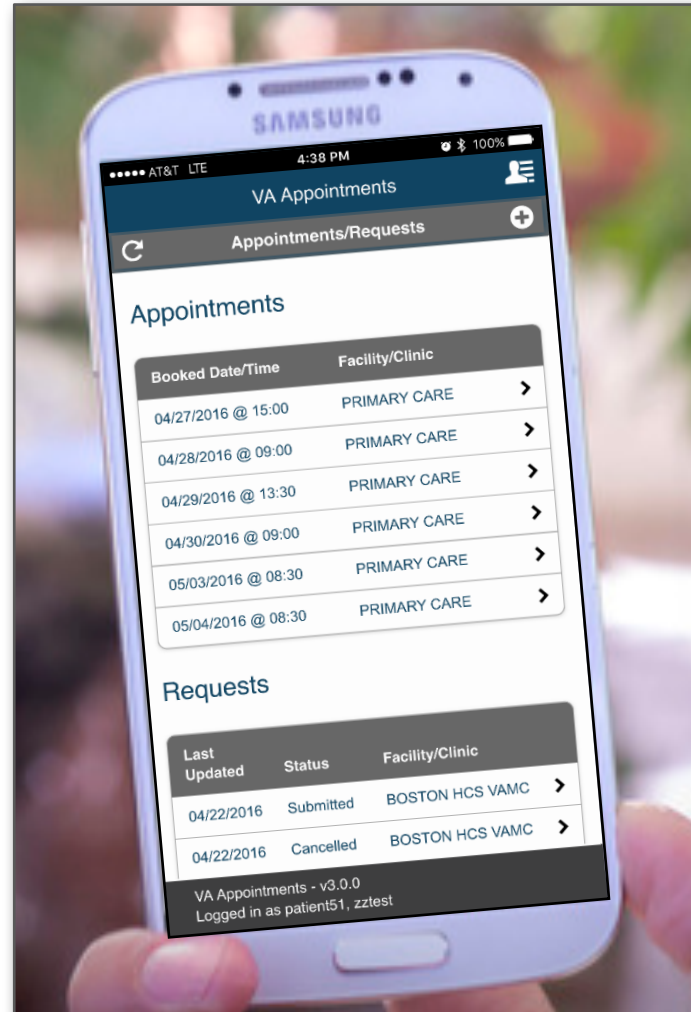
A MOBILE APPLICATION CAN SCHEDULE APPOINTS WITH COMFORT, EASE, TIMELINESS AND TRANSPARENCY



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

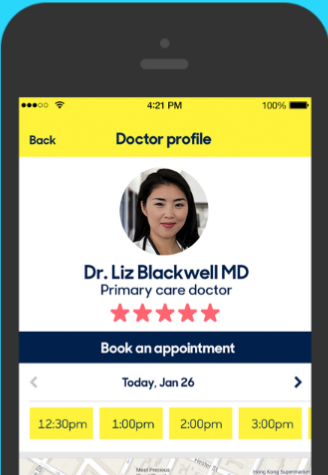
CARE DELIVERY MANAGEMENT | ENTERPRISE IMAGING | FINANCIAL MANAGEMENT

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.



Get the Zocdoc app.

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



JOHNS HOPKINS
MEDICINE

[ABOUT](#)

[HEALTH](#)

[PATIENT CARE](#)

[RESEARCH](#)

News and Publications

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Epic Tools Give Patients Power to Schedule

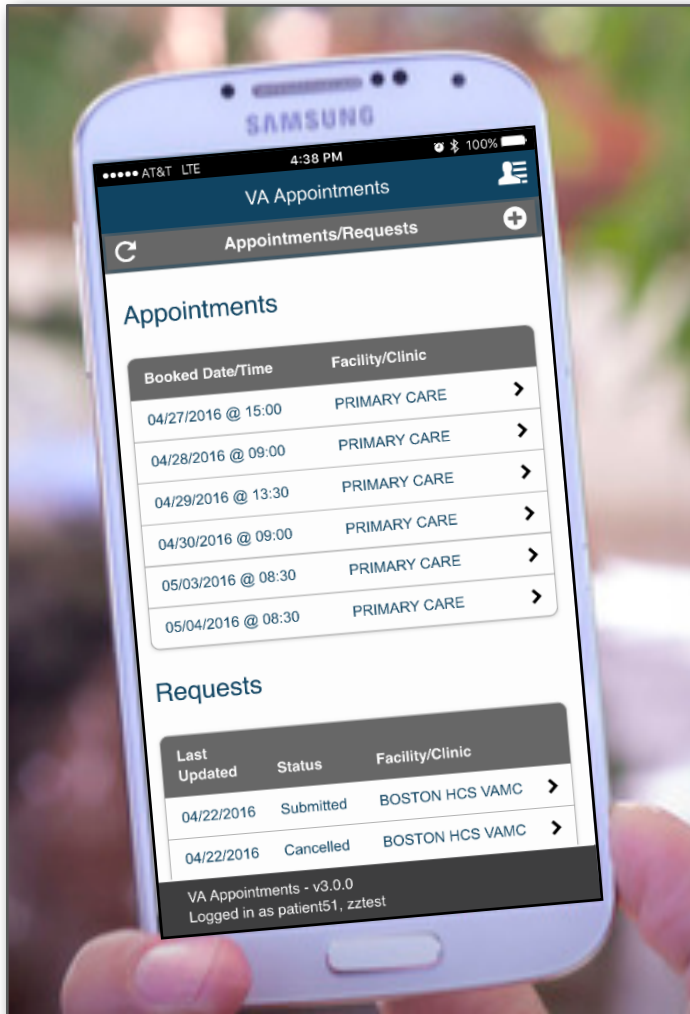
With Direct Scheduling and FastPass, MyChart users can make, change appointments online.

By **Karen Nitkin**

Date: 04/29/2015



VETERANS APPOINTMENT REQUEST (VAR) APPLICATION



- **Functions:**

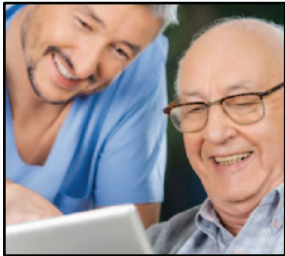
- Directly schedule appointments with Patient-Aligned Care Team
- Request appointments with Primary Care and Mental Health
- View and cancel appointments

- **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](#).



CALL
911



Veterans
Crisis Line

Login

VAHealth



Appointments

Booked Date/Time	Facility/Clinic	
03/21/2016 @ 09:00	PRIMARY CARE SITE 650 2ND	>
03/21/2016 @ 09:00	PRIMARY CARE SITE 650 2ND	>
03/24/2016 @ 10:30	PRIMARY CARE	>
03/24/2016 @ 10:30	PRIMARY CARE	>
04/01/2016 @ 08:30	PRIMARY CARE	>
04/01/2016 @ 08:30	PRIMARY CARE	>
04/02/2016 @ 09:00	PRIMARY CARE	>
04/02/2016 @ 09:00	PRIMARY CARE	>
04/07/2016 @ 11:30	PRIMARY CARE SITE 650 2ND	>
04/07/2016 @ 11:30	PRIMARY CARE SITE 650 2ND	>
04/11/2016 @ 08:00	PRIMARY CARE	>
04/11/2016 @ 08:00	PRIMARY CARE	>



* required field

* 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

Cancel



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:**

145 characters remaining

*** Preferred Date:**

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



April 2016



Su	Mo	Tu	We	Th	Fr	Sa
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

Requests:

*** Preferred Date:**

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



Monday

*** Select Date/Time:**

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

▼ April**> 04/08/2016****> 04/11/2016****> 04/12/2016****> 04/13/2016****> 04/14/2016****> 04/15/2016****▼ 04/18/2016**

