

Department of Veterans Affairs

Memorandum

Date: AUG - 6 2019

From: Acting Deputy Under Secretary for Health for Operations and Management (10N)

Subj: Policy Update for Using and Maintaining Veterans Health Administration (VHA) Electronic Wait List (EWL) (VIEWS# 01370554)

To: Veterans Integrated Services Network (VISN) Directors (10N1-23)

1. The purpose of this memorandum is to communicate upcoming changes to the official policy on the use of the VHA Electronic Wait List (EWL). The policy is being updated in response to changes from the implementation of the Maintaining Internal Systems and Strengthening Integrated Outside Networks (MISSION) Act of 2018. The policy was updated in an effort to streamline processes. These changes will require support from VISN and Medical Center Directors. The significant changes to the use of the EWL include:

- a. Administrative stop codes will no longer be tracked on the EWL.
 - i. 669 (community care consults) should be reviewed one final time and removed as this stop code will be inactivated. The MISSION Act consult processes should be used in place of EWL tracking for these entries.
 - ii. 674 (transfer requests) will be transferred to the Light Electronic Action Framework (LEAF) software for tracking. This software allows for assignment of Veterans seeking to transfer care within a healthcare system to a specific staff member and provides reminders to check and close out transfer requests, as appropriate. See numbers 3 and 4 below.
 - iii. 999 stop code is not to be used and should not be tracked on the EWL at all.
- b. Clinical requests presently on the EWL should be offered an appointment. Schedules should be opened up to 390 days into the future. Use of open slot management to inform those Veterans of potential earlier appointments is highly suggested.


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Electronic Wait List (EWL)

2. Transfers are requests made by Veterans to move between providers or change locations. Veterans who wish to move systems (i.e., from one state to another) should utilize the Traveling Veteran Coordinator Program and the consults used with this program.

3. The LEAF software will replace the use of the administrative EWL for transfer requests on stop code 674. Current transfer requests must be moved to LEAF as soon as possible and all future requests must be entered only into LEAF. LEAF will help automate and add efficiencies to the process. Attachment A further explains the benefits of utilizing LEAF. A recording of a LEAF demo and additional training materials can be found at the following link:

<https://www.vapulse.net/groups/leaf/content?filterID=contentstatus%5Bpublished%5D%7Ecategory%5Bnon-count-administrative-ewl%5D>. More information on LEAF can be found at the following link: <https://leaf.va.gov/launchpad/>.

4. Should you have any questions regarding the use of the EWL, please contact Ms. Mary Fields, National Director of Field Support by email at Mary.Fields2@va.gov. For questions related to LEAF, please contact Mr. Gerald Dargan, Health System Specialist, by email at Gerald.Dargan@va.gov or Ms. Susan Hall, LEAF Chief Learning Officer by email at Susan.Hall5@va.gov.



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Attachment