

VA New England Access: Accelerating Care Initiative

October 30, 2014, 2014

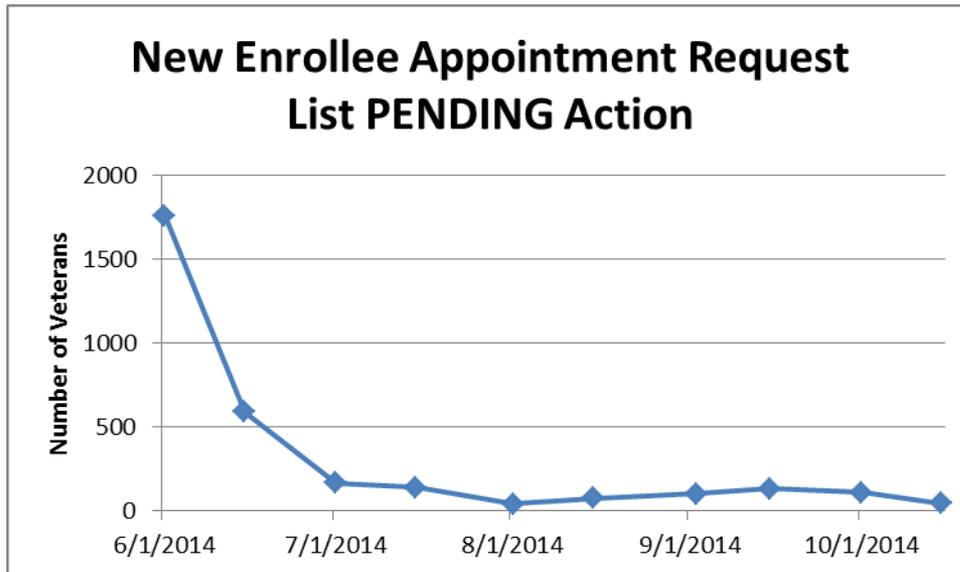
James Schlosser, MD
Director VISN Improvement Resource
Office

Access Strategic Working Group

- All medical centers
- Key program leaders (Business Office, Health Informatics, Primary Care, etc.)
- Improvement staff
- Weekly Strategic Reporting—all medical centers

Current Actions

Address New Enrollee Appointment Requests

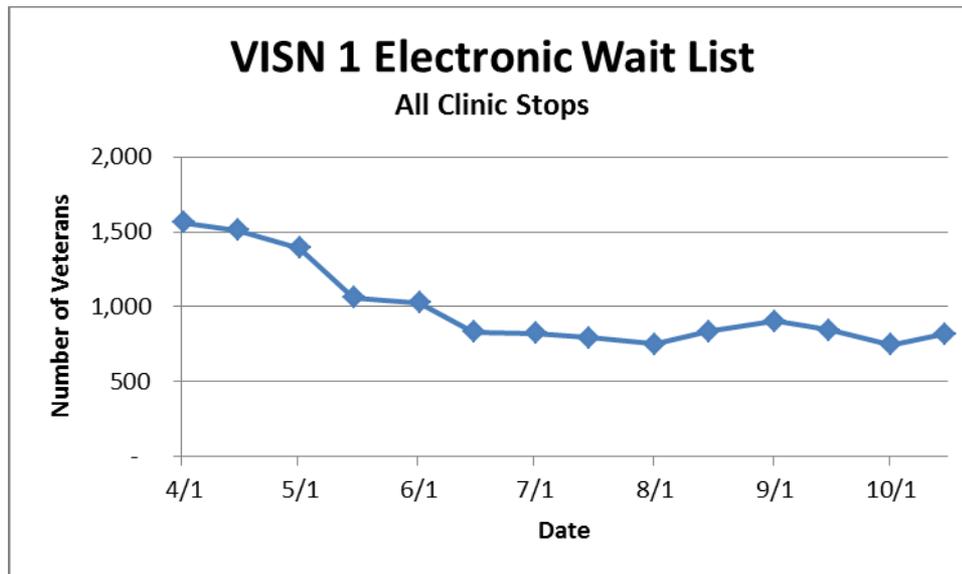


Background: Newly enrolled Veterans who request to be contacted for a VA clinic appointment are automatically placed on the New Enrollee Appointment Request (NEAR) List. This information is then used by medical center Business Office and Primary Care to contact patients and schedule their desired appointments.

Update: Staff are now consistently using the NEAR list.