08:00

08:30

09:00

09:30

10:00



14:30

> 04/19/2016

> 04/20/2016

> 04/21/2016

> 04/22/2016

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:



Status: Scheduled

* required field

Appointment Date/Time:

04/18/2016 @ 09:00

Clinic:

PRIMARY CARE SITE 650 2ND

Reason for Visit:

Visit

Appointments

Booked Date/Time	Facility/Clinic	
03/21/2016 @ 09:00	PRIMARY CARE SITE 650 2ND	>
03/21/2016 @ 09:00	PRIMARY CARE SITE 650 2ND	>
03/24/2016 @ 10:30	PRIMARY CARE	>
03/24/2016 @ 10:30	PRIMARY CARE	>
04/01/2016 @ 08:30	PRIMARY CARE	>
04/01/2016 @ 08:30	PRIMARY CARE	>
04/02/2016 @ 09:00	PRIMARY CARE	>
04/02/2016 @ 09:00	PRIMARY CARE	>
04/07/2016 @ 11:30	PRIMARY CARE SITE 650 2ND	>
04/07/2016 @ 11:30	PRIMARY CARE SITE 650 2ND	>
04/11/2016 @ 08:00	PRIMARY CARE	>
04/11/2016 @ 08:00	PRIMARY CARE	>
04/18/2016 @ 09:00	PRIMARY CARE SITE 650 2ND	>



* required field

Appointment Date/Time:

04/18/2016 @ 09:00

Clinic:

PRIMARY CARE SITE 650 2ND

Reason for Visit:

Visit

I need to cancel this appointment

* required field

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



* required field

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

UNABLE TO KEEP APPOINTMENT

Cancel Appointment

Confirmation

Are you sure you want to cancel this appointment?

Select Yes to cancel, No to return to the Appointment details page.

Yes

No

**Appointment Cancelled**

Your appointment has been successfully cancelled.



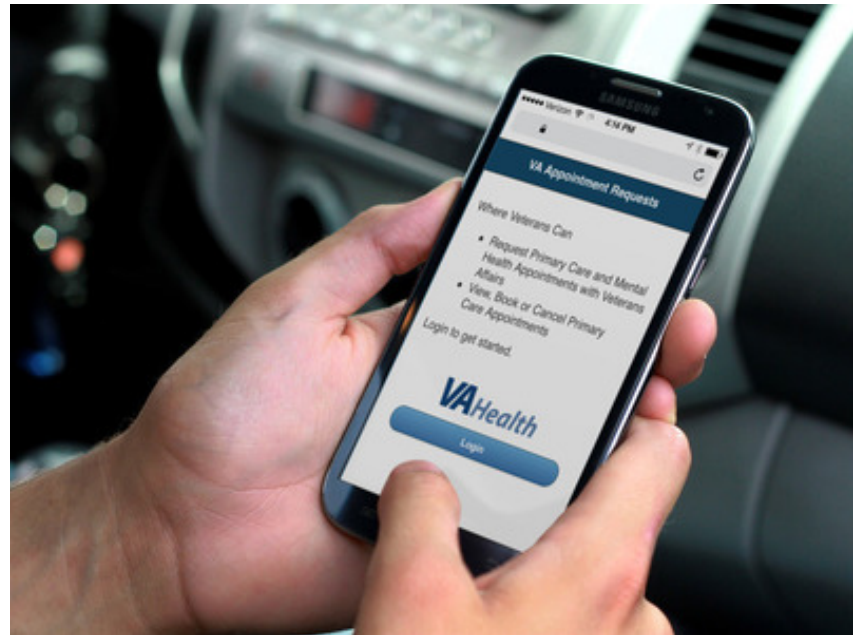
Appointments

Booked Date/Time	Facility/Clinic	
03/21/2016 @ 09:00	PRIMARY CARE SITE 650 2ND	>
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04/02/2016 @ 09:00	PRIMARY CARE	>
04/07/2016 @ 11:30	PRIMARY CARE SITE 650 2ND	>
04/07/2016 @ 11:30	PRIMARY CARE SITE 650 2ND	>
04/11/2016 @ 08:00	PRIMARY CARE	>
04/11/2016 @ 08:00	PRIMARY CARE	>



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





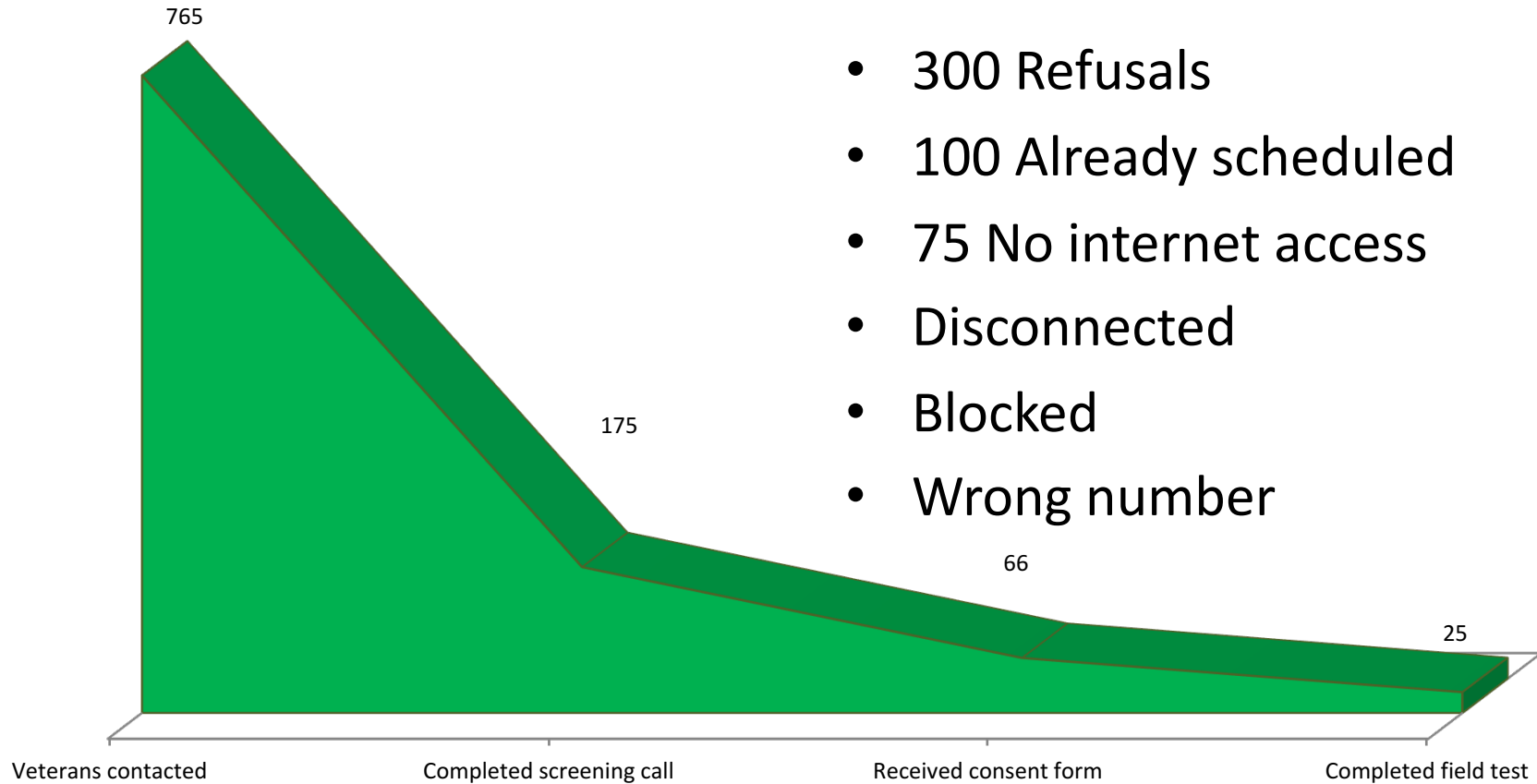
Veteran Selection

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





Veteran Selection

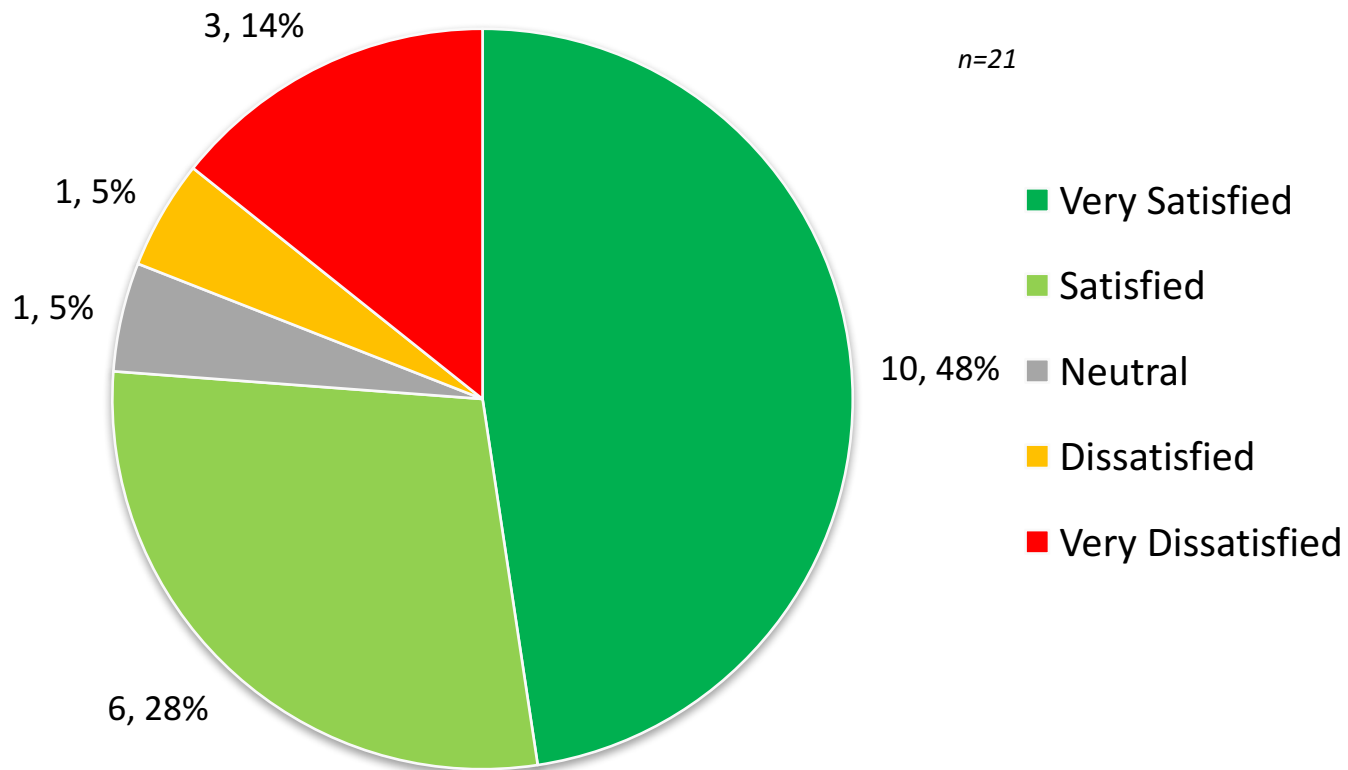


- 300 Refusals
- 100 Already scheduled
- 75 No internet access
- Disconnected
- Blocked
- Wrong number



VAR 2.0 Results

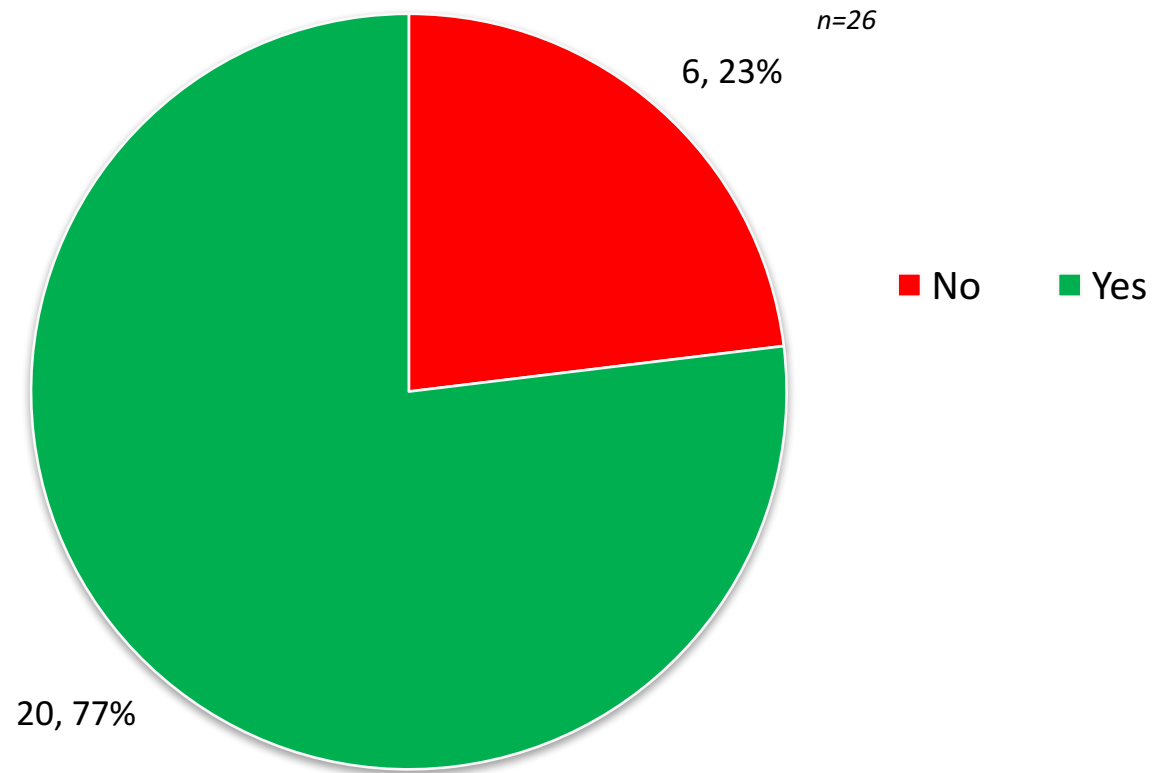
Overall Satisfaction with VAR





VAR 2.0 Results

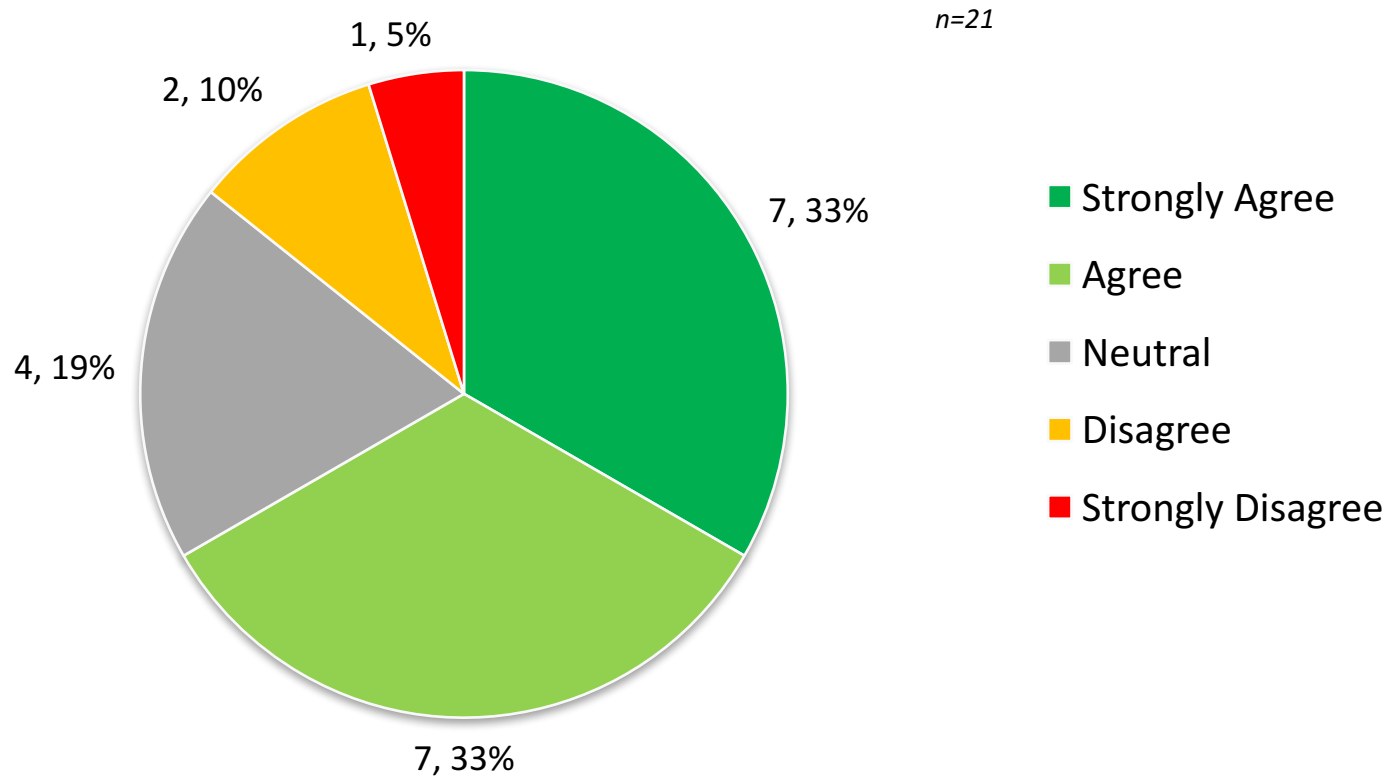
Recommend VAR to Other Veterans





VAR 2.0 Results

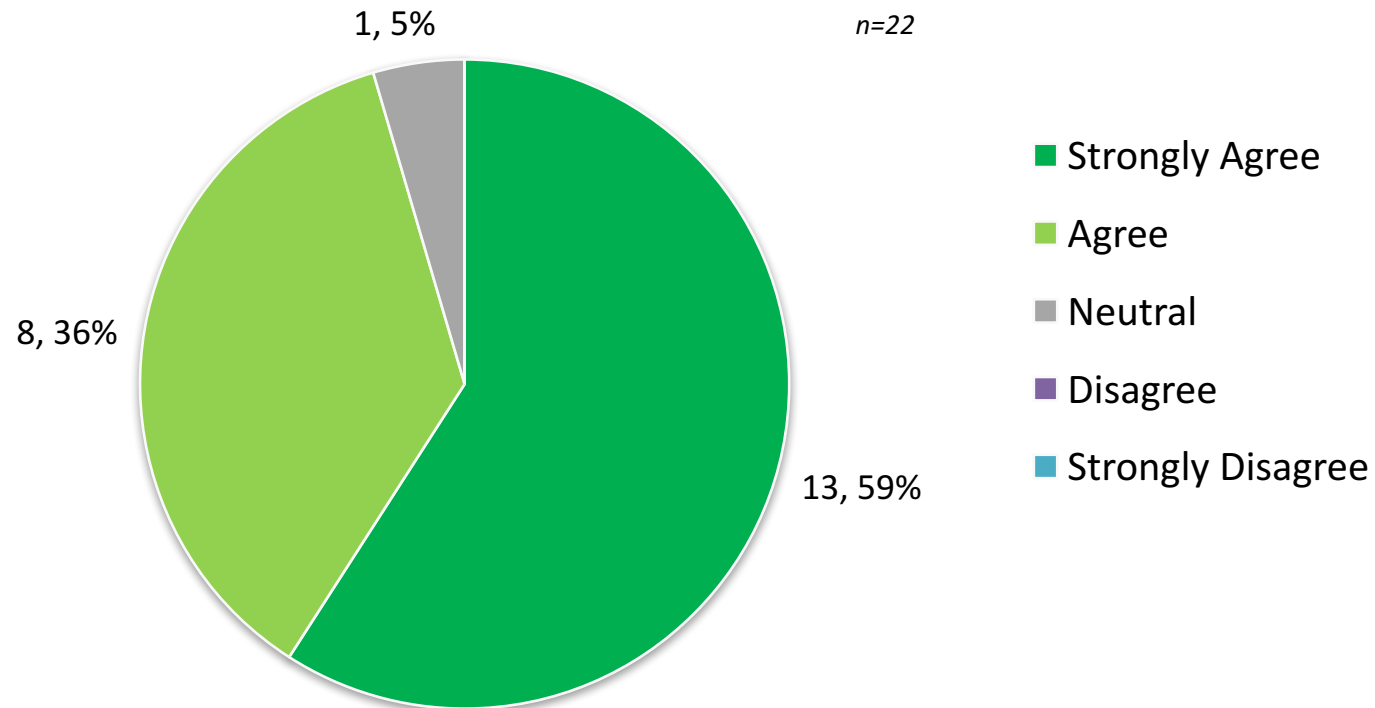
Improves Sense of Access to Care (in current state)





VAR 2.0 Results

Improves Sense of Access to Care (in future state)



