Meeting Roster

|  |  |  |  |
| --- | --- | --- | --- |
| Name | Attended | Name | Attended |
| Jeff Baseley |  | Lisa Kendziora |  |
| Hope Bryant |  | Tracey Martin |  |
| Madeleine Cadwallader |  | Kim Nazi |  |
| Kazumi Cornell |  | Jeff Sartori |  |
| Dr. David Douglas |  | Carnetta Scruggs |  |
| Robert Fryson |  | Sonya Thomas |  |
| Ken Gary |  | Paul Trumble |  |
| Bhanu Goparaju |  | Natalie Vassall |  |
| Jenny Hoffmann |  | Brian Vetter |  |
| Gary Howard |  | Ro Weaver |  |
| Lisa Johnson |  | Patty Wigfield |  |
| Soujanya Bhamidipaty |  | Satish Bhamidipaty |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

**Presentations**

## Executive Summary

This session was used to discuss the Secure Messaging redesign that was started by the Redesign team. SME’s and technical experts from PD were available to discuss Secure Messaging and what features are needed, and what needs to be changed.

**Meeting Notes**

|  |  |  |  |
| --- | --- | --- | --- |
| Topic | Presenter | Discussion | Action |
| **SM – New Message**  **SM – Reply to completed messages**  **Email Notification**  **Surrogate message forwarding** |  | When the message is opened, the clock starts. There are 3 options to pick from.  Instead of replying, a provider can save an individual thread in CPRS, every note will be saved in the same with a different addendum.  Question: How is a note appended to CPRS? If there was an interim message, how will that be saved?  Sometimes patients will continue to respond to a message but with a new issues. There needs to be a way where they can save as a new note because that’s when they can get WLC.  Suggest changing the reply threshold for a completed message to 45 or 30 days from the current 120 days. This might help with the patients opening a completed message versus opening a new message.  Suggestion: If a patient will reply to a completed message, there should be something in the backend where the system will just open a new message. This is instead of taking the ability to reply to a completed message away from the patient. (Hope)  Can the recipient be pre populated?  Is this technically possible? It might be better to just prevent them from replying to a completed message. PD needs to think about it and see if it can be possible. The main things to think about though are:   1. We need to control the user when they are replying to a completed message. Currently it is 120 days 2. Provider: needs to change the topic so that a new message can be created.   **Can we change the 120 days timeout to 30 days?**  Email notification: is it possible to have multiple emails? Do they need to be sent differently? Have a semi colon between multiple email addresses.  Signature: some staff/providers don’t want to be identified so they don’t want to include a signature with their name on it  Lisa K: it doesn’t matter if the signature is different, when the message is received, the from shows who is sending it.  Kim: it doesn’t make sense to not identify who sent the message as it relates to a medical matter.  Distribution group: the staggering has not been implemented. Right now the limit is adding 250 people to a distribution group.  Dr. Douglas: how can we create a group with 10K patients?  Satish: does it need to be sent out live or can it be queued to do at night?  Dr. Douglas: how long will the queue take?  Satish: not sure as it depends on the server processing. If we do at night time, are there any other jobs runnings in parallel?  Maybe it can be done gradually instead of jumping from 250 to 10k?  Broadcast messages: Veterans have the option of opting in to something like this.  Surrogate message forwarding:  Why is time there?    Sometimes a nurse or someone else can only be a surrogate for half a day.  Can more than one surrogate be set up? Yes  Can two people be surrogates at the same time? No  If someone is a surrogate, it gets put in their inbox.  If someone is a surrogate until 12 and they get a message at 11:55, but they don’t open it, what happens?  Solution might to give access to the other providers inbox.  WLC is a person by person basis so they won’t be able to get WLC for a surrogate message.  We need to have a way for a surrogate to get the WLC for themselves.  Is it possible to remove SM change in the Surrogate feature? Sometimes a team is assigned as a surrogate instead of one person. His entire team is now getting alerts for other messages. **Surrogate should be an individual instead of an entire triage team.** |  |

## Action Items – Open/Recently Closed­­­­­­­­­­­­­­­­­­­­­­­­­­

| **Action Item** | **Assigned To** | **Date**  **Assigned** | **Expected Completion Date** | **Status** |
| --- | --- | --- | --- | --- |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |