Update _2_0_66

Clinical Reminders

VA-STAR Dialogs

Install Guide

February 2019

Product Development
Office of Information Technology
Department of Veterans Affairs
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Introduction

Description:

The Behavioral Incident Note (BIN) and ABC Note (i.e., Behavioral Assessment and Care Plan) support the STAR-VA program in VA Community Living Centers. STAR-VA is an interdisciplinary behavioral intervention to help teams address challenging behaviors in residents with dementia. These are reminder dialogue templates.

Deficiencies or why this is needed: STAR-VA is a national program for improving quality of care for CLC residents with dementia. Local sites have been asking for and developing/adapting local progress note templates for documenting care. It is important for program implementation and evaluation to have standard Behavior Incident Note and ABC (behavior assessment/care plan) reminder dialogue templates available that can capture clinical information.

UPDATE_2_0_66 contains 1 Reminder Exchange entry:

UPDATE_2_0_66 VA-STAR DIALOG

The exchange file contains the following components:

TIU TEMPLATE FIELD

DATE
GEN WORD PROCESSING
VA-STAR ABC CONSEQUENCES
VA-STAR ABC ACTIVATORS
VA-STAR ABC BEHAVIOR
VA-STAR INSTRUCTION
GEN WORD PROCESSING LARGE
VA-STAR ELABORATE TEXT
VA-STAR INTERVENTION OUTCOME
VA-STAR EFFECTIVENESS
VA-STAR INTERVENTIONS
VA-STAR INTERVENTIONS TRIED
VA-STAR BEHAVIOR CONSEQUENCES
VA-STAR ACTIVATORS
VA-STAR RELATED CONDITION
TEXT (1-60 CHAR)
DATE & TIME (NON REQ)

HEALTH FACTORS

VA-REMINDER UPDATES
VA-UPDATE_2_0_66
VA-STAR ABC CARD
February 2019
Update _2_0_66 Install Guide