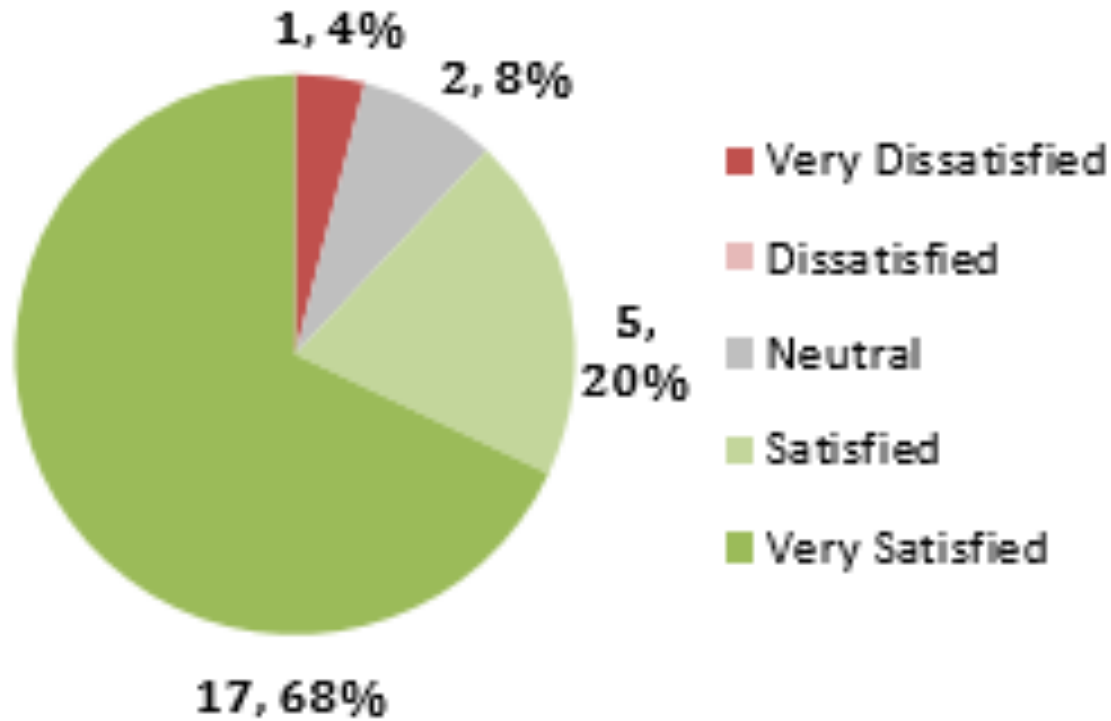


VAR 3.0 Results

Overall Satisfaction

with VAR⁺

(n=25)





VAR 3.0 Results

Would you Recommend VAR to Other Veterans?

(n = 25)

