Update _2_0_31

Clinical Reminders

VA-REACH

Install Guide

July 2017

Product Development
Office of Information Technology
Department of Veterans Affairs

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Introduction

The REACH VET program is a new Office for Suicide Prevention program that uses predictive analytics to identify Veterans at high statistical risk for suicide and other adverse outcomes. Each VHA facility is required to have a REACH VET Coordinator who accesses a dashboard to see which Veterans are in the top .1% tier of highest risk Veterans at that site. The Coordinator then identifies a REACH VET Provider for reach Veteran. This provider is required to review the Veteran's medical record, re-evaluate care, consider care enhancement strategies and outreach the Veteran. The two reminder dialogs contained in this update are to be used by the REACH VET provider and REACH VET COORDINATOR

Two reminder dialogs are being distributed with this update:
> VA-REACH VET COORDINATOR TEMPLATE
> VA-REACH VET PROVIDER TEMPLATE

UPDATE_2_0_31 contains 1 Reminder Exchange entry:
> UPDATE_2_0_31 VA-REACH

The exchange file contains the following components:

REMINDER DIALOG
> VA-REACH VET COORDINATOR TEMPLATE
> VA-REACH VET PROVIDER TEMPLATE

TIU TEMPLATE FIELD
> DATE
> DATE (REQ)
> EDIT 20+ REQ
> URL REACH VET

HEALTH FACTORS
> VA-REMINDER UPDATES
> VA-UPDATE_2_0_31
> REACH VET
> REACH VET PROVIDER UNABLE TO REACH OUT
> REACH VET PROVIDER REACH OUT UNSUCCESS
> REACH VET CLINICAL RISK DISCUSSED
> REACH VET STATISTICAL RISK DISCUSSED
> REACH VET TREATMENT PLAN DISCUSSED
> REACH VET ACCESS TO CARE DISCUSSED
> REACH VET CARE ENHANCEMENT DISCUSSED
> REACH VET PROVIDER REACH OUT TO VETERAN
> REACH VET INCARCERATED
> REACH VET RESIDENTIAL OR INPATIENT
> REACH VET NO CHANGES INDICATED

REACH VET ENHANCE CARE OTHER:
REACH VET IMPROVED COPING SKILLS
REACH VET MONITORING LIFE EVENTS
REACH VET SAFETY PLAN
REACH VET CARING COMMUNICATIONS
REACH VET PROVIDER RE-EVALUATION OF CARE
REACH VET PROVIDER AKNOWLEDGE/OUTREACH
REACH VET PROVIDER ACKNOWLEDGEMENT
REACH VET COORDINATOR

REMINDER SPONSOR
Mental Health Services

REMINDER TERM
VA-REMINDER UPDATE_2_0_31
VA-SEX

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_31.PRD

The file will be installed using Reminder Exchange, programmer access is not required.
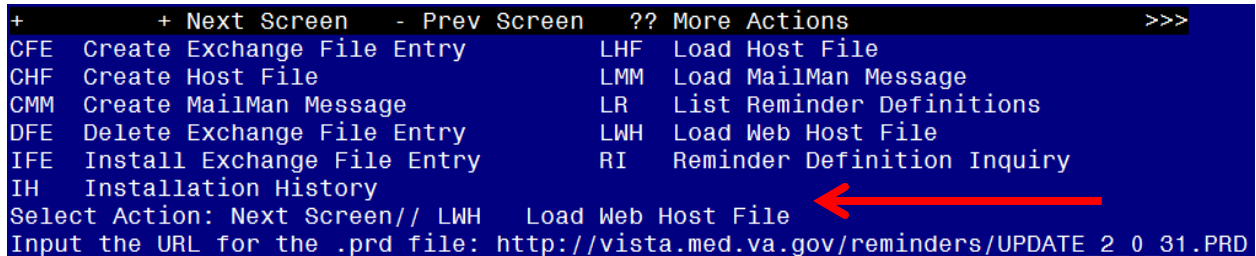
Installation:
=============
This update can be loaded with users on the system. Installation will take less than 15 minutes.