VA-FREQUENCY 4 DAILY
VA-FREQUENCY 3 3-6/WEEK
VA-FREQUENCY 2 1-2/WEEK
VA-FREQUENCY 1 NOT IN THE PAST WEEK
VA-FREQUENCY 0 NEVER
VA-TARGET BEHAVIOR
VA-SEVERITY 4 EXTREME
VA-SEVERITY 3 VERY
VA-SEVERITY 2 MODERATE
VA-SEVERITY 1 MILD
VA-SEVERITY 0 NOT AT ALL
VA-IDENTIFIED TARGET BEHAVIOR
VA-DISRUPTIVENESS LEVEL
VA-DISRUPTIVENESS STAYED THE SAME
VA-DECREASED DISRUPTIVENESS
VA-INCREASED DISRUPTIVENESS
VA-INTERVENTIONS TRIED
VA-OTHER RESOURCES
VA-CRISIS RESPONSE TEAM CALL
VA-CONTACTED VA POLICE
VA-CONTACTED PATIENT REPRESENTATIVE
VA-WALKING ESCORT
VA-ADD STAFF
VA-SLEEP AID
VA-PRN MEDICATIONS
VA-CONSTIPATION TX
VA-PULSE OX
VA-GLASSES HEARING AID
VA-PAIN RELIEF
VA-TOILET
VA-CHANGE TEMPERATURE
VA-CHANGE POSITION
VA-SNACK/DRINK
VA-HONOR ROOM PREFERENCE
VA-IMPROVE VISIBILITY
VA-BRING IN PERSONAL ITEMS FROM HOME
VA-CHANGE NUMBER OF PEOPLE
VA-PROVIDE SAFE SPACE TO WANDER
VA-INCREASE PERSONAL SPACE
VA-IMPROVE SET UP OF ENVIRONMENT
VA-USE SIGNAGE
VA-MAKE ACTIVITY MATERIALS AVAILABLE
VA-REMOVE STIMULUS FROM VETERAN
VA-ADD MEANINGFUL STIMULATION
VA-DECREASE NOISE
VA-CHANGE ENVIRONMENT
VA-OTHER ALTERNATIVE THERAPY
VA-EXERCISE
VA-AROMATHERAPY
VA-PET THERAPY
VA-MUSIC THERAPY
VA-MASSAGE
VA-SOCIAL INTERACTION
VA-INDIVIDUALIZED PLEASANT EVENT
VA-INCREASE FAMILY INVOLVEMENT
VA-OFFER SPIRITUAL COMFORT
VA-CHANGE PROCESS OF CARE
VA-TASK BREAKDOWN
VA-CHANGE CAREGIVER
VA-OFFER COMFORT
VA-LISTEN WITH RESPECT
VA-CHANGE CARE APPROACH
VA-ENGAGE IN CONVERSATION
VA-GIVE CHOICE
VA-MEDICAL/SENSORY ACTIVATORS
VA-OTHER MEDICAL/SENSORY ACTIVATOR
VA-POOR HEARING
VA-POOR VISION
VA-NEED TO USE THE TOILET
VA-NEED FOR REPOSITIONING
VA-REPORT OR SIGNS OF THIRST
VA-REPORT OF SIGNS OF PAIN
VA-REPORT OR SIGNS OF HUNGER
VA-PSYCHOLOGICAL ACTIVATORS
VA-OTHER PSYCHOLOGICAL ACTIVATOR
VA-RESPONDING TO HALLUCINATIONS
VA-EMBARRASSMENT
VA-CONFUSION
VA-SADNESS
VA-ANGER
VA-ANXIETY
VA-FEAR
VA-ALONE
VA-IN DISCOMFORT OR DISTRESS
VA-ENVIRONMENTAL ACTIVATORS
VA-OTHER ENVIRONMENTAL ACTIVATOR
VA-DIFFICULTY FINDING A LOCATION
VA-GETTING INTO OTHER PEOPLE'S SPACE
VA-GETTING TO A DIFFERENT LOCATION
VA-UNDERSTIMULATION
VA-OVERSTIMULATION
VA-TOO COLD
VA-TOO HOT
VA-CROWDED
VA-NOISY
VA-INTERPERSONAL ACTIVATORS
VA-OTHER INTERPERSONAL ACTIVATORS
VA-DIFFICULTIES WITH COMMUNICATION
VA-NO ACTIVITY
VA-INTERRUPTED ACTIVITY
VA-ACTIVITY
VA-OTHER RESIDENT BEHAVIORS
VA-OTHER INTERACTION WITH SOMEONE
VA-EXPRESSION OF A NEED
VA-REQUEST TO GO HOME
VA-GIVEN VERBAL INSTRUCTION
VA-DENIED CHOICE
VA-PERCEIVED INVASION OF SPACE
VA-CORRECTED FOR DISORIENTATION
VA-APPROACH FOR CARE BY STAFF
VA-FREQUENCY 6 CONTINUOUS
VA-FREQUENCY 5 ONCE-SEVERAL TIMES/DAY
VA-FREQUENCY 4 THREE TO SIX TIMES A WEEK
VA-FREQUENCY 3 ONCE OR TWICE A WEEK
VA-FREQUENCY 2 LESS THAN WEEKLY
VA-FREQUENCY 1 ONCE
VA-CHALLENGING BEHAVIORS
VA-OTHER CHALLENGING BEHAVIOR
VA-DIFFICULTY SLEEPING
VA-INAPPROPRIATE DRESSING OR DISROBING
VA-SMEARING OF FECES
VA-INAPPROPRIATE URINATING OR DEFECATING
VA-TAKING OTHER'S BELONGINGS
VA-HIDING OR HOARDING THINGS
VA-REFUSE MEDICATIONS OR TREATMENTS
VA-EATING NONFOOD ITEMS
VA-REFUSE TO EAT OR DRINK
VA-EXCESSIVE EATING OR DRINKING
VA-SELF HARM BEHAVIORS
VA-MAKING PHYSICAL SEXUAL ADVANCES
VA-THROWING THINGS
VA-GRABBING ONTO PEOPLE
VA-AGGRESSIVE SPITTING
VA-BITING
VA-PUSHING
VA-HITTING
VA-MAKING VERBAL SEXUAL ADVANCES
VA-CURSING
VA-MAKING NOISES
VA-SCREAMING
VA-AIMLESS WANDERING
VA-PACING
VA-GENERAL RESTLESSNESS
VA-COMPLAINING
VA-REPEpettIVE SENTENCES
VA-CRYING
VA-DISRUPTIVE SOUNDS
VA-CONSTANT REQUEST FOR HELP
VA-NOT COMPLETING ADLS
VA-NOT FOLLOWING DIRECTIONS
REMINDER SPONSOR
VHA Office of Mental Health and Suicide Prevention

REMINDER TERM
VA-REMINDER UPDATE_2_0_66

REMINDER DIALOG
VA-STAR ABC CARD
VA-STAR BEHAVIOR INCIDENT NOTE (BIN)

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_66.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 15 minutes.

