



**Update \_2\_0\_39**

**Clinical Reminders**

**VA-SUICIDE SAFETY PLAN**

**Install Guide**

**April 2018**

Product Development  
Office of Information Technology  
Department of Veterans Affairs

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# Introduction

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## Description:

The Suicide Prevention Safety Plan Template was developed by the Veterans Affairs Office of Mental Health and Suicide Prevention (OMHSP) with input from field providers, suicide prevention leadership and mental health leadership and safety plan subject-matter-experts.

For Veterans who are at risk for suicide, safety planning is a critical component of suicide prevention strategies. Creating a Suicide Prevention Safety Plan involves identifying and recording warning signs, coping strategies, and sources of support that Veterans who are at risk for suicide can use before or during a crisis. The rationale for using a Safety Plan is to help Veterans recognize when they are experiencing a crisis and to use specific strategies to avert a crisis and prevent them from acting on their suicidal thoughts and urges. The Safety Plan serves as an emergency plan to use during crises when problem solving abilities often diminish.

The national template is designed to:

- standardize and improve the process of suicide prevention safety planning;
- ensure that Veterans receive high-quality suicide prevention safety plans through collaboration with their providers;
- facilitate the reporting and analysis of utilization, completion, and timing of safety planning;
- ensure that OIG recommendations regarding safety plan documentation from their May 2017 ‘Evaluation of Suicide Prevention Programs in VHA Facilities’ report are met.

*The template provides guidance on collaborating with the Veteran to complete the six steps required to create a Safety Plan. The template also provides guidance on next steps for Veterans with access to certain lethal means, which requires additional discussion and support.*

It is anticipated that the template will be used mainly during mental health visits and occasionally during primary care visits, and emergency department visits. This will allow the clinician and the Veteran collaborate to create a high-quality suicide prevention safety plan that is based on the Veteran’s own warning signs, strategies, and support.

For clinical questions, contact Gregory J. Hughes, LICSW, Director, Field Operations, Office of Mental Health and Suicide Prevention, at [Gregory.Hughes2@va.gov](mailto:Gregory.Hughes2@va.gov).

## Two reminder dialogs are being distributed with this update:

**VA-OSP SUICIDE SAFETY PLAN**

**VA-OSP SUICIDE SAFETY PLAN REVIEW/DECLINE**

UPDATE\_2\_0\_39 contains 1 Reminder Exchange entry:

**UPDATE\_2\_0\_39 VA-OSP SUICIDE SAFETY PLAN**

**The exchange file contains the following components:**

**REMINDER DIALOG**

VA-OSP SUICIDE SAFETY PLAN  
VA-OSP SUICIDE SAFETY PLAN REVIEW/DECLINE

**TIU TEMPLATE FIELD**

VA-OSP DATE(R)  
VA-OSP CITY ST  
VA-OSP EDIT 40 R IND  
VA-OSP STREET ADD  
VA-OSP SP RISK MGMT  
VA-OSP SRM CONSULT EMAIL  
VA-OSP SP MATERIAL  
VA SP YES/NO  
VA SP EB30  
VA-OPIOID USE SPANISH  
VA-OPIOID USE ENGLISH  
VA-OPIOID SAFETY SPANISH  
VA-OPIOID SAFETY ENGLISH  
VA SP DATE  
VA SP 3 LINES  
SAFETY PLAN NUMBER  
VA SP EB25  
VA SP EB30 IND  
VA SP CITY ST  
VA SP EB40  
VA SP CRISIS CHAT  
VA-OSP VHB URL  
VA-OSP SAFETY PLAN BLANK CLINICIAN  
VA-OSP SAFETY PLAN BLANK

**HEALTH FACTORS**

VA-REMINDER UPDATES  
VA-UPDATE\_2\_0\_39  
VA-SUICIDE SAFETY PLAN  
VA-SP SAFETY PLAN REVIEWED  
VA-SP EMERG CONTACT NEEDS UPDATE  
VA-SP REFUSED SAFETY PLANNING  
VA-SP SAFETY CONTACT DECLINED  
VA-SP CG GIVEN COPY NO  
VA-SP VET GIVEN COPY NO  
VA-NALOXONE  
VA-NALOXONE NOT NEEDED  
VA-PATIENT DECLINED NALOXONE

VA-NALOXONE RX REQUEST PROVIDER NOTIFIED  
VA-NALOXONE RX ORDERED  
VA-SP OPIOID DISCUSSION NO  
VA-SP OPIOID ACCESS YES  
VA-SP OPIOID ACCESS NO  
VA-SP GUNLOCK OFFERED NO  
VA-SP FIREARM DISCUSSION NO  
VA-SP FIREARM ACCESS YES  
VA-SP FIREARM ACCESS NO  
VA-SP DISTRESS HELP NOT DISCLOSED  
VA-SP DISTRESS HELP NO  
VA-SP DISTRESS HELP YES  
VA-SP SOCIAL CONTACTS NO  
VA-SP SOCIAL CONTACTS YES

**REMINDER SPONSOR**

VHA ONCOLOGY  
Mental Health Services

**REMINDER TERM**

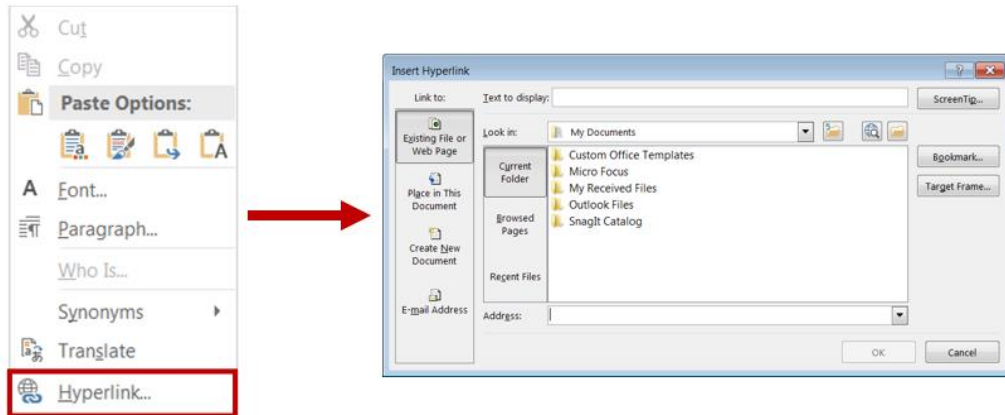
VA-REMINDER UPDATE\_2\_0\_39

## **Pre-Install Instructions**

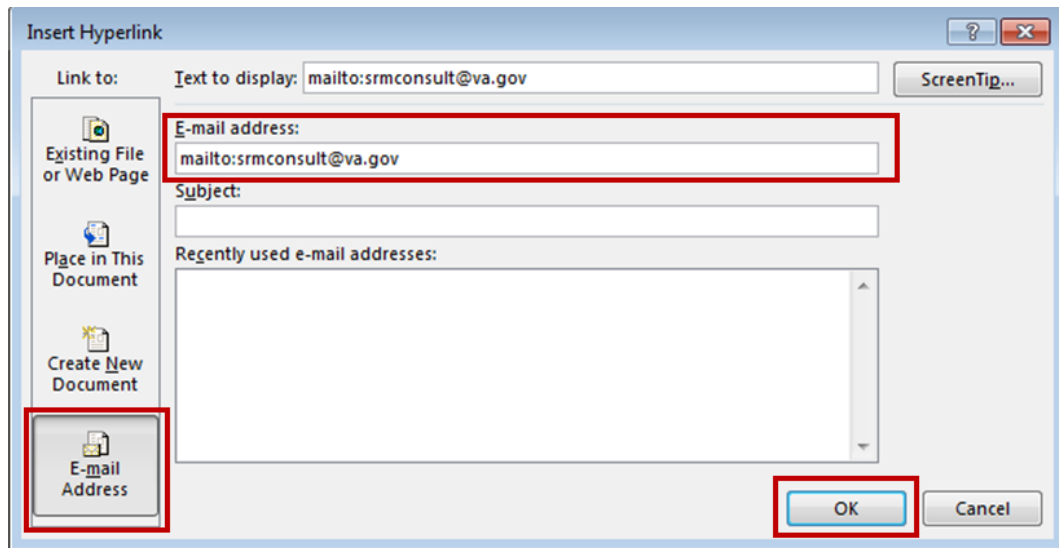
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This template uses the functionality of setting up a hyperlink in Microsoft Outlook to enable staff start an email from the template to a national program office contact for questions or assistance. Creating this hyperlink in Outlook before installing the update will make it available for all staff in your facility.

1. In Microsoft Outlook, start a New Email message (as if you are going to send an email).
2. In the body of the email, right-click on the mouse and select “Hyperlink”. The “Link to:” will default to “Existing File or Web Page” (see below).



3. To create an email hyperlink, on the left side under “Link to:”, choose: “E-mail Address”  
 Type the following email address in the “E-mail Address:” field: **srmconsult@va.gov**  
 As you begin to type, you will see the phrase **mailto:** appear in front of the email address along with the “Text to display” filling in with the same information.  
 When done typing the email address in, click “OK”. You can leave the “Subject:” blank.  
 See below for demonstration of the dialog box filled out.



After creating this hyperlink in Outlook, pre-installation is complete.

## Install Details

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

**http://vista.med.va.gov/reminders/UPDATE\_2\_0\_39.PRD**

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

Installation:

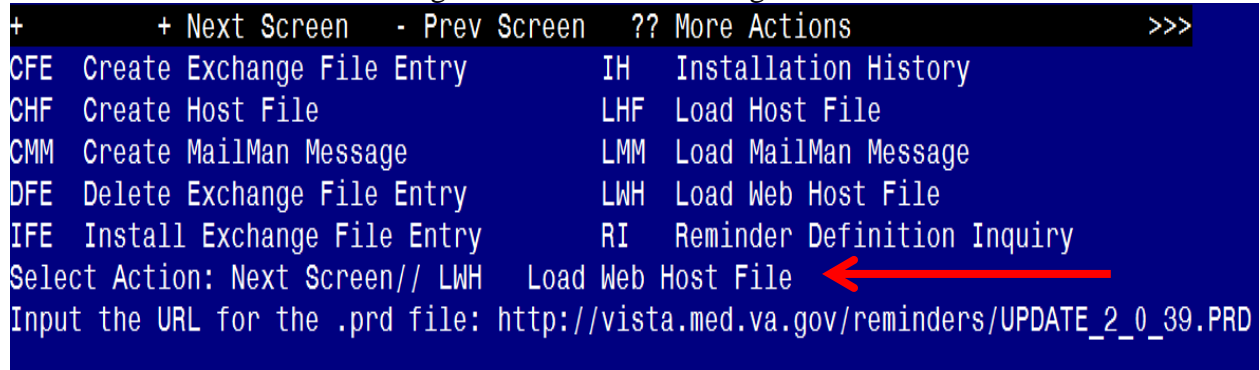
=====

This update can be loaded with users on the system. Installation will take less than 20 minutes.

## Install Example

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To Load the Web Host File. Navigate to Reminder exchange in Vista



The screenshot shows a menu with the following options:

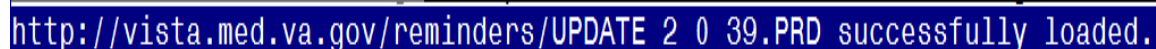
	+ Next Screen	- Prev Screen	?? More Actions	>>>
CFE	Create Exchange File Entry		IH	Installation History
CHF	Create Host File		LHF	Load Host File
CMM	Create MailMan Message		LMM	Load MailMan Message
DFE	Delete Exchange File Entry		LWH	Load Web Host File
IFE	Install Exchange File Entry		RI	Reminder Definition Inquiry
Select Action: Next Screen// LWH Load Web Host File				
Input the URL for the .prd file: http://vista.med.va.gov/reminders/UPDATE_2_0_39.PRD				

A red arrow points to the 'LWH Load Web Host File' option in the 'Select Action' line.

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:

**http://vista.med.va.gov/reminders/UPDATE\_2\_0\_39.PRD**



The screenshot shows the message: **http://vista.med.va.gov/reminders/UPDATE\_2\_0\_39.PRD successfully loaded.** A red arrow points to this message.

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

Search and locate an entry titled UPDATE\_2\_0\_39 VA-OSP SUICIDE SAFETY PLAN in reminder exchange

+Item	Entry	Source	Date Packed
78	UPDATE_2_0_39 VA-OSP SUICIDE SAFETY PLAN	GRIFFITH@SALT LAKE CI	03/30/2018@10:36
79	UPDATE_2_0_3_2 TBI SCREENING	MONTGOMERY@SALT LAKE CI	10/28/2015@07:12
80	UPDATE_2_0_4 VA-VETERANS CHOICE/MAMMOGRAM/TBI UPDATE	GRIFFITH@SALT LAKE CI	11/23/2015@09:02
81	UPDATE_2_0_4 VA-VETERANS CHOICE/MAMMOGRAM/TBI UPDATE	GRIFFITH@SALT LAKE CI	12/07/2015@06:03
82	UPDATE_2_0_40 VA-HERPES ZOSTER IMMUNIZATION UPDATE	GRIFFITH@SALT LAKE CI	03/08/2018@12:02
83	UPDATE_2_0_41 FUNCTIONAL AND	MONTGOMERY@SALT LAKE CI	03/05/2018@11:08
+    + 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		
Select Action: Next Screen// IFE    Install Exchange File Entry			
Enter a list or range of numbers (1-155): 78			

At the **Select Action** prompt, enter **IFE** for Install Exchange File Entry  
Enter the number that corresponds with your entry titled UPDATE\_2\_0\_39 VA-OSP SUICIDE SAFETY PLAN (in this example it is entry 78, it will vary by site)

Component	Category	Exists
Source:        GRIFFITH,ELIZABETH A at SALT LAKE CITY		
Date Packed: 03/30/2018@10:36:55		
Package Version: 2.0P35		
Description:		
The following Clinical Reminder items were selected for packing:		
REMINDER DIALOG		
VA-OSP SUICIDE SAFETY PLAN		
VA-OSP SUICIDE SAFETY PLAN REVIEW/DECLINE		
REMINDER TERM		
VA-REMINDER UPDATE_2_0_39		
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.

You will see several prompts, for all new entries you will choose **I to Install** :

Select Action: Next Screen// **IA    Install all Components**



## You will be prompted to install the FIRST reminder dialog component:

Packed reminder dialog: VA-OSP SUICIDE SAFETY PLAN REVIEW/DECLINE [NATIONAL DIAL				
Item	Seq.	Dialog Findings	Type	Exists
1		VA-OSP SUICIDE SAFETY PLAN REVIEW/DECLINE	dialog	
2	1	VA-SUICIDE SAFETY PLAN REVIEW NOTE VERSION Finding: *NONE*	element	
3	10	VA-GP SAFETY PLAN DECLINE/REVIEW CHOICE Finding: *NONE*	group	
4	10.10	VA-GP SAFETY PLAN REFUSES OFFER Finding: VA-SP REFUSED SAFETY PLANNING (HEALTH FACTOR)	group	X
5		PXRM COMMENT	prompt	X
6	10.10.20	VA-GP DECLINE INFORMATION Finding: *NONE*	group	
7	10.10.20.10	VA-EL EMERGENCY CONTACT UP-TO-DATE Finding: *NONE*	element	
8	10.10.20.20	VAL-EL EMERGENCY CONTACT NEEDS UPDATE	element	
+      + Next Screen      - Prev Screen      ?? More Actions				
DD	Dialog Details		DT	Dialog Text
DF	Dialog Findings		DU	Dialog Usage
DS	Dialog Summary		IA	Install All
Select Action: Next Screen// IA      Install All				

At the **Select Action** prompt, type **IA** to install the dialog – **VA-OSP SUICIDE SAFETY PLAN REVIEW/DECLINE**

Select Action: Next Screen// **IA Install All**

All dialog components for VA-OSP SUICIDE SAFETY PLAN REVIEW/DECLINE are new.

