Update_2_0_85

Clinical Reminders

VA-CSP CLIN ELIG FOR PRIM FAMILY CG UPDATE

Install Guide

July 2019

Product Development
Office of Information Technology
Department of Veterans Affairs

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Introduction

The Caregiver Support Program requested the recent changes to the Veteran Eligibility CPRS template as part of the program's response to the OIG report of August 2018. In that report, the OIG charged the VA with ensuring that all Caregiver Support Coordinators were properly applying the eligibility criteria of the program as outlined in Directive 1152. The National Caregiver Support Program Office has taken steps to develop and implement a standardized training to ensure this requirement is being met. In the process of developing the National training program, a review of the Veteran's Eligibility Assessment CPRS template, that is used to document the program criteria, took place to ensure that the template was consistent with the training. The review of the template found that while all the key elements were included in the template, the template did not utilize the same wording or the same order. For this reason, a request was made to modify the first half (only) of the existing CPRS eligibility template as this half is specifically related to the 7 primary eligibility requirements. The request was to ensure that PL 111-163, 38 CFR rules & regulations and the Directive 1152 as well as the CPRS template were all consistent.

The wording and order of the first reminder dialog group containing 7 questions is being updated to align with the wording and order of the questions in the policy.

BEFORE:

```
Clinical Eligibility Criteria for Family Caregiver Program

 ********* MUST MEET ALL SEVEN PRIMARY CRITERIA *********

1. Did the Veteran or Servicemember (undergoing medical discharge)
   incur or aggravate a serious injury including traumatic brain
   injury, psychological trauma or other mental disorder, in the
   line of duty, on or after September 11, 2001?
      ◯ Yes
      ◯ No


   ----------------------------------------------------------------
2. Due to the serious injury(ies) sustained by the Veteran or
   Servicemember, is another person (Caregiver) required to assist
   with the management of personal care functions required in everyday
   living due to one or more of the following?

        -  Inability to perform an Activity of Daily Living
        -  Need for supervision or protection
        -  Psychological trauma or a mental disorder
        -  A 100% service connected disability for a serious injury
           incurred on or after September 11, 2001 for which the Veteran
           receives a special monthly compensation including an aid
           and attendance allowance
      ◯ Yes
      ◯ No


   ----------------------------------------------------------------
3. Based on this serious injury, will the Veteran or Servicemember
   require the assistance of another person (Caregiver) to be able
   to manage personal care functions required in everyday living for
   a continuous period of a minimum of six months?
      ◯ Yes
      ◯ No
   ----------------------------------------------------------------
4. Is it clinically in the best interest of the Veteran or Servicemember
   to participate in the Family Caregiver Program?

        NOTE: In the best interest means a clinical determination that
              the participation in such program is likely to be beneficial
              to the eligible Veteran.  Such determination will include
              consideration, by a clinician, of whether participation
              significantly enhances the eligible Veteran's ability to
              live safely in a home setting, supports the eligible
              Veteran's potential progress in rehabilitation, if such
              potential exists, and creates an environment that supports
              the health and well-being of the eligible Veteran.
      ◯ Yes
      ◯ No


   ----------------------------------------------------------------
5. Will the Veteran or Servicemember receive care at home from the Family
   Caregiver upon admission into the Family Caregiver Program?
      ◯ Yes
      ◯ No


   ----------------------------------------------------------------
6. Will the Veteran or Servicemember receive ongoing health care
   from a Patient Aligned Care Team (PACT) or other VA health care team?
   (This does not preclude co-management with a community provider)
      ◯ Yes
      ◯ No
   ----------------------------------------------------------------
7. Will the Family Caregiver be providing personal care services
   without another individual entity, or program providing the same
   services concurrently?
      ◯ Yes
      ◯ No


================================================================
◯ Check here if ANY of the above 7 questions were answered "No".
◯ Check here if all 7 questions above were answered "Yes".
```