Install Example

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

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_66.PRD

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_66 VA-STAR DIALOGS** in reminder exchange.

![Screenshot of reminder exchange](image)

At the **Select Action** prompt, enter **IFE** for Install Exchange File Entry
Enter the number that corresponds with your entry titled **UPDATE_2_0_66 VA-STAR DIALOGS** *(in this example it is entry 137 it will vary by site)*

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, for all new entries you will choose **I to Install**
You will be prompted to install the first reminder dialog component:

```
Packed reminder dialog: VA-STAR ABC CARD [NATIONAL DIALOG]
```

<table>
<thead>
<tr>
<th>Item</th>
<th>Seq. Dialog Findings</th>
<th>Type</th>
<th>Exists</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>VA-STAR ABC CARD</td>
<td>dialog</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>VA-GP STAR DEFINITION Finding: <em>NONE</em></td>
<td>group</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>VA-TXTZ STAR INTRO Finding: <em>NONE</em></td>
<td>element</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>VA-GP STAR ABC HOW-TO Finding: <em>NONE</em></td>
<td>group</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>VA-TXTZ STAR ABC INTRO Finding: <em>NONE</em></td>
<td>element</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>VA-TXTZ STAR ABC ATTENDANCE Finding: <em>NONE</em></td>
<td>element</td>
<td></td>
</tr>
</tbody>
</table>

At the **Select Action** prompt, type **IA** to install the dialog – **VA-STAR ABC CARD**

Select Action: Next Screen// IA - Install All

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

```
Packed reminder dialog: VA-STAR ABC CARD [NATIONAL DIALOG]
```

VA-STAR ABC CARD (reminder dialog) installed from exchange file.

```
Packed reminder dialog: VA-STAR ABC CARD [NATIONAL DIALOG]
```

<table>
<thead>
<tr>
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<th>Seq. Dialog Findings</th>
<th>Type</th>
<th>Exists</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>VA-STAR ABC CARD</td>
<td>dialog</td>
<td>X</td>
</tr>
<tr>
<td>2</td>
<td>VA-GP STAR DEFINITION Finding: <em>NONE</em></td>
<td>group</td>
<td>X</td>
</tr>
<tr>
<td>3</td>
<td>VA-TXTZ STAR INTRO Finding: <em>NONE</em></td>
<td>element</td>
<td>X</td>
</tr>
<tr>
<td>4</td>
<td>VA-GP STAR ABC HOW-TO Finding: <em>NONE</em></td>
<td>group</td>
<td>X</td>
</tr>
<tr>
<td>5</td>
<td>VA-TXTZ STAR ABC INTRO Finding: <em>NONE</em></td>
<td>element</td>
<td>X</td>
</tr>
<tr>
<td>6</td>
<td>VA-TXTZ STAR ABC ATTENDANCE Finding: <em>NONE</em></td>
<td>element</td>
<td>X</td>
</tr>
</tbody>
</table>

At the **Select Action** prompt, type **Q**.
You will be prompted to install the second reminder dialog component:

<table>
<thead>
<tr>
<th>Item</th>
<th>Seq. Dialog Findings</th>
<th>Type</th>
<th>Exists</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>VA-STAR BEHAVIOR INCIDENT NOTE (BIN)</td>
<td>dialog</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>VA-GP STAR DEFINITION Finding: <em>NONE</em></td>
<td>group</td>
<td>X</td>
</tr>
<tr>
<td>3</td>
<td>2.5 VA-TXTZ STAR INTRO Finding: <em>NONE</em></td>
<td>element</td>
<td>X</td>
</tr>
<tr>
<td>4</td>
<td>3 VA-GP STAR BIN HOW-TO Finding: <em>NONE</em></td>
<td>group</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>3.5 VA-TXTZ STAR BIN Finding: <em>NONE</em></td>
<td>element</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>5 VA-GP STAR TARGET BEHAVIOR Finding: <em>NONE</em></td>
<td>group</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>5.5 VA-GP STAR CARE REFUSAL</td>
<td>group</td>
<td></td>
</tr>
</tbody>
</table>

