

Check-In Pilot Feedback Capture for STAFF

Intro

Hi, my name is [Name] and I'm a researcher on the patient check-in team. Our research team is interested in understanding how the new "pre-check-in" and "check-in" processes have been working and their impact on your job. We are also looking for feedback on some future features. **To that end, I'd like to observe you checking in Veterans and ask you a few questions along the way. Do you mind?** This is completely voluntary.

☐ If "no"

That is ok. **[End session.]**

☐ If "yes"

Thank you. Before we begin, I want to mention a couple things:

- We want to hear your honest opinions. Our goal is to improve the check-in experience to better meet Veteran and staff needs.
- If you want to stop or pause at any point just let me know and we will.

Pre-Check-In

How has pre-check-in impacted check-ins on the day of appointments? [Explain what pre-check-in is, if needed.]

How has the pre-check-in process impacted your work?

Has pre-check-in impacted the Veteran experience? If so, how?

Have Veterans reported any specific pre-check-in feedback to you?

Overall, what do you like about pre-check-in?

What do you dislike about it? What do Veterans dislike about it?

On a scale from 0 to 10, where 0 is not at all likely and 10 is extremely likely, how likely is it that you'd recommend the pre-check-in process to another VA clinic or facility? _____

Check-In (Day of)

How has mobile check-in impacted your work?

Have you had to engage with or talk to Veterans who are using the mobile check-in? Why?

How would you describe the impact of the changes to VSE-GUI to your work?

How often do you review the different check-in statuses within VSE-GUI?

Are there any check-in statuses in VSE-GUI that you find more helpful than others?

Did you have to change anything else about your work to accommodate the new mobile check-in and VSE-GUI process?

How has mobile check-in affected communication between the MSAs and providers? (For example, how has it affected the patient handoff process.)

[For Supervisors] How has the mobile check-in process affected your supervising duties or how you balance staffing the office?

Has mobile check-in affected the Veteran experience? If so, how?

Have Veterans reported any specific check-in feedback to you?

Do you know how quickly they've been receiving the check-in link after texting "checkin?"

Has it made an impact on complaints about long wait times? Or impacted the number of Veterans in the waiting room who haven't been checked in?

Overall, what do you like about the check-in?

What do you dislike about it?

What would you change about it?

On a scale from 0 to 10, where 0 is not at all likely and 10 is extremely likely, how likely is it that you'd recommend the check-in process to another VA clinic or facility? _____

Telemedicine – Phone Appointments

As we look towards future enhancements to the check-in process, we would like to understand a bit more about scheduling phone appointments with patients.

Do any or all providers at this practice/clinic use phone appointments for Veterans?

What type of appointments can be scheduled for phone? E.g., new vs. returning patients, follow-ups, screenings, etc.

What is the pre-registration process for phone appointments? E.g., review of mailing address, emergency contact, insurance, etc.

Is that process different from in-person or video visits? If so, what's different?

Are there any existing challenges with scheduling or conducting phone appointments?

How do those challenges compare to video visits? Similar? Different?

What would be the ideal way to do pre-registration with patients who have a phone appointment?

And what about for video visits?

Patient Record Flags

Note: Some of these questions might be more for supervisors. MSAs might not have the answers. These questions are related to VSE for Clinical Staff.

We'd like to get input on the use and value of patient record flags, such as behavioral flags.

How do you currently use patient record flags, if at all?

Where do you see the flag and how do you respond?

Do you use national or local flags? Both?

If patient record flags were added to VSE for Clinical Staff, where/when would you want to see them?

Would you want only behavioral flags or all patient flags?

Is there any other patient information you would want to be alerted to that isn't already in VSE for Clinical Staff?

Appointment Notifications

We'd also like to learn more about how you communicate with Veterans about their upcoming appointments. We know that facilities often communicate with Veterans about appointment cancellations, changes, confirmations, etc.

What tools or messages are used for this type of communication with Veterans?

Are there any challenges you run into with using or managing these tools/messages?

Are you currently capturing health information from patients before an appointment? If so, how is that information captured? (E.g., current medications, immunizations, what symptoms they're experiencing, etc.)

Are there any challenges or pain points with this process?

Are any other systems used to communicate with patients? For example, postcards, letters, VEText reminders, Audiocare robocalls, etc.

Are there any challenges or pain points with these communication tools? Or anything else you haven't mentioned?

Would you be interested in speaking with some of our other colleagues about appointment notifications? There is some additional research that we're hoping to accomplish to get a better understanding of the landscape.

Name	Location	Email Address

Closing

Thank you. We really appreciate you taking the time to share your thoughts with us today. Your feedback is so helpful to us so we can continue to improve the Veteran and staff experience.

Observations

What type of care is provided?	
What does the area look like?	
How many MSAs/clerks are available in the clinic?	
What is the staff check-in process like?	
How is cellular service?	
Did staff engage and talk to Veterans who completed check-in on their own? If so, why?	
What does the handoff from MSA/clerk to the provider look like? (For example, how have the changes to VSE-GUI affected the handoff process?)	