



Update_2_0_310

Clinical Reminders

VA-REACH VET UPDATES

Install Guide

May 2023

Product Development
Office of Information Technology
Department of Veterans Affairs

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Introduction

The REACH VET program 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 monthly to see which Veterans were identified in a top risk tier at that site. The REACH VET Coordinator then identifies a REACH VET Provider for each Veteran. For newly identified REACH VET Veterans, the provider is required to review the Veteran's medical record, re-evaluate care, consider care enhancement strategies and outreach the Veteran. For Veterans who have been identified by REACH VET for more than one month (either consecutively or nonconsecutively), coordinators are asked to complete a REACH VET Coordinator note to notify the REACH VET Provider of the Veteran's recurring status. The provider then utilizes their clinical judgement regarding next steps (e.g., reviewing if all required steps have been completed historically, and determining if reevaluation of care and outreach is indicated if there were any clinical changes). Additional information is available in the REDACTED. The two reminder dialogs (previously released and implemented nationally) enhanced with this update are to be used by the REACH VET COORDINATOR and REACH VET PROVIDER.

UPDATE_2_0_310 contains 1 Reminder Exchange entry:

UPDATE_2_0_310 VA-REACH VET UPDATES

The exchange file contains the following components:

REMINDER GENERAL FINDINGS

VIEW PROGRESS NOTE TEXT

TIU TEMPLATE FIELD

WP 2 LINES

REACH VET NOT APPROPRIATE

EDIT 20+ REQ

DATE (REQ)

REACH VET WEBSITE

REACH VET ACKNOWLEDGE

VA-OSP CRISTAL

REACH VET WEB COMMON QUESTIONS

EDIT 20+

REACH VET TRANSFERS

URL REACH VET

HEALTH FACTORS

VA-REMINDER UPDATES [C]

VA-UPDATE_2_0_310

VA-REACH VET [C]

VA-REACH VET PROV INCARCERATED

VA-REACH VET PROV RESIDENTIAL/INPATIENT

VA-REACH VET NO LONGER INCARCERATED

VA-REACH VET NO LONGER INPATIENT/RESIDENTIAL

VA-REACH VET PROV OUTPATIENT NOT INCARCERATED
VA-REACH VET CLINICALLY INAPPROPRIATE OUTREACH
VA-REACH VET RV CONTINUED
VA-REACH VET PROV UNABLE TO REACH OUT UNKNOWN INFO
VA-REACH VET UNABLE TO REACH OUT LETTER
VA-REACH VET NO VM PHONE OUTREACH
VA-REACH VET LEFT VOICEMAIL
VA-REACH VET MISSED CALL
REACH VET ACCESS TO CARE DISCUSSED
REACH VET TREATMENT PLAN DISCUSSED
REACH VET CLINICAL RISK DISCUSSED
REACH VET STATISTICAL RISK DISCUSSED
REACH VET NO CHANGES INDICATED
VA-REACH VET LMSC
VA-REACH VET EBT REFERRAL
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 REACH OUT TO VETERAN
REACH VET PROVIDER RE-EVALUATION OF CARE
REACH VET PROVIDER ACKNOWLEDGEMENT
VA-REACH VET LETTER NOT SENT
VA-REACH VET LETTER SENT
VA-REACH VET AD OR REC
VA-REACH VET INELIGIBLE
VA-REACH VET ACCEPT TRANSFER
VA-REACH VET RETRACT TRANSFER
VA-REACH VET DATE TRANSFERRED
VA-REACH VET FACILITY TRANSFERRED
VA-REACH VET INITIATE TRANSFER
VA-REACH VET COORDINATOR ID RECURRING
VA-REACH VET COORDINATOR ID NEW

REMINDER SPONSOR

OFFICE OF MENTAL HEALTH SERVICES
MENTAL HEALTH SERVICES

REMINDER TERM

VA-REMINDER UPDATE_2_0_310

REMINDER DIALOG

VA-REACH VET PROVIDER TEMPLATE
VA-REACH VET COORDINATOR TEMPLATE

Install Details

This update is being distributed as a web host file. The address for the host file is:

https://REDACTED/UPDATE_2_0_310.PRD

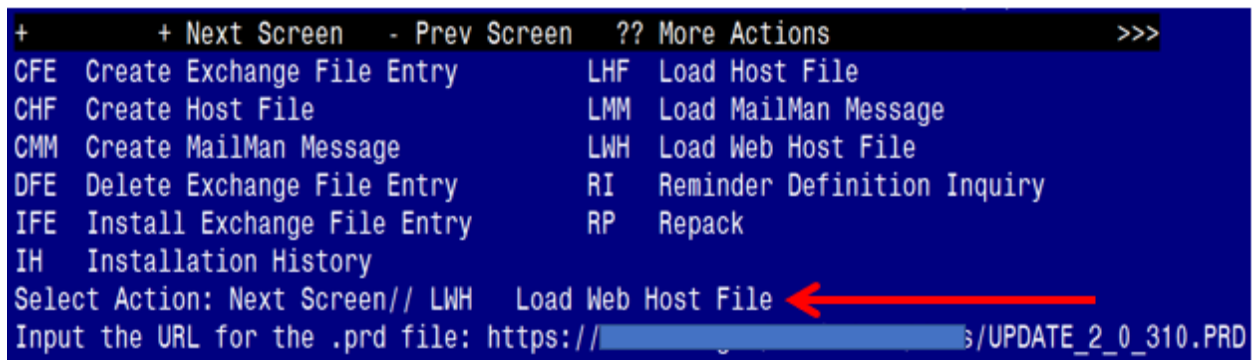
The file will be installed using Reminder Exchange, programmer access is not required.

Installation:

=====
This update can be loaded with users on the system. Installation will take less than 30 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           LWH  Load Web Host File
DFE  Delete Exchange File Entry       RI   Reminder Definition Inquiry
IFE  Install Exchange File Entry      RP   Repack
IH   Installation History
Select Action: Next Screen// LWH  Load Web Host File ←
Input the URL for the .prd file: https://[REDACTED]/UPDATE_2_0_310.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:

https://REDACTED/UPDATE_2_0_310.PRD

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



```
https://[REDACTED]/UPDATE_2_0_310.PRD successfully loaded.
```

Search for and locate the reminder exchange entry titled UPDATE_2_0_310 VA-REACH VET UPDATES

(refer to the screenshot on the next page)

*Item	Entry	Source	Date Packed
389	UPDATE_2_0_310 VA-REACH VET UPDATES		05/19/2023@11:06
390	UPDATE_2_0_311 VA-CYSTATIN C SCREEN		11/21/2022@08:53
391	UPDATE_2_0_313 VA-ONCOLOGY KIDNEY CANCER PATHWAYS		11/18/2022@13:40
392	UPDATE_2_0_314 VA-COMMUNITY CARE COLONOSCOPY RECOMMENDED F/U		12/15/2022@06:39
393	UPDATE_2_0_315 VA-PLMS		02/02/2023@07:47

+ 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	RP	Repack		

Select Action: Next Screen// IFE Install Exchange File Entry
Enter a list or range of numbers (1-634): 389

At the **Select Action** prompt, enter **IFE** for Install Exchange File Entry
Enter the number that corresponds with your entry titled **UPDATE_2_0_310 VA-REACH VET UPDATES** (in this example it is entry 389, it will vary by site). The exchange file date should be 05/19/2023@11:06.

Component	Category	Exists
Source:		
Date Packed: 05/19/2023@11:06:27		
Package Version: 2.0P65		
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_310		
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.
Select Action: Next Screen// IA Install all Components

You will see several prompts:

1 - For all new components, choose **I to Install**

2 - For existing components, choose **O to Overwrite**.

You will be prompted to install the 1st 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 X
2 1 VA-REACH VET PROVIDER VERSION 1.2 element
  Finding: *NONE*
3 5 VA-GP REACH VET PROVIDER group
  Finding: *NONE*
4 10 VA-GP REACH VET PROVIDER OPTIONS group
  Finding: *NONE*
5 10.5 VA-GP REACH VET PROVIDER VET TOP 0.1 HIGHEST group
  Finding: *NONE*
6 10.5.5 VA-GP REACH VET PROV STATUS group
  Finding: *NONE*
7 10.5.5.10 VA-GP REACH VET PROV CURRENTLY OUTPATIENT group
+ + 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**

Install reminder dialog and all components with no further changes: **Y// ES**

```
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 1 VA-REACH VET PROVIDER VERSION 1.2 element X
  Finding: *NONE*
3 5 VA-GP REACH VET PROVIDER group X
  Finding: *NONE*
4 10 VA-GP REACH VET PROVIDER OPTIONS group X
  Finding: *NONE*
5 10.5 VA-GP REACH VET PROVIDER VET TOP 0.1 HIGHEST group X
  Finding: *NONE*
6 10.5.5 VA-GP REACH VET PROV STATUS group X
  Finding: *NONE*
7 10.5.5.10 VA-GP REACH VET PROV CURRENTLY OUTPATIENT group X
+ + 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 be prompted to install the 2nd 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    1 VA-REACH VET COORDINATOR NOTE VERSION 1.2             element
      Finding: *NONE*
  3    5 VA-GP REACH VET COORDINATOR                           group     X
      Finding: *NONE*
  4    5.5 VA-GP REACH VET COORD NEW TO TOP 0.1% GRP           group
      Finding: VA-REACH VET COORDINATOR ID NEW (HEALTH FACTOR)    X
  5    5.5.5 VAL-REACH VET COORD INFORMED NEW TOP 1%           element
      Finding: *NONE*
  6    5.5.10 VA-REACH VET COORD ADD ADD'L SIGNER              element    X
      COORDINATOR NOTE
      Finding: *NONE*
  7    5.10 VA-GP REACH VET COORD RECURRING                   group
+-----+-----+-----+-----+
+      + 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**

Install reminder dialog and all components with no further changes: **Y// ES**

```
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    1 VA-REACH VET COORDINATOR NOTE VERSION 1.2             element    X
      Finding: *NONE*
  3    5 VA-GP REACH VET COORDINATOR                           group     X
      Finding: *NONE*
  4    5.5 VA-GP REACH VET COORD NEW TO TOP 0.1% GRP           group     X
      Finding: VA-REACH VET COORDINATOR ID NEW (HEALTH FACTOR)    X
  5    5.5.5 VAL-REACH VET COORD INFORMED NEW TOP 1%           element    X
      Finding: *NONE*
  6    5.5.10 VA-REACH VET COORD ADD ADD'L SIGNER              element    X
      COORDINATOR NOTE
      Finding: *NONE*
  7    5.10 VA-GP REACH VET COORD RECURRING                   group     X
+-----+-----+-----+-----+
+      + 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:
Date Packed: 05/19/2023@11:06:27
Package Version: 2.0P65

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_310

Keywords:

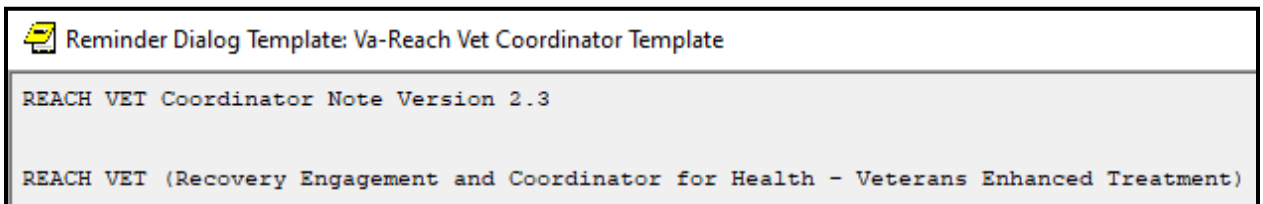
Components:
+ Enter ?? for more actions >>>
IA Install all Components IS Install Selected Component
Select Action: Next Screen// Q
```

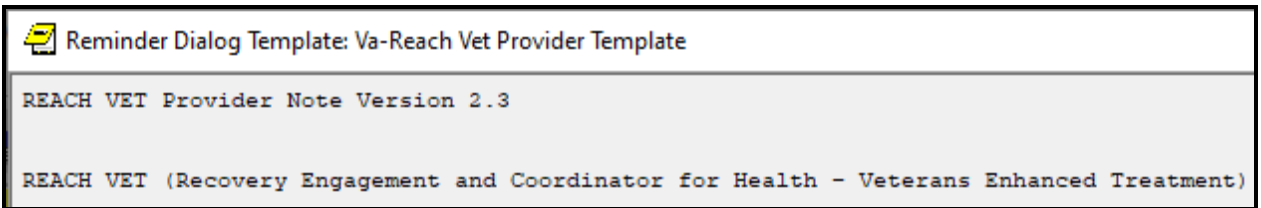
You will be returned to this screen. Type Q to quit.

Install Completed

Post Installation

1. Launch the **VA-REACH VET COORDINATOR TEMPLATE** and **VA-REACH VET PROVIDER TEMPLATE** dialogs and confirm the version numbers are 2.3 (displayed at the top of the dialog). See screenshots below.
 - a. You should be able to launch the dialogs using note titles:
 - i. REACH VET COORDINATOR NOTE
 - ii. REACH VET PROVIDER NOTE
 - b. If your site does not have both note titles established, refer to the original install guide and the post-installation step instructions for note title creation. The link to that install guide is > [Link to this document inside the VA redacted Update_2_0_31_IG](#)





2. Add your site's **Facility Name** and **Patient (Veteran) Name** data object to the dialog text in the following twelve (12) ELEMENTS and one (1) GROUP:
(**Take note:** also edit Alternate Progress Note Text fields in a couple of Elements)

Element: **VAL-REACH VET COORD INFORMED NEW TOP 1%**

DIALOG/PROGRESS NOTE TEXT:

I am the **Facility Name** REACH VET Coordinator and have been informed that **Veteran** has been identified as a Veteran who might benefit from enhanced treatment. I have identified {FLD:EDIT 20+ REQ} as the Veteran's provider, have informed the provider about the REACH VET program, and have requested that they review the Veteran's medical record to re-evaluate the Veteran's care, and reach out to the Veteran.

Element: **VAL-REACH VET COORD INFORMED RECURRING**

DIALOG/PROGRESS NOTE TEXT:

I am the **Facility Name** REACH VET Coordinator and have been informed that **Veteran** continues to be a Veteran who might benefit from enhanced treatment. I have informed this Veteran's provider, {FLD:EDIT 20+ REQ}, so that they can determine whether any additional steps (e.g., care enhancements, outreach, or other services) are clinically indicated at this time.

Element: **VAL-REACH VET COORD INFORMED TRANSFER**

DIALOG/PROGRESS NOTE TEXT:

I am the **Facility Name** REACH VET Coordinator and have been informed that **Veteran** has been identified as a Veteran who might benefit from enhanced treatment.

Element: **VAL-REACH VET COORD TRANSFER NO LONGER REQ**

DIALOG/PROGRESS NOTE TEXT:

I am the **Facility Name** REACH VET Coordinator and after consulting with the REACH VET Coordinator at {FLD:EDIT 20+ REQ} facility, it has been determined that the Veteran does not require a transfer.

Element: **VAL-REACH VET COORD TRANSFER ANOTHER FACILITY**

DIALOG/PROGRESS NOTE TEXT:

I am the **Facility Name** REACH VET Coordinator and after consulting with the REACH VET Coordinator at {FLD:EDIT 20+ REQ} facility, it has been determined that the Veteran requires a transfer.

Element: **VAL-REACH VET PROV CURRENTLY OUTPATIENT**

DIALOG/PROGRESS NOTE TEXT:

[Veteran Name] is outpatient and not incarcerated
(continue below to enter steps)

ALTERNATE PROGRESS NOTE TEXT:

\\

[Veteran Name] is outpatient and not incarcerated

Element: **VAL-REACH VET VETERAN'S CURRENT OUTPATIENT PROVIDER**

DIALOG/PROGRESS NOTE TEXT:

[Veteran Name] is currently engaged in a residential/inpatient program. I am the Veteran's current OUTPATIENT provider and have completed the following steps:

ALTERNATE PROGRESS NOTE TEXT:

\\

[Veteran Name] is currently engaged in a residential/inpatient program. I am the Veteran's current outpatient provider and have completed the following steps:

Element: **VAL-REACH VET VETERAN'S RESIDENTIAL/INPT PROVIDER**

DIALOG/PROGRESS NOTE TEXT:

[Veteran Name] is currently engaged in a residential/inpatient program. I am the Veteran's RESIDENTIAL/INPATIENT provider and have completed the following steps:

Element: **VAL-REACH VET PROV CURRENTLY INCARCERATED**

DIALOG/PROGRESS NOTE TEXT:

[Veteran Name] is currently incarcerated. I have contacted the local Veterans Justice Program to discuss planning for release, to include determination if they can provide in-person jail or prison outreach to the Veteran and coordinate a process to notify Veteran's treatment team of the Veteran's release (Provide details regarding the plan for notification of release using the dialogue box. Complete the steps below as indicated).

ALTERNATE PROGRESS NOTE TEXT:

\\

[Veteran Name] is currently incarcerated. I have contacted the local Veterans Justice Program to discuss planning for release, to include determination if they can provide in-person jail or prison outreach to the Veteran and coordinate a process to notify Veteran's treatment team of the Veteran's release.

Element: **VAL-REACH VET COORDINATOR INFORMED**

DIALOG/PROGRESS NOTE TEXT:

{FLD:REACH VET ACKNOWLEDGE}

The [Facility Name] REACH VET Coordinator informed me that [Veteran Name] has been identified as a Veteran who might benefit from enhanced treatment.

Element: **VAL-REACH VET PROV INFORMED VETERAN**

DIALOG/PROGRESS NOTE TEXT:

Informed [Veteran name] that they have been identified as being at high statistical risk for suicide and other adverse outcomes.

Element: VAL-REACH VET CURRENTLY OUTPATIENT RECURRING

DIALOG/PROGRESS NOTE TEXT:

[Veteran Name] is outpatient and not incarcerated (continue below to enter steps).

ALTERNATE PROGRESS NOTE TEXT:

\\

[Veteran Name] is outpatient and not incarcerated.

Group: VAL-GP REACH VET PROV REACHED OUT VIA PHONE

GROUP HEADER DIALOG TEXT:

I reached out to [Veteran NAME] over the phone and took the following steps:

3. In CPRS, edit the URL in the Template Field titled “VA-OSP CRISTAL”. You will only need to replace the text “STATIONIDHERE” with your facility’s station number.
 - a. Replace STATIONIDHERE with your 3- or 5-digit numeric station number.
 - b. DO NOT replace the DUZ or APP code.

