Update_2_0_44

Clinical Reminders

VA-MHRRTP DIALOGS

INSTALLATION and SETUP GUIDE

July 2018

Product Development
Department of Veterans Affairs
Introduction

The Mental Health Residential Rehabilitation Treatment Program (MH RRTP) Screening, Status Update, and Discharge Templates were developed by the Veterans Health Administration Office of Mental Health and Suicide Prevention in collaboration with MH RRTP managers from several VISNs, VISN and facility mental health leadership, and other subject-matter-experts. The templates were designed to address the need for critical information at the time of screening, while waiting for admission (Status Update), and at the time of discharge. The purpose of the three templates is to use national health factors to capture local data that will improve the ability of programs to more accurately track wait times and provide local outcome data that has previously been unavailable to most programs. The templates also will allow for the development of tools to support program operations. Planned tools include the development of a real-time dashboard that will provide information on Veterans pending admission including risk factor data. The information provided by the templates also is expected to supplement data currently monitored by programs for accreditation purposes, allowing program managers to quickly identify discharge outcomes including housing and employment. The three templates are brief and were designed to be integrated into existing, local processes for documentation. The templates capture only that information where there was a need for standardized data capture. The templates do not reflect the full scope of typical documentation for screening, discharge and clinical encounters with the hope that this will maximize flexibility in local implementation.

Programs are not required to use a standard note template. Programs are strongly encouraged to integrate the templates into existing documentation processes so accurate and reliable data will be available to the programs.

For clinical questions related to the templates, contact Jennifer Burden, PhD, Deputy Director, MH RRTP, Office of Mental Health and Suicide Prevention at Jennifer.Burden@va.gov.

This update will update the following reminder content:

**TIU TEMPLATE FIELD**
VA-MHRRTP EDIT

**HEALTH FACTORS**
VA-REMINDER UPDATES
VA-UPDATE_2_0_44
VA-MH-RRTP
VA-MH-RRTP DCEMP OTHER
VA-MH-RRTP DCEMP UNKNOWN
VA-MH-RRTP DCEMP VOLUNTEER
VA-MH-RRTP DCEMP STUDENT
VA-MH-RRTP DCEMP TRAIN
VA-MH-RRTP DCEMP CWT
VA-MH-RRTP DCEMP FULL
VA-MH-RRTP DCEMP PART
VA-MH-RRTP DCEMP UNEMPSEEK
VA-MH-RRTP DCEMP UNEMPNOT
VA-MH-RRTP DCEMP RETIRE
<table>
<thead>
<tr>
<th>VA-MH-RRTP DCDISP OTHER</th>
<th>VA-MH-RRTP DCDISP UNKNOWN</th>
</tr>
</thead>
<tbody>
<tr>
<td>VA-MH-RRTP DCDISP INCARCERATE</td>
<td>VA-MH-RRTP DCDISP NOTHABIT</td>
</tr>
<tr>
<td>VA-MH-RRTP DCDISP SHELTER</td>
<td>VA-MH-RRTP DCDISP HOTEL</td>
</tr>
<tr>
<td>VA-MH-RRTP DCDISP LTC</td>
<td>VA-MH-RRTP DCDISP INPTMED</td>
</tr>
<tr>
<td>VA-MH-RRTP DCDISP INPTMH</td>
<td>VA-MH-RRTP DCDISP RRTP</td>
</tr>
<tr>
<td>VA-MH-RRTP DCDISP TRANSHOUSE</td>
<td>VA-MH-RRTP DCDISP FAMFRIENDS</td>
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<td>VA-MH-RRTP DCDISP OWNHOUSE</td>
<td>VA-MH-RRTP DC DECEASED</td>
</tr>
<tr>
<td>VA-MH-RRTP DC INCARCERATE</td>
<td>VA-MH-RRTP DC INCREASE</td>
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<td>VA-MH-RRTP DC RULE USE</td>
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<td>VA-MH-RRTP UPDATE ADMIT</td>
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<td>VA-MH-RRTP SCREEN DENY HARM</td>
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<td>VA-MH-RRTP SCREEN DENY LRALT</td>
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<td>VA-MH-RRTP SCREEN DENY SELFCARE</td>
<td>VA-MH-RRTP SCREEN DENY PRESERV</td>
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<td>VA-MH-RRTP SCREEN DENY INPT</td>
<td>VA-MH-RRTP SCREEN DENY MED</td>
</tr>
<tr>
<td>VA-MH-RRTP SCREEN VET DECLINE</td>
<td>VA-MH-RRTP SCREEN ACCEPT REQST LTR</td>
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<tr>
<td>VA-MH-RRTP SCREEN ACCEPT FIRST AVAIL</td>
<td>VA-MH-RRTP SCREEN ACCEPT ADMIT DATE</td>
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<td>VA-MH-RRTP SCREEN 30D ALT ACCEPT</td>
<td>VA-MH-RRTP SCREEN 30D ALT DECLINE</td>
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<td>VA-MH-RRTP SCREEN 30D ALT NOT AVAILABLE</td>
<td>VA-MH-RRTP SCREEN 30D ALT NOT OFFER</td>
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<td>VA-MH-RRTP SCREEN ACCEPT</td>
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VA-MH-RRTP SCREEN HOUSING INCARCERATED
VA-MH-RRTP SCREEN HOUSING STABLE
VA-MH-RRTP SCREEN HOUSING UNSTABLE
VA-MH-RRTP SCREEN HOUSING HIGH RISK
VA-MH-RRTP SCREEN HOUSING HOMELESS
VA-MH-RRTP REFTRRRRT
VA-MH-RRTP REFDCHVRRT
VA-MH-RRTP REFPTRSDRRRT
VA-MH-RRTP REFSUDRRRT