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

Packed reminder dialog: VA-OSP SUICIDE SAFETY PLAN REVIEW/DECLINE [NATIONAL DIAL				
VA-OSP SUICIDE SAFETY PLAN REVIEW/DECLINE (reminder dialog) installed from excha				
Item	Seq.	Dialog Findings	Type	Exists
1		VA-OSP SUICIDE SAFETY PLAN REVIEW/DECLINE	dialog	X
2	1	VA-SUICIDE SAFETY PLAN REVIEW NOTE VERSION Finding: *NONE*	element	X
3	10	VA-GP SAFETY PLAN DECLINE/REVIEW CHOICE Finding: *NONE*	group	X
4	10.10	VA-GP SAFETY PLAN REFUSES OFFER Finding: VA-SP REFUSED SAFETY PLANNING (HEALTH FACTOR)	group	X
5		PXRM COMMENT	prompt	X
6	10.10.20	VA-GP DECLINE INFORMATION Finding: *NONE*	group	X
7	10.10.20.10	VA-EL EMERGENCY CONTACT UP-TO-DATE Finding: *NONE*	element	X
8	10.10.20.20	VAL-EL EMERGENCY CONTACT NEEDS UPDATE	element	X
+      + Next Screen      - Prev Screen      ?? More Actions				
DF	Dialog Findings		DU	Dialog Usage
DS	Dialog Summary		IA	Install All
Select Action: Next Screen// Q      Quit				

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 SECOND reminder dialog component:**

Packed reminder dialog: VA-OSP SUICIDE SAFETY PLAN [NATIONAL DIALOG]

Item	Seq.	Dialog Findings	Type	Exists
1		VA-OSP SUICIDE SAFETY PLAN	dialog	
2	5	VA-GP SAFETY PLAN INTRODUCTION Finding: *NONE*	group	
3	5.10	VA-GP SAFETY PLAN REFUSES OFFER Finding: VA-SP REFUSED SAFETY PLANNING (HEALTH FACTOR)	group	X
4		PXRM COMMENT	prompt	X
5	5.10.20	VA-EL EMERGENCY CONTACT UP-TO-DATE Finding: *NONE*	element	
6	5.10.30	VAL-EL EMERGENCY CONTACT NEEDS UPDATE Finding: VA-SP EMERG CONTACT NEEDS UPDATE (HEALTH FACTOR)	element	X
7	5.10.40	VA-GP CURRENT PHYSICAL ADDRESS Finding: *NONE*	group	
8	5.10.40.10	VA-GP CURRENT ADDRESS INFO Finding: *NONE*	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-OSP SUICIDE SAFETY PLAN**

Select Action: Next Screen// **IA** Install All

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

Packed reminder dialog: VA-OSP SUICIDE SAFETY PLAN [NATIONAL DIALOG]  
VA-OSP SUICIDE SAFETY PLAN (reminder dialog) installed from exchange file.