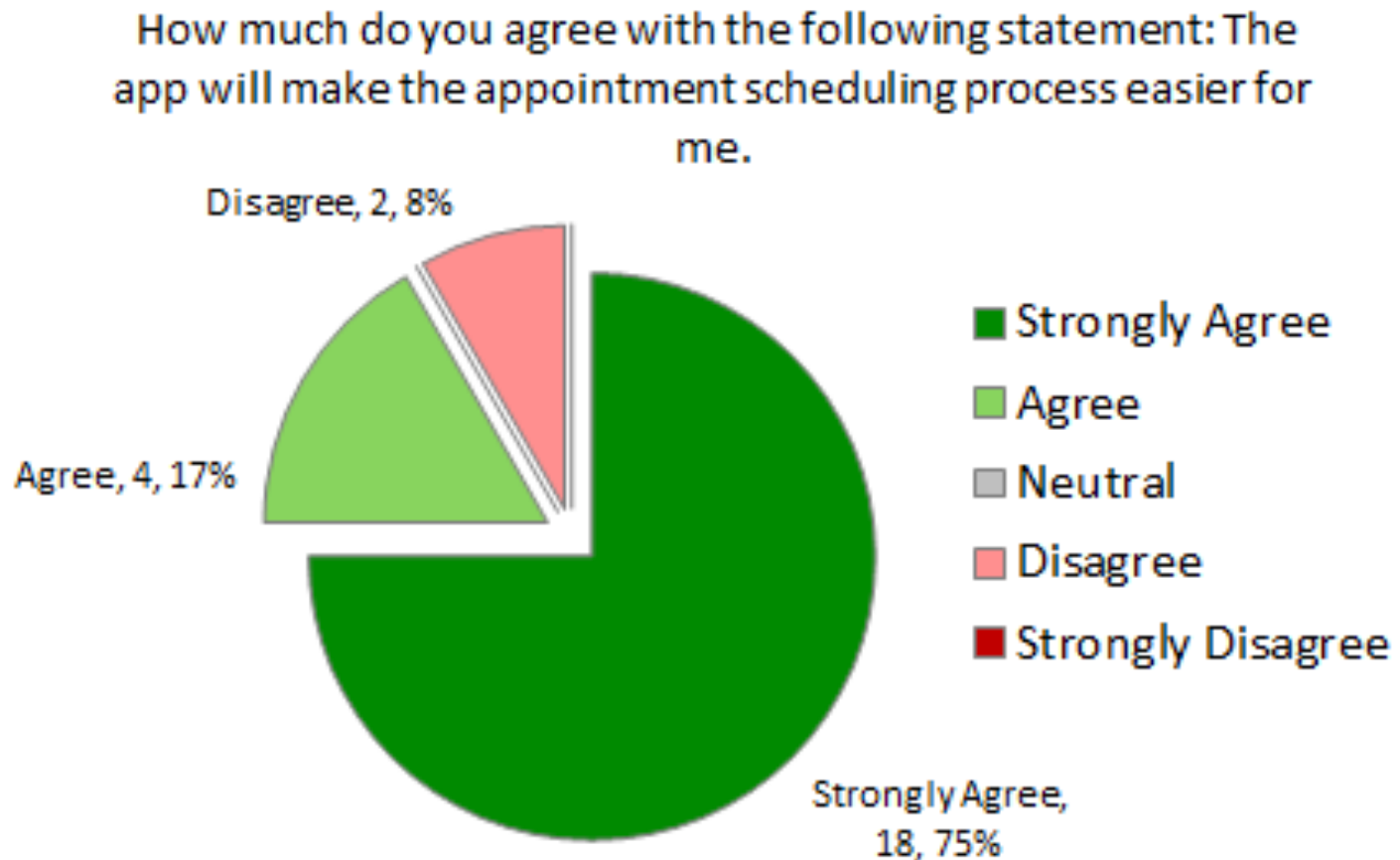


■ Yes ■ No

25, 100%



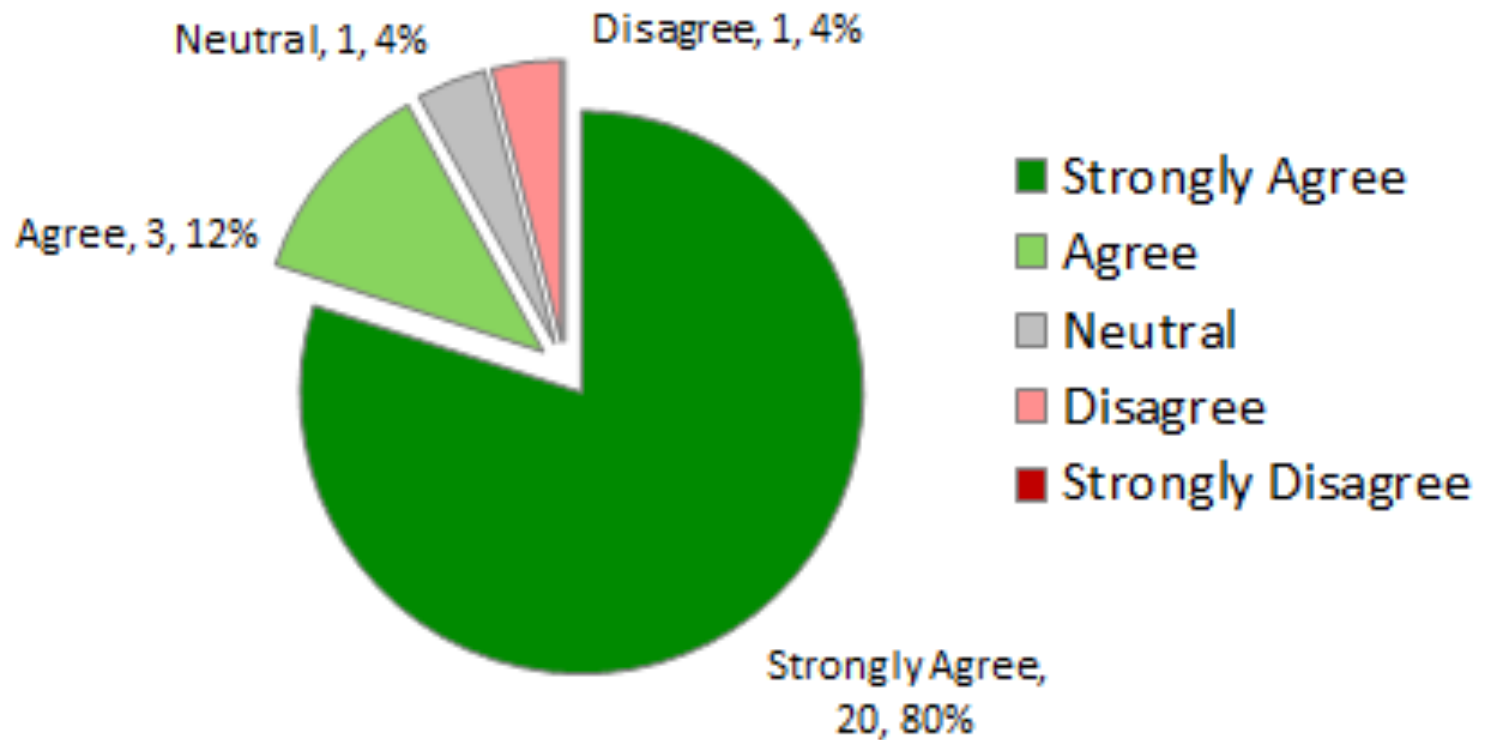
VAR 3.0 Results





VAR 3.0 Results

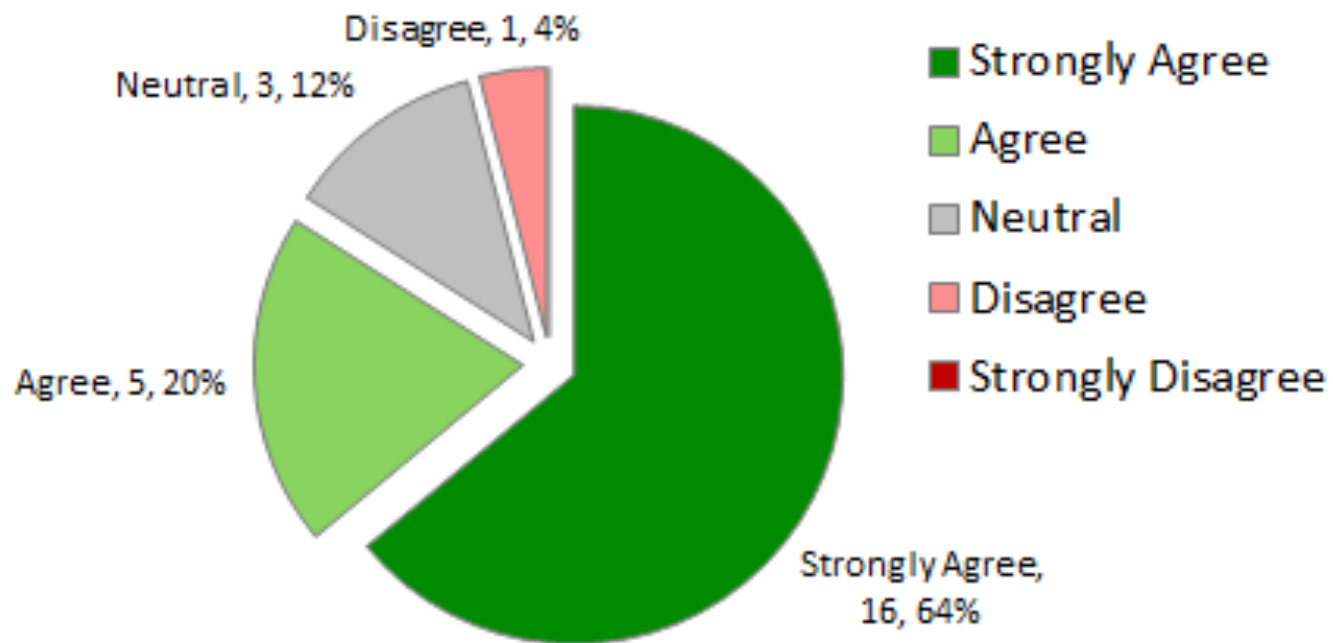
How much do you agree with the following statement: The app will make it easier for me to make appointment requests.





VAR 3.0 Results

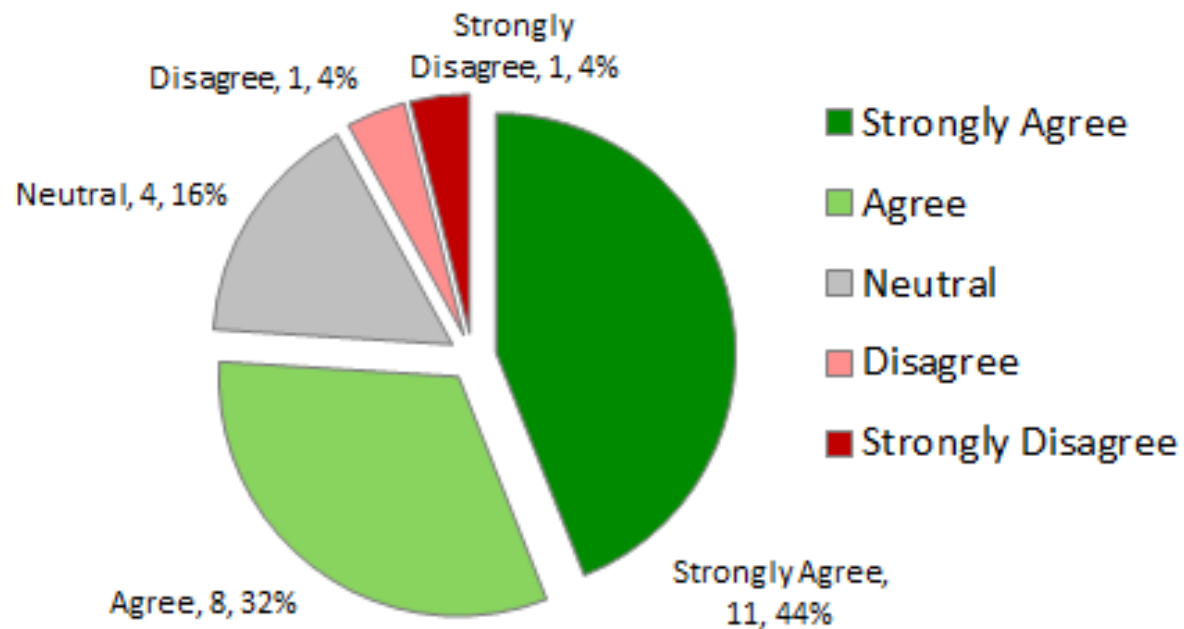
How much do you agree with the following : VAR app would improve my access to care at the VA.