REMINDER SPONSOR
Mental Health Services

REMINDER TERM
VA-REMINDER UPDATE_2_0_44

REMINDER DIALOG
VA-MHRRTP DISCHARGE
VA-MHRRTP STATUS UPDATE
VA-MHRRTP SCREENING
Reminder Dialog: VA-MHRRTP SCREENING

Program Veteran referred to:
- STD BRTP
- PTSD BRTP
- DBIV
- GME BRTP
- NCT-TX

Housing status at screening:
- Homeless
- Imminent risk of losing housing
- Unstable housing/at risk of losing housing
- Stable housing
- Interested at time of referral and screening

Admission decision:
- Accepted for admission
  Veteran has been provided the following tentative admission date (mm/dd/yyyy):
  - Veteran scheduled for first available date
  - Veteran requested later date

- A plan for continuing care prior to admission was discussed with the Veteran.
  - Veteran will be admitted within 7 days and provided with appropriate contact information.
  - Veteran’s admission date is beyond 7 days. Veteran will be followed weekly by his/her referring provider until admitted.
  - Veteran’s admission date is beyond 7 days. Veteran will be followed weekly by the MHRRTP program until admitted.
  - Other:
    - Referred and accepted to an alternative program. Veteran will not be admitted
    - Declined referral to alternative placement and has elected to remain on the MHRRTP pending admission list
    - No alternative available
    - No alternative offered

- No longer interested in residential care; declines acceptance offer at this time
- Not accepted for admission at this time
  - Veteran has access to a less restrictive alternative that would be appropriate to meet the Veteran’s needs.
  - Veteran has a living arrangement that is conducive to recovery and does not require the structure and support of a residential treatment environment.
  - Veteran is assessed as a significant risk of harm to self or others and care cannot be currently managed in the IN BRTP setting.
  - Veteran is assessed as meeting criteria for medical admission and care cannot be currently managed in the IN BRTP setting.
  - Veteran is assessed as meeting criteria for acute inpatient mental health admission and care cannot be currently managed in the IN BRTP setting.
  - Veteran is not capable of self-preservation in the event of an emergency.
  - Veteran is not capable of basic self-care and requires bedside nursing care not available in the IN BRTP.
  - Veteran denied admission for other reason.

- An alternative care plan has been discussed with the Veteran and referring provider.
Reminder Dialog: **VA-MHRRTP STATUS UPDATE**
Reminder Dialog: **VA-MHRTP DISCHARGE**

**Status at discharge:**
- Planned discharge discussed with the Veteran. Veteran completed the program.
- Planned discharge discussed with the Veteran. Veteran completed components of the program but left earlier than planned.
- Veteran was asked to leave because of substantial violation of program rules or failure to comply with program requirements.
- Veteran required a more intensive level of care than offered at this program.
- Veteran left the program without consulting staff.
- Veteran was incarcerated.
- Veteran is deceased.

**Disposition at discharge:**
- Housing owned or rented by the Veteran
- Staying or living with family or friends
- Transitional housing - VA or Non-VA (e.g., SEDH)
- Another VA MH SST (to include CMH/TST)
- Inpatient Mental Health unit
- Inpatient Medical unit
- Long-term care facility or nursing home
- Hotel or motel
- Homeless shelter
- Place not meant for habitation (e.g., vehicle, abandoned building, outside)
- Prison or jail
- Unknown
- Other:

**Employment status at discharge:**
- Disabled or retired
- Unemployed; not seeking employment
- Unemployed; actively seeking employment
- Part-time or temporary employment (includes SE)
- Full-time employment (includes SE)
- VA CRT
- Other vocational training
- Student
- Volunteer
- Unknown
- Other:

**Continuing care plan:**
- Scheduled appointments:

- The Veteran spoke with the receiving mental health provider or mental health treatment coordinator either in person, by phone, or via telehealth.
- The Veteran’s Mental Health Treatment Coordinator has been notified of the Veteran’s pending discharge.
- A follow-up appointment with a specific mental health provider or the Veteran’s Mental Health Treatment Coordinator has been scheduled within 7 days of discharge. The date and time of the appointment was provided to the Veteran prior to discharge.
- Unplanned discharge. A follow-up appointment was scheduled within 24 hours of discharge. The date and time of the appointment was provided to the Veteran at the time of discharge.
Install Details

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_44.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 15-20 minutes. Please allow time for the post install setup and configuration which add additional time to the installation process depending on what you currently have configured.