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
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_31.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_31.PRD
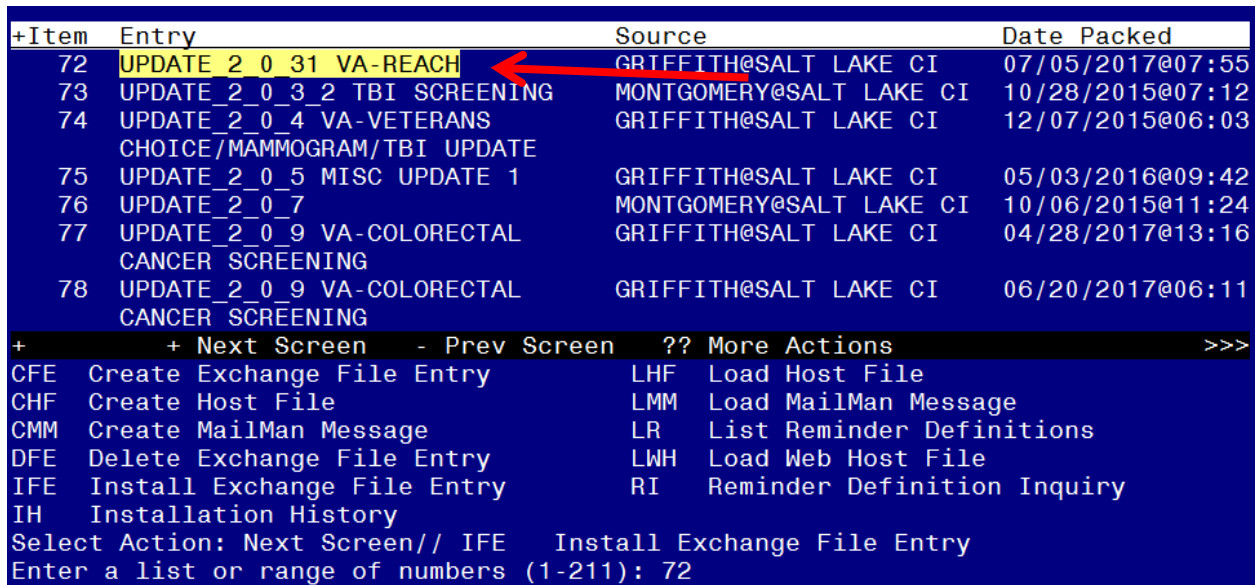
```
http://vista.med.va.gov/reminders/UPDATE_2_0_31.PRD successfully loaded.
```

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

Search and locate an entry titled UPDATE_2_0_31 VA-REACH in reminder exchange

```
+Item   Entry                            Source                Date Packed
    72  UPDATE_2_0_31 VA-REACH           GRIFFITH@SALT LAKE CI  07/05/2017@07:55
    73  UPDATE_2_0_3_2 TBI SCREENING     MONTGOMERY@SALT LAKE CI 10/28/2015@07:12
    74  UPDATE_2_0_4 VA-VETERANS         GRIFFITH@SALT LAKE CI  12/07/2015@06:03
        CHOICE/MAMMOGRAM/TBI UPDATE
    75  UPDATE_2_0_5 MISC UPDATE 1       GRIFFITH@SALT LAKE CI  05/03/2016@09:42
    76  UPDATE_2_0_7                     MONTGOMERY@SALT LAKE CI 10/06/2015@11:24
    77  UPDATE_2_0_9 VA-COLORECTAL       GRIFFITH@SALT LAKE CI  04/28/2017@13:16
        CANCER SCREENING
    78  UPDATE_2_0_9 VA-COLORECTAL       GRIFFITH@SALT LAKE CI  06/20/2017@06:11
        CANCER SCREENING
+            + 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
Select Action: Next Screen// IFE   Install Exchange File Entry
Enter a list or range of numbers (1-211): 72
```

At the **Select Action** prompt, enter **IFE** for Install Exchange File Entry
Enter the number that corresponds with your entry titled UPDATE_2_0_31 VA-REACH *(in this example it is entry 72, it will vary by site)*

```
       Component                                    Category    Exists
Source:        GRIFFITH,ELIZABETH A at SALT LAKE CITY
Date Packed: 07/05/2017@07:55:56
Package Version: 2.0P35

Description:
The following Clinical Reminder items were selected for packing:
REMINDER DIALOG
  VA-REACH VET COORDINATOR TEMPLATE
  VA-REACH VET PROVIDER TEMPLATE

REMINDER TERM
  VA-REMINDER UPDATE_2_0_31

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.

You will see several prompts, for all new entries you will choose I to Install_ :
Select Action: Next Screen// IA   Install all Components
After the components have installed,

You will be promped to install the first reminder dialog component:

```
Packed reminder dialog: VA-REACH VET PROVIDER TEMPLATE [NATIONAL DIALOG]

 Item  Seq. Dialog Findings                          Type    Exists
   1     VA-REACH VET PROVIDER TEMPLATE               dialog

   2   5 VA-GP REACH VET                              group
          Finding: *NONE*
   3   5.5 VA-GP REACH VET ACKNOWLEDGEMENT/RE-EVAL    group
          Finding: REACH VET PROVIDER ACKNOWLEDGEMENT (HEALTH FACTOR)
   4   5.5.5 VAL-REACH VET COORDINATOR INFORMED       element
          Finding: *NONE*
   5   5.5.10 VA-GP REACH VET COMPREHENSIVE CHART REVIEW    group
          Finding: REACH VET PROVIDER RE-EVALUATION OF CARE (HEALTH
          FACTOR)
   6   5.5.10.5 VA-GP REACH VET BENEFIT ENHANCED CARE group
          Finding: *NONE*
   7   5.5.10.5.5 VA-REACH VET CARING COMMUNICATIONS  element
          Finding: REACH VET CARING COMMUNICATIONS (HEALTH FACTOR)
+          + 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-REACH VET PROVIDER TEMPLATE**
Select Action: Next Screen// IA   Install All
All dialog components for **VA-REACH VET PROVIDER TEMPLATE** are new.
Install reminder dialog and all components with no further changes: Y// YES

```
Packed reminder dialog: VA-REACH VET PROVIDER TEMPLATE [NATIONAL DIALOG]
VA-REACH VET PROVIDER TEMPLATE (reminder dialog) installed from exchange file.
 Item  Seq. Dialog Findings                                  Type     Exists
   1      VA-REACH VET PROVIDER TEMPLATE                    dialog      X

   2    5 VA-GP REACH VET                                    group      X
          Finding: *NONE*
   3    5.5 VA-GP REACH VET ACKNOWLEDGEMENT/RE-EVAL          group      X
          Finding: REACH VET PROVIDER ACKNOWLEDGEMENT (HEALTH FACTOR)
   4    5.5.5 VAL-REACH VET COORDINATOR INFORMED           element      X
          Finding: *NONE*
   5    5.5.10 VA-GP REACH VET COMPREHENSIVE CHART REVIEW    group      X
          Finding: REACH VET PROVIDER RE-EVALUATION OF CARE (HEALTH
          FACTOR)
   6    5.5.10.5 VA-GP REACH VET BENEFIT ENHANCED CARE       group      X
          Finding: *NONE*
   7    5.5.10.5.5 VA-REACH VET CARING COMMUNICATIONS      element      X
          Finding: REACH VET CARING COMMUNICATIONS (HEALTH FACTOR)
+        + 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.**

You will then be prompted to install the next Dialog component:

```
Packed reminder dialog: VA-REACH VET COORDINATOR TEMPLATE [NATIONAL DIALOG]

 Item  Seq. Dialog Findings                                  Type     Exists
   1      VA-REACH VET COORDINATOR TEMPLATE                 dialog      X

   2    5 VA-GP REACH VET COORDINATOR                        group      X
          Finding: *NONE*
   3    5.5 VAL-REACH VET COORD INFORMED                   element      X
          Finding: REACH VET COORDINATOR (HEALTH FACTOR)                X
   4    5.10 VA-REACH VET COORD ADD ADD'L SIGNER           element
        COORDINATOR NOTE
          Finding: *NONE*



---------------------------- REPLACEMENT ITEMS ----------------------------


   5    1 VA-REACH VET REVIEW OPTIONS FEMALE                element      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-REACH VET COORDINATOR TEMPLATE**
Select Action: Next Screen// IA   Install All
All dialog components for **VA-REACH VET COORDINATOR TEMPLATE** are new.
Install reminder dialog and all components with no further changes: Y// YES

```
Packed reminder dialog: VA-REACH VET COORDINATOR TEMPLATE [NATIONAL DIALOG]
VA-REACH VET COORDINATOR TEMPLATE (reminder dialog) installed from exchange file
 Item   Seq. Dialog Findings                                  Type    Exists
   1      VA-REACH VET COORDINATOR TEMPLATE                    dialog     X

   2    5 VA-GP REACH VET COORDINATOR                          group      X
           Finding: *NONE*
   3    5.5 VAL-REACH VET COORD INFORMED                       element    X
           Finding: REACH VET COORDINATOR (HEALTH FACTOR)                 X
   4    5.10 VA-REACH VET COORD ADD ADD'L SIGNER               element    X
        COORDINATOR NOTE
           Finding: *NONE*



--------------------------- REPLACEMENT ITEMS ---------------------------

   5    1 VA-REACH VET REVIEW OPTIONS FEMALE                   element    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: 07/05/2017@07:55:56
Package Version: 2.0P35

Description:
The following Clinical Reminder items were selected for packing:
REMINDER DIALOG
  VA-REACH VET COORDINATOR TEMPLATE
  VA-REACH VET PROVIDER TEMPLATE

REMINDER TERM
  VA-REMINDER UPDATE_2_0_31

Keywords:

Components:
+         + Next Screen    - Prev Screen    ?? More Actions            >>>
IA    Install all Components          IS    Install Selected Component
Select Action: Next Screen// Q
```

You will then be returned to this screen. At the **Select Action** prompt, type **Q.**

Install Completed

Post Installation

1. **Make the Dialogs able to be attached to a Personal or Shared template or to be able to attach the dialogs to a progress note title.**

   From the Reminders Manager Menu:
   Select Reminder Managers Menu Option: **CP CPRS Reminder Configuration**
      CA   Add/Edit Reminder Categories
      CL   CPRS Lookup Categories
      CS   CPRS Cover Sheet Reminder List
      MH   Mental Health Dialogs Active
      PN   Progress Note Headers
      RA   Reminder GUI Resolution Active
      TIU   TIU Template Reminder Dialog Parameter
      DL   Default Outside Location
      PT   Position Reminder Text at Cursor
   Select CPRS Reminder Configuration Option: **TIU TIU Template Reminder Dialog Parameter**
   Reminder Dialogs allowed as Templates may be set for the following:
   1   User   USR   [choose from NEW PERSON]
   3   Service   SRV   [choose from SERVICE/SECTION]
   4   Division   DIV   [choose from INSTITUTION]
   5   System   SYS   [NATREM.FO-SLC.MED.VA.GOV]
   Enter selection: *5 Choose the appropriate number for your site. Your site may do this by System or other levels. The example below uses SYSTEM level*
   Setting Reminder Dialogs allowed as Templates for System:
   Select Display Sequence: **?**
   148   VA-VETERANS CHOICE NOTE
   149   VA-TBI SCREENING
   *When you type a question mark above, you will see the list of #'s (with dialogs) that are already taken. Choose a number **NOT** on this list. For this example, looking above I see the number 150 is not present, so I will use 150.*
   Select Display Sequence: **150**
   Are you adding 150 as a new Display Sequence? Yes// **Y YES**
   Display Sequence: 150// **\<Enter\>**   150
   Clinical Reminder Dialog**: type in the name of the dialog**
    VA-REACH VET COORDINATOR TEMPLATE then **\<enter\>** reminder dialog NATIONAL
   OK? Yes// **\<Enter\>** (Yes)

   Select Display Sequence: **151**
   Are you adding 151 as a new Display Sequence? Yes**// Y YES**
   Display Sequence: 151// **\<Enter\>**
   Clinical Reminder Dialog: **VA-REACH VET PROVIDER TEMPLATE**
   \<Enter\>
   OK? Yes// \<Enter\> (Yes)

2. Setup of Note title

You will need to create two new note titles for the dialogs included in this update if you do not currently have these note titles available in your system.

The new note titles that need to be created are:
REACH VET COORDINATOR NOTE
REACH VET PROVIDER NOTE

These note titles are both to be mapped to the following VHA Enterprise Standard Title:
SUICIDE PREVENTION NOTE

Comprehensive information on Creating Document Definitions can be found beginning on page 47 of the TIU/ASU Implementation Guide

Note: If your facility created local REACH VET note titles, inactivate those existing note titles.

