

VA OPTOMETRY SERVICE
VETERAN ACCESS TO CARE WORKGROUP CONFERENCE CALL

August 26, 2015 1:00 pm Eastern Time

VANTS 1-800-767-1750 Access Code: 16019#

I. Minutes from last call May 27, 2015

- Items reviewed: Choice Care funds for services not provided on station
 - Funds from Choice Care were approved to be used for Non VA Care (NVCC) using a hierarchy of care
 - Additional funds to cover the short fall for funding this year were transferred to VISNs and will be distributed to facilities
 - Next phase to address those that cannot obtain an appointment within 30 days of the Clinically Indicated Date has not yet been rolled out and implementation date is unknown.
 - If next phase information is available in time for our next scheduled call, an update will be provided to the group.

II. Person Class Audits

- With the start of the new Resident year, please look at your Person Class Audit to be sure your Optometry Resident(s) are correct.
- There have also been many Staff Optometrists added to the Optometry Service so new providers also need to be reviewed for accuracy.
- If new providers are on board, support staff to promote efficiency hopefully have also been hired and they too need to be in the correct Person Class. There are many categories of Health Technician (Eye).
- Blind Rehabilitation Service is also now included in the Data Cube. There are many categories of Blind Rehabilitation Specialists and if you are responsible for the Labor Mapping of these specialists look at the Person Class Audit and request corrections if necessary.
- It is important to review SPARQ Tool and Clinic Capacity reports from time to time to look for any trends. They are also very helpful when providing explanations for why a program may appear to be performing in a particular way such as in the case of Blind Rehabilitation and TBI programs where the care may be more intense, but lower in volume. The same is true of Comp and Pen workload. The reports will also assist in the presentation of Business Plans and Resource Requests.
- Links requested by participants:
 - Office of Productivity, Efficiency, and Staffing – for SPARQ Tool, Clinic Capacity Report <http://opes.vssc.med.va.gov/Pages/Default.aspx>
 - VHA Support Service Center (VSSC) – for Person Class Audit <http://vssc.med.va.gov/products.asp?PgmArea=5>

If there is any difficulty utilizing the above links, please keep trying. The sites appear to be running a bit slow today as an attempt was made to access them prior to the call and there was difficulty loading.

III. MyVA Integrated Plan (MIP)



myva_integrated_plan.pdf



myva_integrated_plan_overview.pdf

- Secretary MacDonald's commitment to increased access to Audiology and Optometry Services has been highlighted in the comprehensive document and in the Overview

document sent from the Optometry Service in advance of the monthly Optometry Service Call last week. It was also presented in a piece about Customer Service in the Spring/Summer 2015 VANguard issue.

- Dr. Cantrell provided information regarding the pilot sites' experiences with an increased Optometry wait time at CBOCs that already had constraints. Additional attention to infrastructure should be considered when reviewing pilots such as this with your facility leadership. Updates to the pilot will be provided by Dr. Cantrell when available.

IV. Clinic Management System and Group Practice Manager concept

- Not much information has been shared in the field just yet but initial training for a few key facility leaders from each station was held the first week of August 2015.
- The Clinic Management System is to facilitate communication of scheduling processes, efficiency, and access in nearly real time utilizing information for the Data Warehouse. The information in the Data Warehouse is updated every day so it is accurate up to the previous business day.
- There will be a new Dashboard to display the reports found on OPES and VSSC websites. Individual access to the tool will need to be requested.
- PD is still in classification phase at OPM for Group Practice Manager. It is not known yet if this is an administrative position or similar to a Section Chief, Service Chief, ACOS, etc.
- If additional information is available in time for next scheduled call, an update will be provided to the group.

V. Next call September 23, 2015 1:00 pm Eastern Time

- Please feel free to email Drs. Cantrell and/or Varanelli with any questions you may have in the interim.

REFERENCES:

VA Optometry Service Home Page Resources:

http://vaww.va.gov/OPTOMETRY/Administrative_Page.asp

Use the Home Page for reference especially looking at these areas:

- Labor Mapping
- Coding and Billing – new Module was recently added
- Staffing Ratios
- RVU information

Office of Productivity, Efficiency, and Staffing – for SPARQ Tool, Clinic Capacity Report

<http://opes.vssc.med.va.gov/Pages/Default.aspx>

VHA Support Service Center (VSSC) – for Person Class Audit

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