Install Example

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

[Image of Reminder Exchange interface]

At the Select Action: prompt, enter LWH for Load Web Host File
At the Input the url for the .prd file: prompt, type or copy and paste the following web address:
http://vista.med.va.gov/reminders/UPDATE_2_0_44.PRD

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

Search and locate the entry that begins with UPDATE_2_0_44 in reminder exchange.
At the Select Action prompt, enter **IFE** for Install Exchange File Entry
Enter the number that corresponds with your entries titled UPDATE_2_0_44 VA-MHRRTP TEMPLATES *(in this example it is entry 356, it will vary by site)*. Make sure the entry has date/time **Of 05/09/2018@14:06:26**
At the Select Action prompt, type **IA** for Install All Component and hit enter.

During the install, you will see multiple prompts. Please follow the guidance below.

1. If a reminder component does not exist, use the **INSTALL** action

**There are three reminder dialogs included in this update, you will be prompted three different times to install the dialog components**
At the **Select Action** prompt, type **IA** to install the dialog **VA-MHRRTP STATUS UPDATE**
Select Action: Next Screen// IA  Install All
Install reminder dialog and all components with no further changes: Y// ES

After completing this dialog install, you will type Q to move to the next dialog to install
At the **Select Action** prompt, type **IA** to install the dialog **VA-MHRRTP DISCHARGE**

Select Action: Next Screen// IA  Install All

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

After completing this dialog install, you will type **Q** to move to the next dialog to install
### Installation and Setup Guide

At the **Select Action** prompt, type **IA** to install the dialog – **VA-MHRRTP SCREENING**

Select Action: Next Screen// IA  Install All

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

After completing this dialog install, you will type Q and be prompted for the items below.
After all the dialogs and components have been installed, you will then be returned to this screen. At the **Select Action** prompt, type **Q**.

### Post-Install Set-up Instructions

1. **Make the new Dialogs able to be attached to a Personal or Shared template or to be able to attach the dialogs 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]

2. **Service**  
   [SRV]  
   [choose from SERVICE/SECTION]

3. **Division**  
   [DIV]  
   [choose from INSTITUTION]

4. **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 numbers 150, 151, and 152 are not present, so I will use those three sequences.*

Select Display Sequence: **150**

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

Display Sequence: 150// <Enter> 150

Clinical Reminder Dialog: **VA-MHRRTP SCREENING**

OK? Yes// <Enter> (Yes)

Select Display Sequence: **151**

Are you adding 151 as a new Display Sequence? Yes// **Y**  
YES

Display Sequence: 151// <Enter> 151

Clinical Reminder Dialog: **VA-MHRRTP STATUS UPDATE**

OK? Yes// <Enter> (Yes)

Select Display Sequence: **152**

Are you adding 152 as a new Display Sequence? Yes// **Y**  
YES

Display Sequence: 152// <Enter> 152

Clinical Reminder Dialog: **VA-MHRRTP DISCHARGE**

OK? Yes// <Enter> (Yes)

2. **Setup of Note Titles**

   If you do not have RRTP note titles, you can create new note titles to connect to the reminder dialogs included in this update. **These note titles are not required.**

   The new note titles that would need to be created are:

   You will need to create 3 new note titles – one for each reminder dialog.

   *The VHA Enterprise Standard Title for all three will be:*

   MENTAL HEALTH NOTE

   Note Title #1: **MHRRTP SCREENING**

   Note Title #2: **MHRRTP STATUS UPDATE**

   Note Title #3: **MHRRTP DISCHARGE**
Comprehensive information on Creating Document Definitions can be found beginning on page 47 of the TIU/ASU Implementation Guide.

**Note:** Please review the content of these new dialogs, if you have existing notes and reminder dialogs that you use in the RRTP setting, you can incorporate the contents of these templates into your existing local dialog by adding the main groups. Please work with your RRTP staff to decide the best way to incorporate these components into your local processes.

3. **Associate the reminder dialogs with the note titles in CPRS.**
   
   If you decide to attach these templates directly to note titles, go to Template Editor, then Document Titles, select the appropriate folder (if applicable), and choose New Template (top right-hand corner).
   
   Type in the following information:

   - **Name:** MHRRTP Screening
   - **Template Type:** Reminder Dialog
   - **Reminder Dialog:** VA-MHRRTP SCREENING
   - **Associated Title:** MHRRTP SCREENING (or your local title)

   Type in the Associated Title (which in this case is MHRRTP SCREENING) and hit Apply.
Repeat the above process for the two remaining note titles:

Name: **MHRRTP Status Update**  
Template Type: **Reminder Dialog**  
Reminder Dialog: **VA-MHRRTP STATUS UPDATE**  
Associated Title: **MHRRTP STATUS UPDATE (or your local title)**

Name: **MHRRTP DISCHARGE**  
Template Type: **Reminder Dialog**  
Reminder Dialog: **VA-MHRRTP DISCHARGE**  
Associated Title: **MHRRTP DISCHARGE (or your local title)**

4. Ensure that all 3 dialogs have version number 1.3

**NOTE:** 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**