3. Associate the reminder dialogs with the note title in CPRS.

To do this, go to Template Editor, then Document Titles, select the appropriate folder (if applicable), and choose New Template (top right-hand corner).
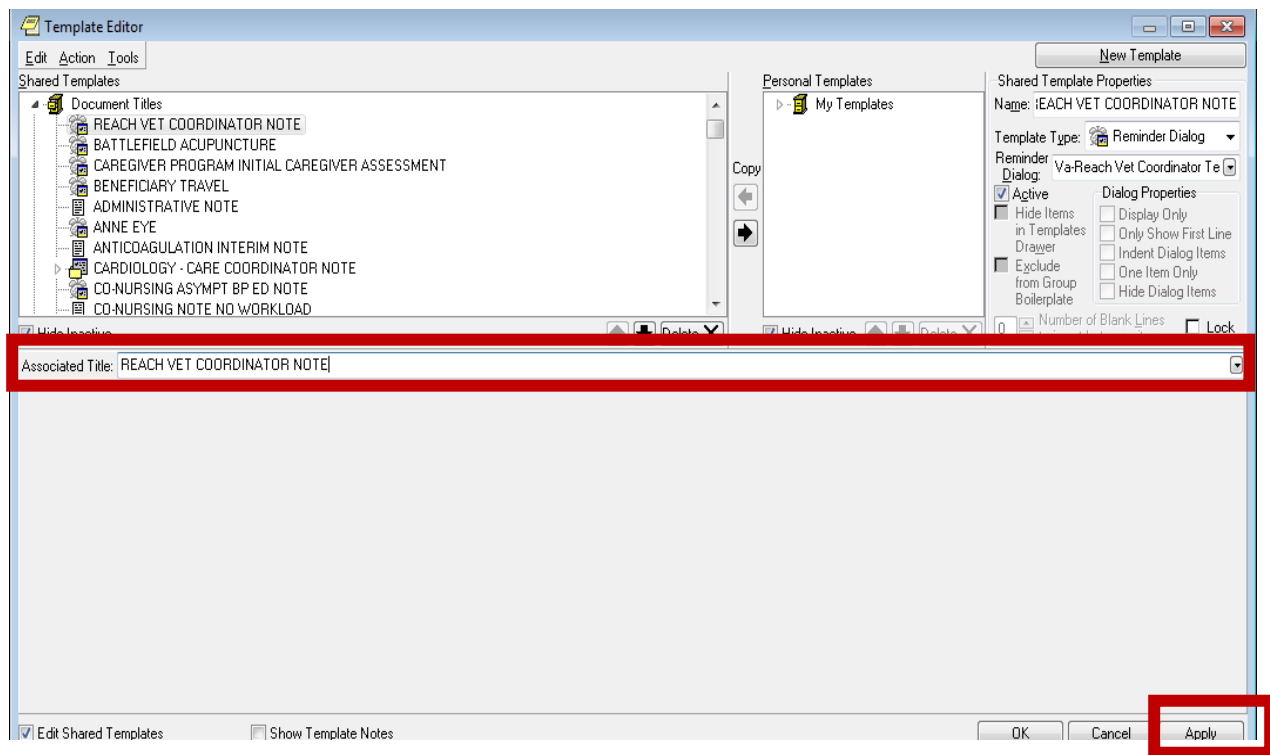1. Type in the following information:
   Name: **REACH VET COORDINATOR NOTE**