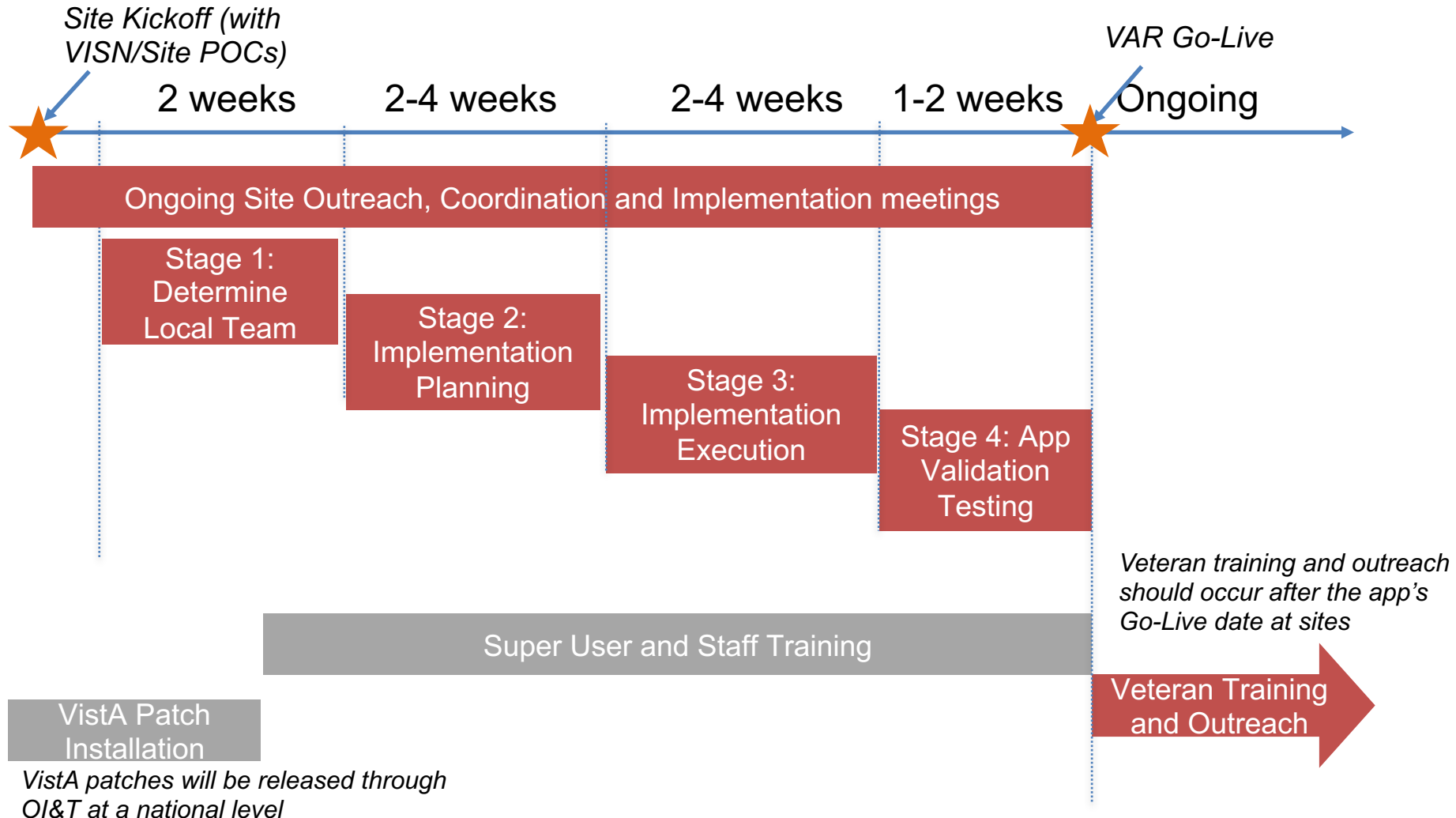
VAR 3.0 Results

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.





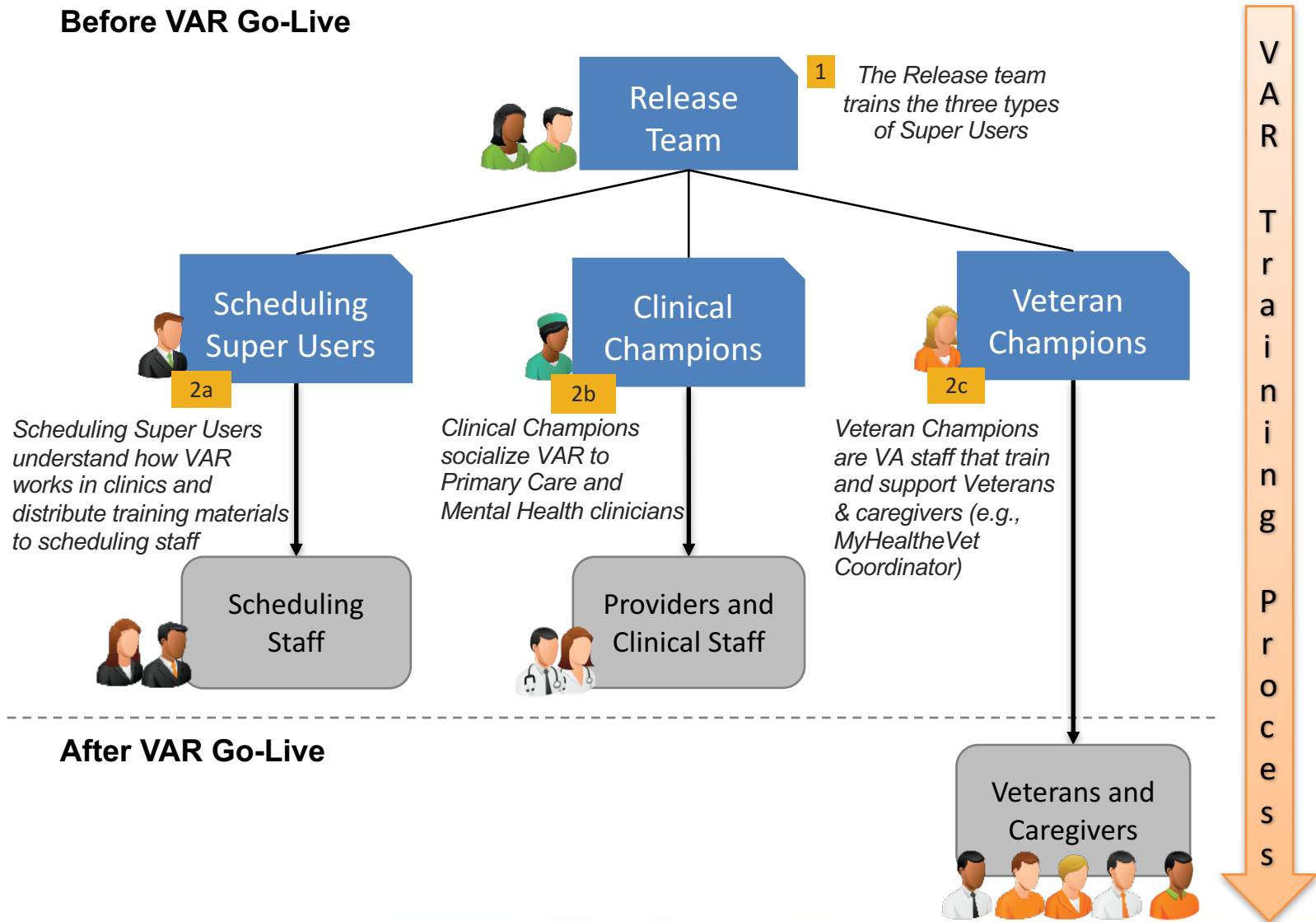
NATIONAL IMPLEMENTATION





TRAINING STRATEGY

Before VAR Go-Live





IMPLEMENTATION PLAN – WHAT IS PROVIDED



Track tasks and Schedules

**Training
Materials**



Guides, videos, FAQs



Configuring scheduling profiles,
use of app within clinics

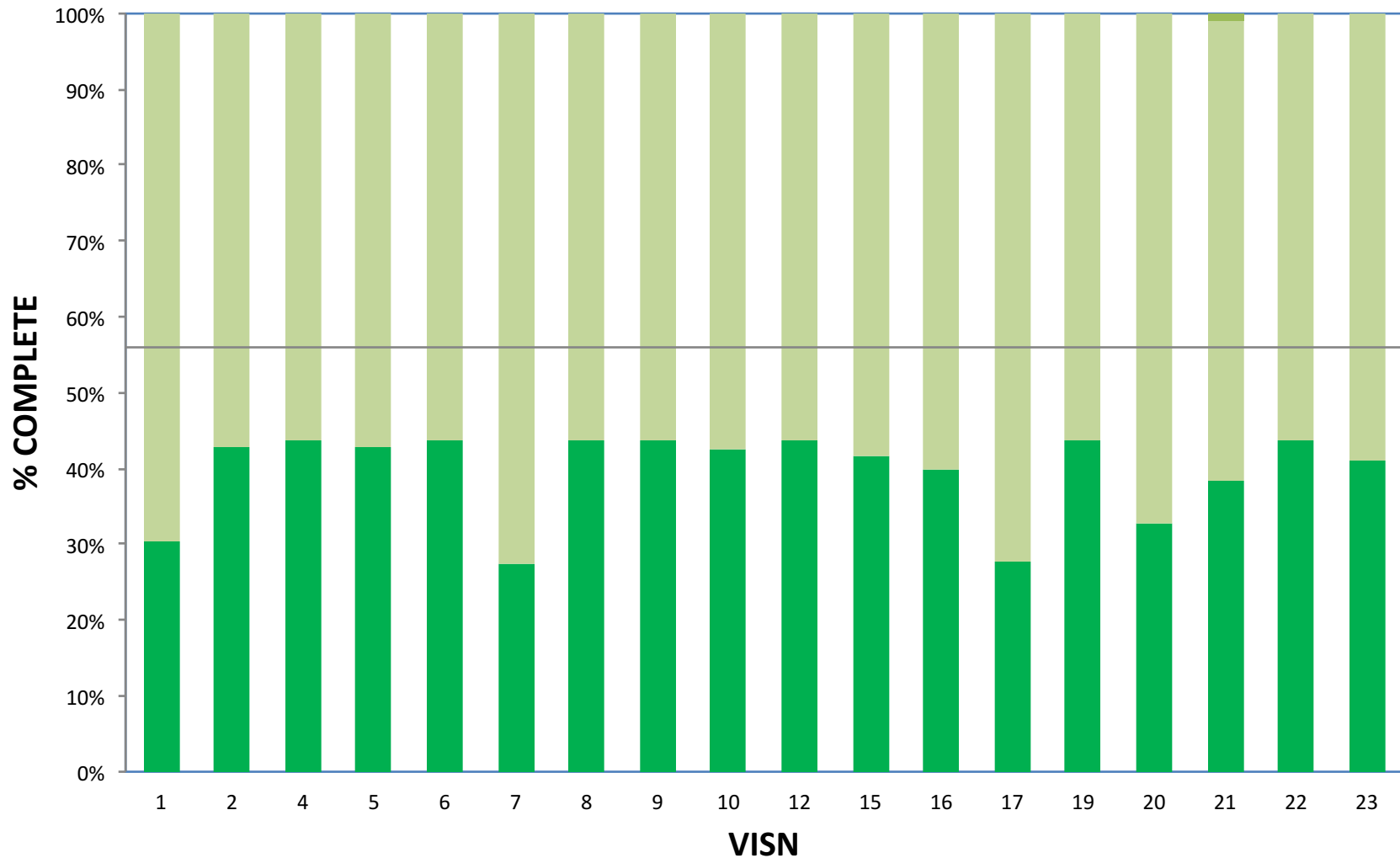


Posters, videos, newsletters,
presentations



PROJECT PROGRESS BY VISN

VAR IMPLEMENTATION PROGRESS BY VISN

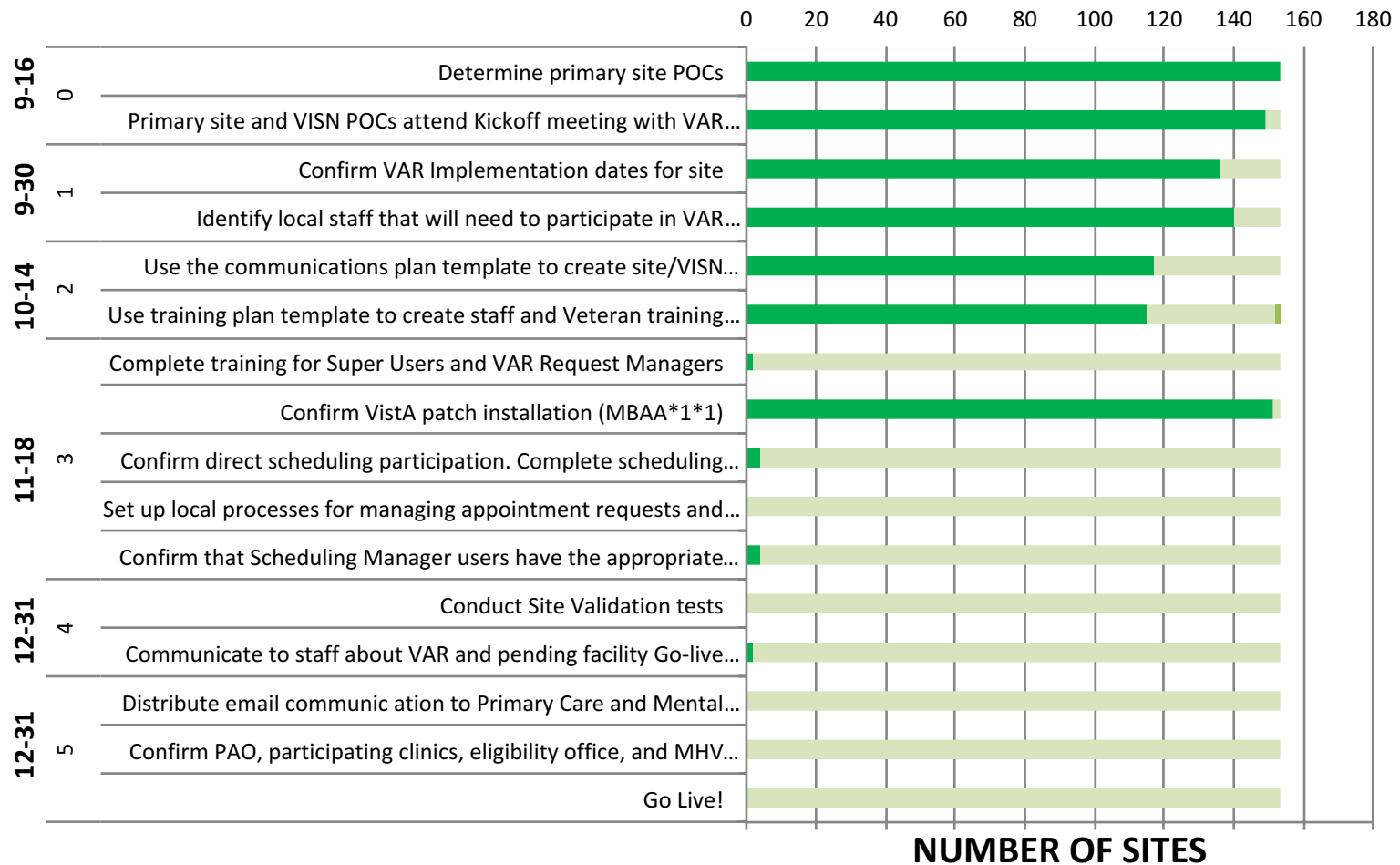




IMPLEMENTATION PROGRESS BY TASK

VAR IMPLEMENTATION PROGRESS BY TASK

TASKS BY STAGE/COMPLETION DATE





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>