AFTER:

```
Veteran Eligibility Assessment for the Program of Comprehensive Assistance for Family Caregivers

*********MUST MEET ALL SEVEN PRIMARY REQUIREMENTS *************

1.   Is the individual either: a) A Veteran or b) A member of
     the Armed Services who has been found unfit for duty due
     to a medical condition by their Service's Physical
     Evaluation Board, and has been issued a date for medical
     discharge from the Armed Forces?

        ☐ Yes

        ☐ No


     -----------------------------------------------------------------

2.   Does the Veteran or Servicemember have a serious injury
     (including traumatic brain injury, psychological trauma,
     or other mental disorder) incurred or aggravated in the
     line of duty in the active military, naval, or air
     service on or after September 11, 2001?

        ☐ Yes

        ☐ No


     -----------------------------------------------------------------

3.   Does the serious injury render the Veteran or
     Servicemember in need of personal care services*
     from another individual (a caregiver) for a minimum
     of 6 continuous months based on any one of the
     following clinical criteria:

        NOTE:*Personal care services means the care or assistance
              provided by a caregiver that is necessary to
              support the Veteran's health and well-being and
              perform personal functions required in everyday
              living that ensure the Veteran remains safe from
              hazards or dangers incident to his or her daily
              environment.

        - An inability to perform one or more Activities of
          Daily Living
        - A need for supervision or protection based on symptoms
          or residuals of neurological or other impairment or
          injury
        - The Veteran is service connected for a serious injury
          that was incurred or aggravated in the line of duty
          in the active military, naval, or air service on or
          after September 11, 2001, and has been rated 100
          percent disabled for that serious injury, and has been
          awarded special monthly compensation that includes
          an aid and attendance allowance

        ☐ Yes (if ANY of the above apply)

        ☐ No (if NONE of the above apply)


     -----------------------------------------------------------------
```

```
          ----------------------------------------------------------------
    4.    Has a clinical determination (authorized by the
          individual's primary care team) been made that it is
          in the best interest* of the Veteran or Servicemember
          to participate in the program?

              NOTE:*In the Best Interest is defined as a clinical
                    determination that participation in the Program
                    of Comprehensive Assistance for Family Caregivers
                    is likely to be beneficial to the Veteran.  The
                    determination includes consideration, by a
                    clinician, of whether participation in the program
                    will:

            - Significantly enhance the eligible Veteran's ability to
              live safely in a home setting
            - Support the Veteran's potential progress in rehabilitation,
              if such potential exists
            - Create an environment that supports the health and
              well-being of the Veteran
            ☐ Yes (if ALL three of the above parts apply)

            ☐ No (if ANY of the three above parts DO NOT apply)


          ----------------------------------------------------------------
    5.    Will the family caregiver provide personal care services
          that will not be simultaneously and regularly provided by
          or through another individual or entity?
            ☐ Yes

            ☐ No


          ----------------------------------------------------------------
    6.    Does the Veteran or Servicemember agree to receive care
          at home after VA designates a family caregiver?
            ☐ Yes

            ☐ No


          ----------------------------------------------------------------
    7.    Does the Veteran or Servicemember agree to receive
          ongoing care from a primary care team after VA
          designates a family caregiver?
            ☐ Yes

            ☐ No


    ==================================================================
    ☐ Check here if ANY of the above 7 questions were answered "No".
    ☐ Check here if all 7 questions above were answered "Yes".
```

UPDATE_2_0_85 contains 1 Reminder Exchange entry:
UPDATE_2_0_85 VA-CSP CLIN ELIG FOR PRIM FAMILY CG UPDATE

The exchange file contains the following components:

HEALTH FACTORS
VA-REMINDER UPDATES
VA-UPDATE_2_0_85
VA-VET ELIGIBLITY CRITERIA [C]
VA-CGVEA CRITERIA 1 NO
VA-CGVEA CRITERIA 1 YES
VA-CGVEA CRITERIA 4 NO
VA-CGVEA CRITERIA 4 YES
VA-CGVEA CRITERIA 3 NO
VA-CGVEA CRITERIA 3 SMC
VA-CGVEA CRITERIA 3 S&P
VA-CGVEA CRITERIA 3 ADL
VA-CGVEA CRITERIA 3 YES
VA-CGVEA CRITERIA 5 NO
VA-CGVEA CRITERIA 5 YES
VA-CGVEA CRITERIA 7 NO
VA-CGVEA CRITERIA 7 YES
VA-CGVEA CRITERIA 6 NO
VA-CGVEA CRITERIA 6 YES
VA-CGVEA CRITERIA 2 NO
VA-CGVEA CRITERIA 2 YES

REMINDER TERM
VA-REMINDER UPDATE_2_0_85

REMINDER DIALOG
VA-CSP GP ELIGIBILITY CRITERIA REV

Install Details

This update is being distributed as a web host file. The address for the host file is:
http://vista.med.va.gov/reminders/UPDATE_2_0_85.PRD

The file will be installed using Reminder Exchange, programmer access is not required.