   Template Type: Reminder Dialog
   Reminder Dialog: **VA-REACH VET COORDINATOR TEMPLATE**
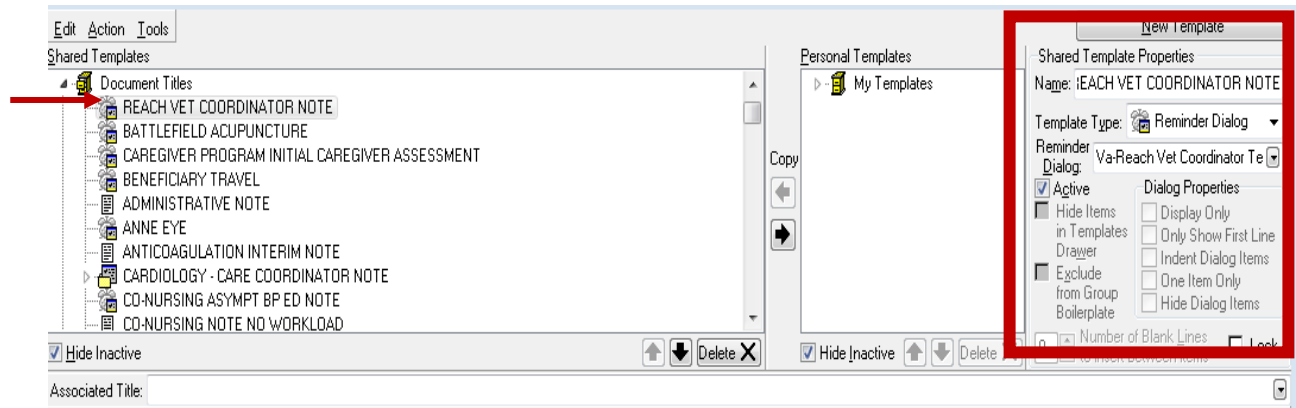
Next, type in the Associated Title, which in this case is REACH VET COORDINATOR NOTE, and hit Apply:
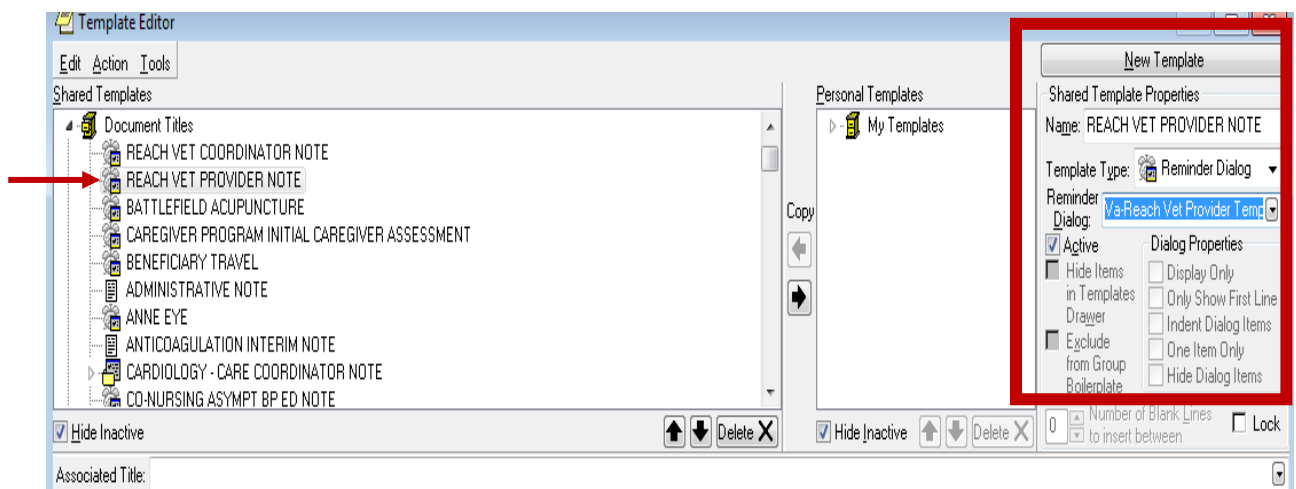
2. Type in the following information:
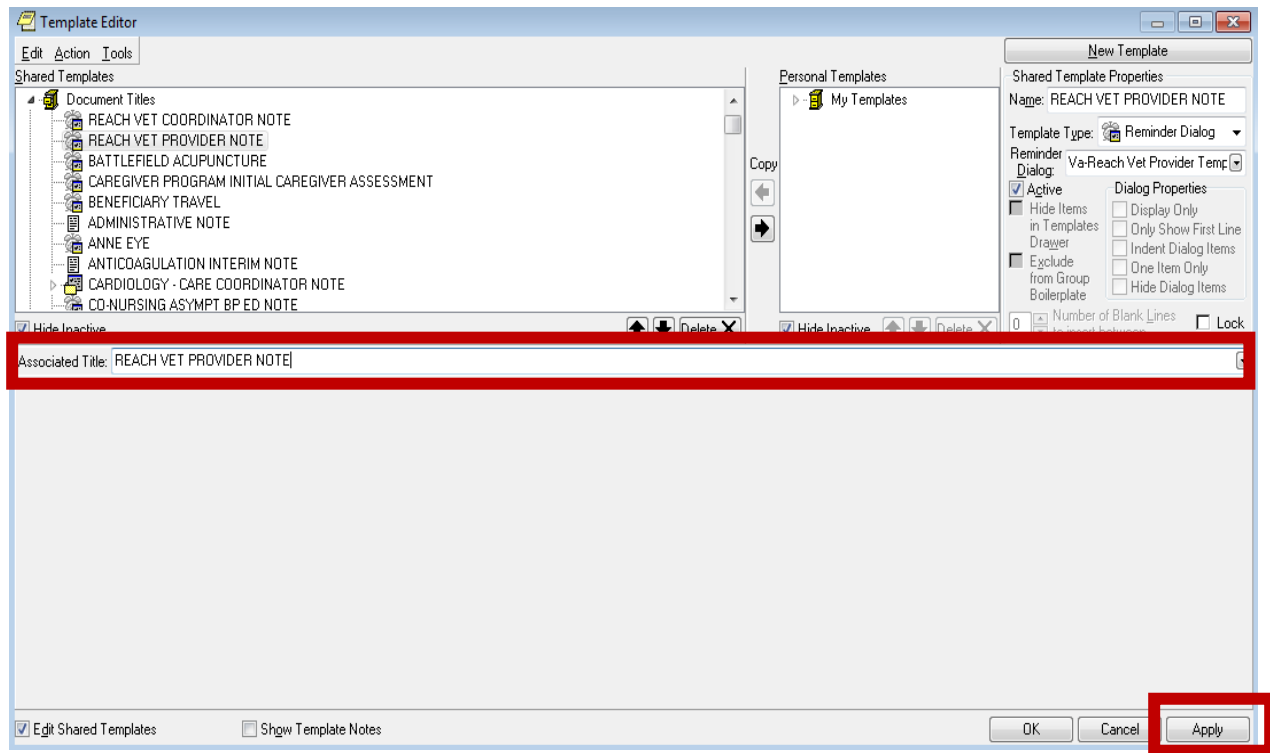   Name: **REACH VET PROVIDER NOTE**

   Template Type: Reminder Dialog
   Reminder Dialog: **VA-REACH VET PROVIDER TEMPLATE**

Next, type in the Associated Title, which in this case is REACH VET PROVIDER NOTE, and hit Apply:

4. **Update of Elements to enter the Veteran's demographic information and the facility's information.**

   Using the Reminder Dialog Manager Menu, Reminder Dialogs, changing your view to Element view, you will need to edit the Dialog/Progress note text to insert data objects representing the Veteran's demographic information and your facility's information into following dialog element(s):

   > Element: VAL-REACH VET COORD INFORMED
   > Element: VAL-REACH VET COORDINATOR INFORMED

In the Dialog/Progress Note text, replace [Facility Name] with your facility name (*if you are an integrated facility, you can replace with a TIU template text field or a locally created TIU template field with a choice of facility names*). Replace [Veteran Name] with your local data object that represent Veteran or Patient name.

5. In addition to installing the REACH VET Templates, please add the following links to the CPRS toolbar:

REACH VET
https://spsites.cdw.va.gov/sites/OMHO_PsychPharm/_layouts/15/ReportServer/RSViewerPage.aspx?rv:RelativeReportUrl=/sites/OMHO_PsychPharm/AnalyticsReports/Reach/Reach_FacilityMasterList.rdl

STORM Panel Review of Opioid Risk:
https://spsites.cdw.va.gov/sites/OMHO_PsychPharm/_layouts/15/ReportServer/RSViewerPage.aspx?rv%3aRelativeReportUrl=/sites/OMHO_PsychPharm/AnalyticsReports/STORM/ORM_PatientReportwithLink.rdl

STORM Patient Review of Opioid Risk:
https://spsites.cdw.va.gov/sites/OMHO_PsychPharm/_layouts/15/ReportServer/RSViewerPage.aspx?rv:RelativeReportUrl=/sites/OMHO_PsychPharm/AnalyticsReports/STORM/ORM_PatientReport_SSN_Lookup.rdl

NOTE: If you require further technical assistance, please notify your local IT support to log a national CA Service Desk Manager (SDM) ticket (previously a Remedy™ ticket) or contact the VA Service Desk at 1-888-596-4357 and have them submit a national CA ticket to the Incident Area: NTL.APP.VISTA.CLINICAL REMINDERS 2_0 and someone will contact you.