

Minutes: 2/25/15

This call will answer some questions sent in

1. Some data sources (cdw, computer data warehouse) has most current info, things done in clinic yesterday would show up there, VA is shifting more to it since it is in more real time and more helpful in reports and looking at access issues
2. Newer reports pulling from that data warehouse
3. Other reports updated twice months, others quarterly
4. Be careful in analyzing the data since some update quarterly vs bi-monthly
5. Sparq data-provides continuous updates but you are not always notified although it is listed on the website. Those that are very relevant to us, Dr Townsend sends out updates via e-mail or with the monthly service calls,
6. Included with the agenda is a link titled OPES. It is definitions to help decipher the reports, some are relevant to outpatient and specialty care, also describes how to interpret the charts and graphs.
7. When looking at the SPARQ data: look at top where tool bar is at and drill down to facility and compare to other facility of same size, can compare by VISN, for sparq data you cannot at this time look at individual providers, only by facility unless you request special permission (of your facility admin)
8. in TMS – DSS modules for doing labor mapping, including specific optometry examples so that when the data collected for SPARQ it is as accurate as possible
9. important to be familiar with optometry home page, constantly being updated with new information, easy to find info quickly, helpful when needing documentation about creation of grids or request of personnel
10. question from e-mails sent to Dr V: staffing ratio, don't just request an OD, every 1.0 OD needs 1.0 tech support, ask for 0.5 medical support assistant, 0.7 tech support (medical assistant, lpn, rn), always consider compressed tours, Saturdays if space an issue . 3 reference items on the optometry service home page, regarding this including the most recent ACI standards
11. staffing proposals: found on optometry home page, Dr V or Dr C always available to assist in proposal review/proofing, continue to pursue even if previously denied and keep proposal updated
12. once staff received: make sure they are mapped correctly, have the correct person class and their encounters are completed accurately so the data collected is accurate

For the next meeting : we are requesting questions/topics that people are interested in, will also keep educating on business plan and proposals for staffing and data collection