Item	Seq.	Dialog Findings	Type	Exists
1		VA-OSP SUICIDE SAFETY PLAN	dialog	X
2	1	VA-SUICIDE SAFETY PLAN NOTE VERSION Finding: *NONE*	element	X
3	2	VA-GP SAFETY PLAN INFORMATION Finding: *NONE*	group	X
4	2.10	VA-EL SAFETY PLAN DECLINE/REVIEW INFO Finding: *NONE*	element	X
5	2.20	VA-GP SAFETY PLAN INTRODUCTION TIP Finding: *NONE*	group	X
6	2.20.10	VA-EL SAFETY PLAN INTRODUCTION TIP Finding: *NONE*	element	X
7	2.25	VA-GP SAFETY PLAN REVIEWING TIP Finding: *NONE*	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: GRIFFITH,ELIZABETH A at SALT LAKE CITY		
Date Packed: 03/30/2018@10:36:55		
Package Version: 2.0P35		
Description:		
The following Clinical Reminder items were selected for packing:		
REMINDER DIALOG		
VA-OSP SUICIDE SAFETY PLAN		
VA-OSP SUICIDE SAFETY PLAN REVIEW/DECLINE		
REMINDER TERM		
VA-REMINDER UPDATE_2_0_39		
Keywords:		
Components:		
+ + Next Screen - Prev Screen ?? More Actions >>>		
IA	Install all Components	IS Install Selected Component
Select Action: Next Screen// Q		

You will then be returned to this screen. At the **Select Action** prompt, type **Q**.

Install complete.

## Post Installation

1. **Local site modification for local emergency site numbers is available through the element:** VAL-EL SAFETY PLAN STEP 5 LOCAL NUMBER INFO

```
\\Local VA site-specific emergency numbers:
{FLD:SAFETY PLAN NUMBER}
{FLD:SAFETY PLAN NUMBER}
```

Currently, {FLD:SAFETY PLAN NUMBER} is an editing template field.

This element can be modified one of three ways:

- #1 – Leave template field untouched

If this option is chosen, staff completing the Safety Plan can manually type in local VA site-specific emergency numbers or leave the text boxes blank if they choose.

- #2 – Remove one or both template fields and instead type in defaulted local VA site-specific emergency number(s)

By doing this, the default local numbers you input here will display on every Safety Plan without staff needing to type anything.

- #3 – Modify template field to be a combo box of defaulted local numbers to choose from  
If an integrated site, you can delete one of the template fields in the element and *change* {FLD:SAFETY PLAN NUMBER} to be a combo box with the various local numbers that sites can choose from depending on location.

If you choose this option, the element will look like:  
\\Local VA site-specific emergency numbers:  
{FLD:SAFETY PLAN NUMBER}

**2. Map your site's quick order (or ordering menu) for ordering Naloxone to the following element: VA-EL SAFETY PLAN STEP 6 OPIOID KIT YES RX**

Note: do not remove the national health factor from the above element.

**3. Local site modification for updating a Veteran's emergency contact is available through the element: VAL-EL EMERGENCY CONTACT NEEDS UPDATE**

If a Veteran declines completing a Safety Plan, steps need to be taken to ensure the emergency contact information on file is correct. Some sites already have a process in place for updating this information. For example, if this process involves placing an order in the Veteran's chart, sites can map that order to this element. Another option is to add instructions in this element regarding next steps if the information needs to be updated.

**4. Make the Dialogs able to be attached to a Personal/Shared template or to a progress note title.**

From the Reminders Manager Menu:

Select Reminder Managers Menu Option: **CP CPRS Reminder Configuration**

CA Add/Edit Reminder Categories  
CL CPRS Lookup Categories  
CS CPRS Cover Sheet Reminder List  
MH Mental Health Dialogs Active  
PN Progress Note Headers  
RA Reminder GUI Resolution Active  
**TIU TIU Template Reminder Dialog Parameter**  
DL Default Outside Location  
PT Position Reminder Text at Cursor

Select CPRS Reminder Configuration Option: **TIU TIU Template Reminder Dialog Parameter**

Reminder Dialogs allowed as Templates may be set for the following:

1 User      USR [choose from NEW PERSON]  
3 Service    SRV [choose from SERVICE/SECTION]  
4 Division   DIV [choose from INSTITUTION]  
5 System     SYS [NATREM.FO-SLC.MED.VA.GOV]

Enter selection: **5** *Choose the appropriate number for your site. Your site may do this by System or other levels. The example below uses SYSTEM level*

Setting Reminder Dialogs allowed as Templates for System:

Select Display Sequence: **?**

148          VA-VETERANS CHOICE NOTE  
149          VA-TBI SCREENING

*When you type a question mark above, you will see the list of #'s (with dialogs) that are already taken. Choose a number **NOT** on this list. For this example, looking above I see the number 150 is not present, so I will use 150.*

Select Display Sequence: **150**

Are you adding 150 as a new Display Sequence? Yes// **Y YES**

Display Sequence: 150// **<Enter>** 150

Clinical Reminder Dialog: **type in the name of the dialog**

**VA-OSP SUICIDE SAFETY PLAN** then **<enter>** reminder dialog NATIONAL

OK? Yes// **<Enter>** (Yes)

**Repeat the process above for the second Clinical Reminder Dialog:**

**VA-OSP SUICIDE SAFETY PLAN REVIEW/DECLINE**

## 5. Setup of Note titles

The Safety Plan is intended to be a posting with auto-demotion functions.

Because of this, you will need to create a total of 3 new note titles (2 are for the dialogs included in this update to be attached to).

Note Title #1 (the **Posting** title):

Document Class: **CLINICAL WARNING**

Name: **SUICIDE PREVENTION SAFETY PLAN**

VHA Enterprise Standard Title: **SUICIDE PREVENTION NOTE**

Note Title #2 (the **Non-posting** demotion target title):

Document Class: **SOCIAL WORK SERVICE** (or similar equivalent)

Name: **SUICIDE PREVENTION SAFETY PLAN - HISTORICAL**

VHA Enterprise Standard Title: **SUICIDE PREVENTION NOTE**

Note Title #3 (also a **Non-posting** title):

Document Class: **SOCIAL WORK SERVICE** (or similar equivalent)

Name: **SUICIDE PREVENTION SAFETY PLAN REVIEW/DECLINE**

VHA Enterprise Standard Title: **SUICIDE PREVENTION NOTE**

## 6. Auto-Demotion Setup

To finish the Auto-Demotion Setup for this note, navigate to the Text Integration Utilities (MIS Manager) menu in VistA.

--- MIS Managers Menu ---

- 1 Individual Patient Document
- 2 Multiple Patient Documents
- 3 Print Document Menu ...

- 4 Search for Selected Documents
- 5 Statistical Reports ...
- 6 Unsigned/Uncosigned Report
- 7 Missing Text Report
- 9 Signed/unsigned PN report and update
- 10 UNKNOWN Addenda Cleanup
- 11 Missing Expected Cosigner Report
- 12 Mark Document as 'Signed by Surrogate'
- 13 Mismatched ID Notes
- 14 TIU 215 ANALYSIS ...
- 15 Transcription Billing Verification Report
- 17 CWAD/Postings Auto-Demotion Setup

Select Text Integration Utilities (MIS Manager) Option: **17** CWAD/  
Postings Auto-Demotion Setup

Select a CWAD/Postings TITLE for auto-demotion: **SUICIDE PREVENTION SAFETY  
PLAN** TITLE  
Std Title: SUICIDE PREVENTION NOTE

Select a NON-Posting TITLE as the demotion target: **SUICIDE PREVENTION  
SAFETY PLAN - HISTORICAL** TITLE  
Std Title: SUICIDE PREVENTION NOTE

Done. Post-Signature code has been set (or reset) as follows...  
TITLE: SUICIDE PREVENTION SAFETY PLAN  
POST-SIGNATURE ACTION: D SILENT^TIUCWD(4369,4370)

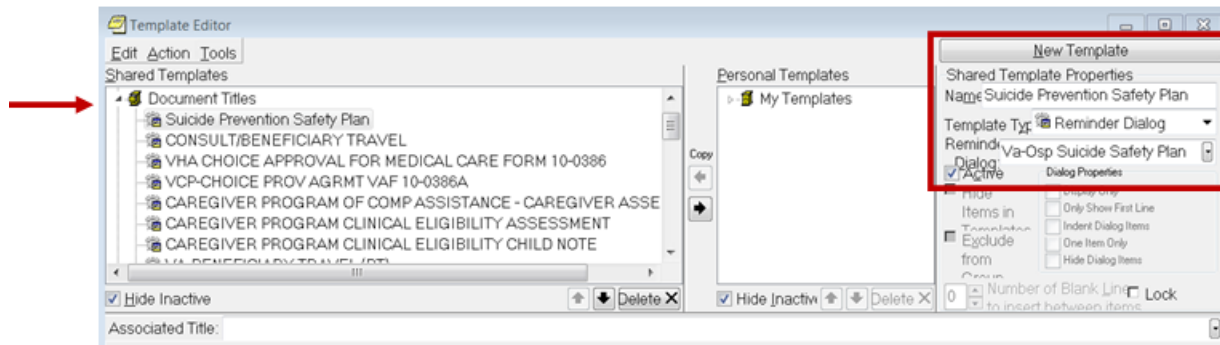
Comprehensive information on Creating Document Definitions can be found beginning on  
page 47 of the [TIU/ASU Implementation Guide](#)

## 7. Associate the reminder dialogs with the notes title in CPRS.

To do this, go to Template Editor, then Document Titles, select the appropriate folder  
(if applicable), and choose New Template (top right-hand corner).

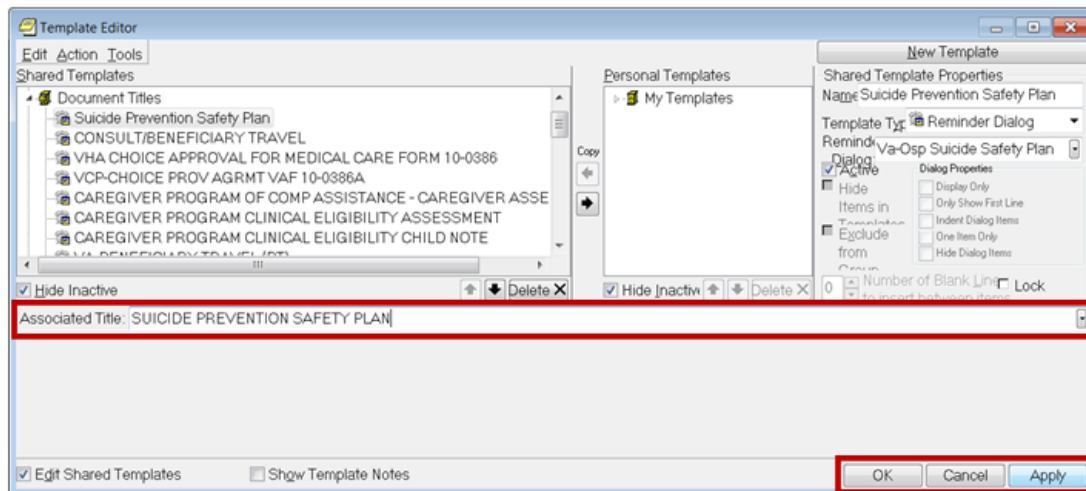
1. Type in the following information:

Name: **Suicide Prevention Safety Plan**  
Template Type: **Reminder Dialog**  
Reminder Dialog: **VA-OSP SUICIDE SAFETY PLAN**



Next, type in the Associated Title, which in this case is:  
**SUICIDE PREVENTION SAFETY PLAN**

Hit Apply and OK.



2. Repeat the above process for the second note title:

Name: **Suicide Prevention Safety Plan Review/Decline**

Template Type: **Reminder Dialog**

Reminder Dialog: **VA-OSP SUICIDE SAFETY PLAN REVIEW/DECLINE**

## 8. Many sites already have existing Safety Plan templates/notes in place.

After installing these nationally-released templates/note titles, inactivate all related old note titles/local templates.

**NOTE:** If you require further technical assistance, If there are any questions or problems during the installation, please notify your local IT support to log a national help desk ticket or contact the VA Service Desk and have them submit a national ticket to:

Category: Enterprise Applications

Subcategory: Applications

Enterprise Application: Vista - Clinical Reminders