Current Actions

- Reduce Electronic Wait list...and use appropriately

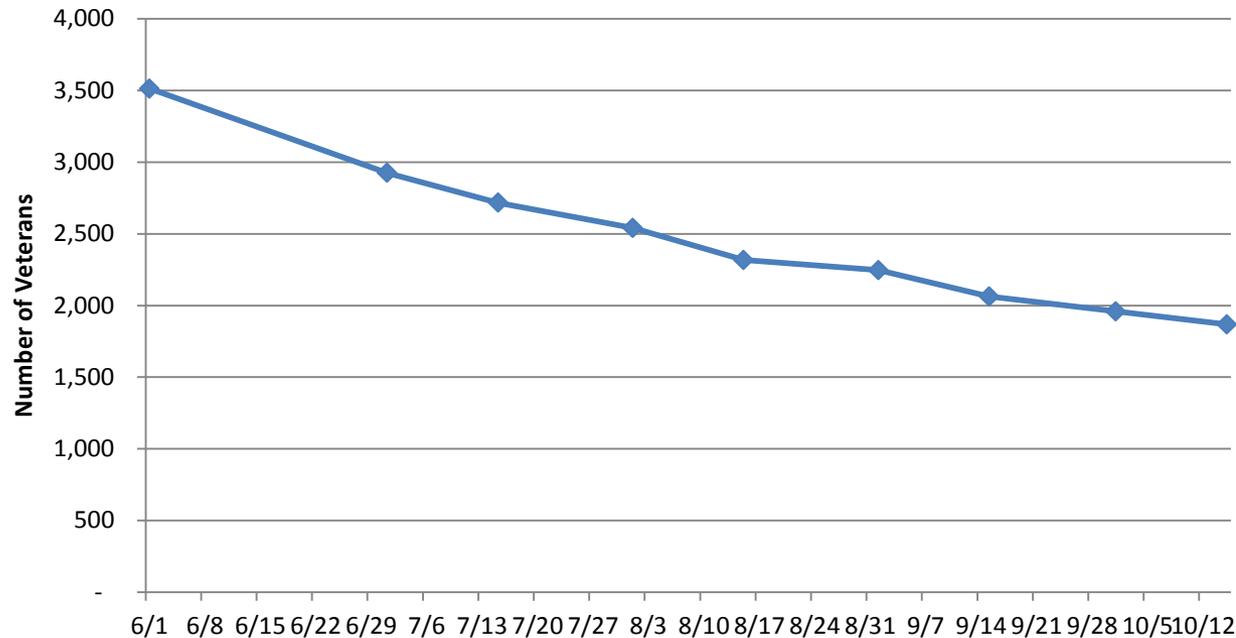


Note: the Electronic Wait List is used for New Veteran appointment requests that cannot be scheduled within 90 days of the appointment request. It provides a secure, accountable method to document New Veteran care requests.

Actions: Call and provide an appointment or authorize non-VA Fee care whenever possible.

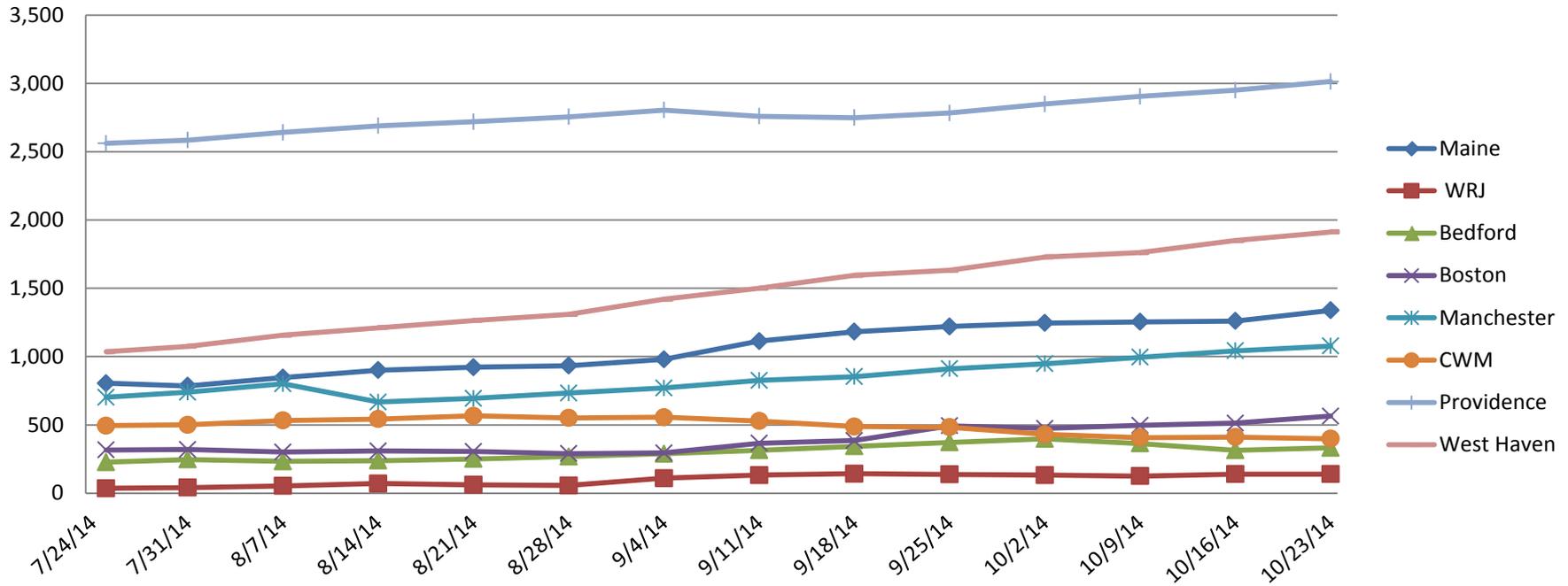
Current Findings

New Patients Still Waiting > 90 Days from Create Date (Pending)



- Waits longer than 90 days continue to decline

NVCC Consults Open > 90 Days by Medical Center



- Referrals continue to climb
- Issues include
 - Timely access to appointments in the community
 - Getting complete records after community care