

VAU.S. Department
of Veterans Affairs**Fact Sheet**Office of Public Affairs
Media RelationsWashington, DC 20420
(202) 461-7600
www.va.gov**Veterans Access, Choice and Accountability Act of 2014**
**Section 303: Clinic Management Training for Employees at Medical Facilities of
the Department of Veterans Affairs**

On August 7, 2014, President Obama signed into law the Veterans Access, Choice, and Accountability Act of 2014 (Public Law 113-146) ("Choice Act"). Technical revisions to the Choice Act were made on September 26, 2014, when the President signed into law the Department of Veterans Affairs Expiring Authorities Act of 2014 (Public Law 113-175). The Department of Veterans Affairs' (VA) goal continues to be to provide timely, high-quality health care for Veterans.

Section 303 requires VA to implement a clinic management training program to provide standardized education on health care practice management and scheduling to all appropriate employees.

Background

In order to comprehensively deliver high-quality health care to Veterans, Section 303 calls for VA to implement a clinic management training program provide in-person, role-specific, standardized education on health care management and scheduling to all appropriate employees at VA. This training program will include education on adherence to standards of appointment scheduling practices. The clinic management training program will last for two years. After the termination of the clinic management training program, VA will provide training materials on health care management to appropriate employees. These materials will be updated on a regular basis.

Program Goal

Veterans' ability to receive quality care is directly related to their timely access to that care. The goal of this training program is to optimally standardize the use of the Advanced Clinic Access principles, provide transparency to access issues, and ultimately sustain access to care for all Veterans.

Training Participants

Training will take place in two phases. Phase One will be a roll out of regional training for clinical and administrative staff members who have the responsibility for the management of VA outpatient clinics. Additionally, the initial training of Field Trainers will begin during

this phase. Phase Two will be a continuation of regional training for clinical and administrative staff as well as certification of Clinical Health Care Management Trainers.

Training Curriculum

The training program will provide participants with the knowledge and skills to manage the process of appointment scheduling for health care providers. The program will include training on maintaining health care providers' appointment schedules and booking health care appointments up to eight weeks in advance by the health care clinic management team. Participants in the training program will be able to determine the appropriate number of appointments that a health care provider should conduct on a daily basis and assess whether the maximum number of appointment slots available can meet the demand for care.

At the conclusion of the Clinic Management Training series, it is the intention for the participant to have the knowledge, skill, and ability to successfully:

1. Analyze outpatient clinic reports and metrics to assess clinic performance and develop action plans for improvement.
2. Provide oversight of the scheduling process to ensure proper scheduling procedures are utilized when appointments are made.
3. Ensure the number and availability of providers is reflected in the clinic profile and in the decision support software.
4. Effectively manage clinic operations to ensure provider supply meets patient demand through the implementation of Advanced Clinic Access Principles.
5. Utilize communication strategies to manage conflict and/or difficult situations between patients and team members, in order to coordinate daily work.
6. Manage process of scheduling healthcare providers assigned to clinical services which includes:
 - a. Using technology, analytics and personnel management systems to schedule appointments in timeframes defined by senior management.
 - b. Analyzing data and determining daily clinician workload balances.
 - c. Analyzing and making recommendations for assigning appropriate appointment types based upon demand.
 - d. Using technology and reporting systems to make recommendations to senior leadership when demand for health care appointments exceeds resources.
 - e. Determining appropriate physical plant space required to ensure efficient flow of clinic operations and privacy for patients and staff.
 - f. Transforming clinic culture to provide an excellent health care experience for Veterans.

Training Delivery

In order to ensure efficient and effective training, VA will use various modes of delivery to guarantee all appropriate employees receive in-person training. These modes include face-to-face meetings, virtual/web-based seminars, and e-Learn or SimLEARN trainings.

Phase One will be face-to-face and alternative modalities may be incorporated afterwards.

Following Termination of the Program

The clinic management training program will terminate in March 2017. After the program ends, VA will continue to provide training materials on health care management to appropriate VA employees including,

- Any manager of a VA medical facility
- Any health care provider at a VA medical facility
- Other VA employees as the Secretary considers appropriate

Frequently Asked Questions

Q: What is the goal of the clinic management training program?

A: The goal is for VA to implement a clinic management training program over the next two years to provide in-person, role-specific, standardized education on health care management and scheduling to all appropriate employees at VA. VA will also provide updated training materials on an ongoing basis to appropriate employees.

Q: How will this training improve the quality of health services Veterans receive?

A: The Veteran's ability to receive quality care is directly related to their timely access to that care. The goal of this training program is to optimally standardize the use of the Advanced Clinic Access principles, provide transparency to access issues, and ultimately sustain access to care for all Veterans.

Q: Who is required to take this training?

Clinical and administrative staff members who have the responsibility for the management of VA medical facilities will participate in this training.

Q: What is included in the training program?

A: The training program will provide participants with the knowledge and skills to manage the process of appointment scheduling for health care providers. The program will include training on maintaining health care providers' appointment schedules and booking health care appointments up to eight weeks in advance by the health care clinic management team. Participants in the training program will be able to determine the appropriate number of appointments that a health care provider should conduct on a daily basis and assess whether the maximum number of appointment slots available can meet the demand for care.

Q: Is this a national program?

A: Yes

Q: How will VA ensure continued emphasis on scheduling once this training program is terminated?

A: Beyond the Clinic Access manager training, there will be a full scale project to update the scheduling software and create comprehensive longitudinal training for schedulers. This model of comprehensive longitudinal training will be developed permanently for both schedulers and the parties responsible for the operations management and scheduling of the clinic. This training will provide status checks and refresher training for existing staff. An online library of resources related to training will be made available to all access and healthcare management staff. The Secretary shall review and update training materials when a significant change occurs or a change is required.

For more information on the clinic management training program, please contact:

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