Installation:
============
This update can be loaded with users on the system. Installation will take less than 10 minutes.

Install Example

To Load the Web Host File. Navigate to Reminder exchange in Vista

```
+          + Next Screen   - Prev Screen   ?? More Actions              >>>
CFE   Create Exchange File Entry        LHF   Load Host File
CHF   Create Host File                  LMM   Load MailMan Message
CMM   Create MailMan Message            LR    List Reminder Definitions
DFE   Delete Exchange File Entry        LWH   Load Web Host File
IFE   Install Exchange File Entry       RI    Reminder Definition Inquiry
IH    Installation History              RP    Repack
Select Action: Next Screen// LWH   Load Web Host File
Input the URL for the .prd file: http://vista.med.va.gov/reminders/UPDATE_2_0_85.PRD
```

At the **Select Action:** prompt, enter **LWH** for Load Web Host File
At the **Input the url for the .prd file:** prompt, type the following web address:
http://vista.med.va.gov/reminders/UPDATE_2_0_85.PRD

You should see a message at the top of your screen that the file successfully loaded.

```
http://vista.med.va.gov/reminders/UPDATE_2_0_85.PRD successfully loaded.
```

Search and locate an entry titled **UPDATE_2_0_85 VA-CSP CLIN ELIG FOR PRIM FAMILY CG UPDATE** in reminder exchange

```
+Item   Entry                          Source              Date Packed
  178   UPDATE_2_0_80 VA-TH VVC        GRIFFITH@SALT LAKE CI  05/15/2019@05:36
        REMINDERS
  179   UPDATE_2_0_82 VA-ADVANCE CARE  PLOTT@SALT LAKE CI    04/26/2019@09:33
        PLANNING
  180   UPDATE_2_0_84 VA-IRAQ POST     GRIFFITH@SALT LAKE CI  05/02/2019@09:50
        DEPLOYMENT UPDATE
  181   UPDATE_2_0_85 VA-CSP CLIN      GRIFFITH@SALT LAKE CI  06/18/2019@06:47
        ELIG FOR PRIM FAMILY CG UPDATE
  182   UPDATE_2_0_86 VA-PC3 VETERAN   GRIFFITH@SALT LAKE CI  05/31/2019@11:36
        CARE AGREEMENT
+          + Next Screen   - Prev Screen   ?? More Actions              >>>
CFE   Create Exchange File Entry        LHF   Load Host File
CHF   Create Host File                  LMM   Load MailMan Message
CMM   Create MailMan Message            LR    List Reminder Definitions
DFE   Delete Exchange File Entry        LWH   Load Web Host File
IFE   Install Exchange File Entry       RI    Reminder Definition Inquiry
IH    Installation History              RP    Repack
Select Action: Next Screen// IFE   Install Exchange File Entry
Enter a list or range of numbers (1-281): 181
```

At the **Select Action** prompt, enter **IFE** for Install Exchange File Entry
Enter the number that corresponds with your entry titled **UPDATE_2_0_85 VA-CSP CLIN ELIG FOR PRIM FAMILY CG UPDATE** *(in this example it is entry 181, it will vary by site)*

```
      Component                                          Category      Exists
Source:       GRIFFITH,ELIZABETH A at SALT LAKE CITY
Date Packed: 06/18/2019@06:47:26
Package Version: 2.0P35

Description:
The following Clinical Reminder items were selected for packing:
REMINDER DIALOG
  VA-CSP GP ELIGIBILITY CRITERIA REV

REMINDER TERM
  VA-REMINDER UPDATE_2_0_85

Keywords:

Components:

+            Enter ?? for more actions                                    >>>
IA   Install all Components          IS   Install Selected Component
Select Action: Next Screen// IA
```

At the **Select Action** prompt, type **IA** for Install all Components and hit enter.
Select Action: Next Screen// IA   Install all Components

You will Choose I to Install all new components.

You will be prompted to install the dialog component – you will INSTALL ALL even though several or all components may have an X to indicate that they already exist, the components have been updated and should be installed:

```
Packed reminder dialog: VA-CSP GP ELIGIBILITY CRITERIA REV

 Item   Seq. Dialog Findings                              Type      Exists
   1    VA-CSP GP ELIGIBILITY CRITERIA REV                group       X
           Finding: *NONE*

   2    5 VA-CSP GP ELIGIBILITY CRITERIA 1 UPDATED        group       X
           Finding: *NONE*
   3    5.10 VA-CSP MEDICAL DISCHARGE YES                 element     X
           Finding: VA-CGVEA CRITERIA 1 YES (HEALTH FACTOR)            X
   4    5.20 VA-CSP MEDICAL DISCHARGE NO                  element     X
           Finding: VA-CGVEA CRITERIA 1 NO (HEALTH FACTOR)             X

   5    8 VA-CSP BLANK LINE WITH (____) REV               element     X
           Finding: *NONE*

   6    10 VA-CSP GP ELIGIBILITY CRITERIA 1 REV           group       X
           Finding: *NONE*
+            + Next Screen   - Prev Screen   ?? More Actions
DD   Dialog Details      DT   Dialog Text        IS   Install Selected
DF   Dialog Findings     DU   Dialog Usage       QU   Quit
DS   Dialog Summary      IA   Install All
Select Action: Next Screen// IA
```
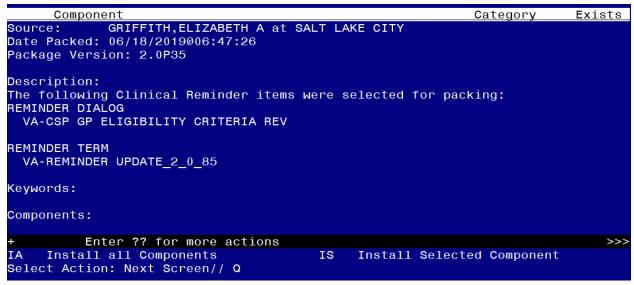
At the **Select Action** prompt, type **IA** to install the dialog – **VA-CSP GP ELIGIBILITY CRITERIA REV**
Select Action: Next Screen// IA   Install All
Install reminder dialog and all components with no further changes: Y// ES

```
Packed reminder dialog: VA-CSP GP ELIGIBILITY CRITERIA REV
VA-CSP GP ELIGIBILITY CRITERIA REV (group) installed from exchange file.
 Item  Seq. Dialog Findings                                 Type    Exists
   1      VA-CSP GP ELIGIBILITY CRITERIA REV                group     X
            Finding: *NONE*

   2    5 VA-CSP GP ELIGIBILITY CRITERIA 1 UPDATED          group     X
            Finding: *NONE*
   3    5.10 VA-CSP MEDICAL DISCHARGE YES                   element   X
            Finding: *NONE*
   4    5.20 VA-CSP MEDICAL DISCHARGE NO                    element   X
            Finding: *NONE*

   5    8 VA-CSP BLANK LINE WITH (____) REV                 element   X
            Finding: *NONE*

   6    10 VA-CSP GP ELIGIBILITY CRITERIA 1 REV             group     X
            Finding: *NONE*
+          + Next Screen   - Prev Screen   ?? More Actions
DD    Dialog Details      DT   Dialog Text       IS   Install Selected
DF    Dialog Findings     DU   Dialog Usage      QU   Quit
DS    Dialog Summary      IA   Install All
Select Action: Next Screen// Q
```

When the dialog has completed installation, you will then be returned to this screen. At the **Select Action** prompt, type **Q.**

```
            Component                               Category     Exists
Source:      GRIFFITH,ELIZABETH A at SALT LAKE CITY
Date Packed: 06/18/2019@06:47:26
Package Version: 2.0P35

Description:
The following Clinical Reminder items were selected for packing:
REMINDER DIALOG
  VA-CSP GP ELIGIBILITY CRITERIA REV

REMINDER TERM
  VA-REMINDER UPDATE_2_0_85

Keywords:

Components:

+          Enter ?? for more actions                                    >>>
IA   Install all Components          IS   Install Selected Component
Select Action: Next Screen// Q
```

You will be returned to this screen. At the **Select Action** prompt Type Q.

Install Completed

Post Installation

1. Open the existing note/template CAREGIVER PROGRAM CLINICAL ELIGIBILITY ASSESSMENT and confirm that you see the updated dialog group.

NOTE: If you require further technical assistance, if there are any questions or problems during the installation, please notify your local IT support to log a national help desk ticket or contact the VA Service Desk and have them submit a national ticket to:
Category: Enterprise Applications
Enterprise Application: VistA - Clinical Reminders
Assignment Group: NTL SUP Clin 2