At the Select Action prompt, type **IA** to install the dialog – **VA-STAR BEHAVIOR INCIDENT NOTE (BIN)**

Select Action: Next Screen// IA Install All
Install reminder dialog and all components with no further changes: Y // **Yes**

**Packed reminder dialog: VA-STAR BEHAVIOR INCIDENT NOTE (BIN) [NATIONAL DIALOG]**

<table>
<thead>
<tr>
<th>Item</th>
<th>Seq. Dialog Findings</th>
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<th>Exists</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>VA-STAR BEHAVIOR INCIDENT NOTE (BIN)</td>
<td>dialog</td>
<td>X</td>
</tr>
<tr>
<td>2</td>
<td>VA-GP STAR DEFINITION Finding: <em>NONE</em></td>
<td>group</td>
<td>X</td>
</tr>
<tr>
<td>3</td>
<td>2.5 VA-TXTZ STAR INTRO Finding: <em>NONE</em></td>
<td>element</td>
<td>X</td>
</tr>
<tr>
<td>4</td>
<td>3 VA-GP STAR BIN HOW-TO Finding: <em>NONE</em></td>
<td>group</td>
<td>X</td>
</tr>
<tr>
<td>5</td>
<td>3.5 VA-TXTZ STAR BIN Finding: <em>NONE</em></td>
<td>element</td>
<td>X</td>
</tr>
<tr>
<td>6</td>
<td>5 VA-GP STAR TARGET BEHAVIOR Finding: <em>NONE</em></td>
<td>group</td>
<td>X</td>
</tr>
<tr>
<td>7</td>
<td>5.5 VA-GP STAR CARE REFUSAL</td>
<td>group</td>
<td>X</td>
</tr>
</tbody>
</table>

You will then be returned to this screen. At the **Select Action** prompt, type **Q**.
When the dialog has completed installation, you will then be returned to this screen. At the Select Action prompt, type Q.

Install complete.

Post Installation

1. **Make the Dialog 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]
   2. Service SRV    [choose from SERVICE/SECTION]
   3. Division DIV    [choose from INSTITUTION]
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: 5

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-STAR ABC CARD then <enter> reminder dialog NATIONAL
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: type in the name of the dialog
VA-STAR BEHAVIOR INCIDENT NOTE (BIN) then <enter> reminder dialog NATIONAL
OK? Yes/ <Enter> (Yes)

2. Setup of Note title/ Associate the reminder dialog with the note title or shared template in CPRS

The two note titles recommended for the two STAR-VA templates are below. Please map the documentation definitions to VHA ENTERPRISE STANDARD TITLE: LONG TERM CARE NOTE.

Title: STAR-VA ABC ASSESSMENT & GET ACTIVE PLAN linked to VA-STAR ABC CARD
Title: STAR-VA BEHAVIORAL INCIDENT NOTE (BIN) linked to VA-STAR EHAVIOR INCIDENT NOTE (BIN)

Comprehensive information on Creating Document Definitions can be found beginning on page 47 of the TIU/ASU Implementation Guide

A. To associate the template with the note title or shared template in CPRS, open Template Editor and select Document Titles.
B. Choose New Template (top right-hand corner)

i. Type in the following information:
   Name: **STAR-VA ABC NOTE**
   Template Type: **Reminder Dialog**
   Reminder Dialog: **VA-STAR ABC CARD**
   Associated Title: **STAR-VA ABC ASSESSMENT & GET ACTIVE PLAN**

ii. Type in the following information:
   Name: **STAR-VA BIN NOTE**
   Template Type: **Reminder Dialog**
   Reminder Dialog: **VA-STAR BEHAVIOR INCIDENT NOTE (BIN)**
   Associated Title: **STAR-VA BEHAVIORAL INCIDENT NOTE (BIN)**

Repeat step B above to associate **VA-STAR BEHAVIOR INCIDENT NOTE (BIN)** reminder dialog with note title **STAR-VA BEHAVIORAL INCIDENT NOTE (BIN)**
Click Apply at bottom right to save association. Then click OK.

Test the progress note titles in CPRS to see if the new templates are attached.

Post-installation is completed.

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
Assignment Group: NTL SUP Clin 2