

High Risk Mental Health Patient – Reminder and Flag Project

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Purpose

- This project will support Mental Health (MH) professionals in tracking of veterans with the High Risk for Suicide Patient Record Flag (PRF) that have missed Mental Health (MH) Clinic appointments due to a no-show and providing the necessary follow-up as needed.

What is included?

- An automatic nightly report of the High Risk for Suicide patients who have no-showed to their MH appointment or whose MH appointment has not been closed out in the **last 24** hours from the Scheduling package.
- An Ad Hoc report of no-show High Risk patients from the Scheduling package that can be run at any time using any date range or clinic(s).
- VA-MH High Risk No-Show Follow-up Clinical Reminder and Dialog for documenting the results of following up with the patient.
- Clinical Reminder maintenance enhancements and fixes

Let's walk through the process...

1. Patient with a High Risk for Suicide Patient Record Flag (PRF) misses a MH appointment due to a no-show (NS).
2. Scheduler closes out the appt by entering the NS information. This should be done the same day as the patient's missed appt.
3. A nightly report is run automatically:
 - That lists patients with a MH appointment with NS, NS AUTO-REBOOK or "No Action Taken" status
 - Is sent in a MailMan message to recipients of the "SD MH NO SHOW NOTIFICATION" Mail Group. Recipients should be Suicide Prevention Coordinators (SPC) and other appropriate staff as deemed necessary by the local processes.

Example of Nightly No-Show report (1)

THIS IS HOW THE NIGHTLY REPORT WILL DISPLAY TO THE SCREEN WHEN READING MAILMAN.
The beginning of the message summarizes which division and clinics had a NO-SHOW

Subj: HRMH NO SHOW REPORT MESSAGE # [#111884] 04/06/11@11:56 73 lines
From: POSTMASTER In 'IN' basket. Page 1

Division/Clinic Appointment Totals

| Division/Clinic | NS | NSA | NAT | Unique Patients |
|----------------------------------|----|-----|-----|-----------------|
| ALBANY/D-PSYCH | 1 | 1 | 1 | 3 |
| TROY1/LIZ'S MENTAL HEALTH CLINIC | 1 | 2 | 1 | 3 |
| TROY1/MENTAL HEALTH | 1 | 0 | 2 | 3 |

*STATUS: NS = No Show NSA = No Show Auto Rebook NAT = No Action Taken

MENTAL HEALTH NO SHOW REPORT
By CLINIC for Appointments on 4/5/11

PAGE 1
Run: 4/6/2011@11:56

PATIENT PT ID APPT D/T CLINIC STATUS

Enter RETURN to continue or '^' to exit:

Example of Nightly No-Show report (2)

THIS IS HOW THE NIGHTLY REPORT WILL DISPLAY TO THE SCREEN WHEN READING MAILMAN.

The Totals are followed by each Division/Clinic's Missed Appointment and status along with future appointments.

Subj: MH NO SHOW REPORT MESSAGE # [#111884] Page 2

DIVISION/CLINIC/STOP CODE: ALBANY/D-PSYCH/188

| | | | | | |
|---|--------------------------------|------|----------------------------|---------|------|
| 1 | HUA,PATRICK | 7180 | 4/5/2011 11:00 am | D-PSYCH | *NS |
| | Future Scheduled Appointments: | | | | |
| | 4/7/2011 9:00 am | | LIZ'S MENTAL HEALTH CLINIC | | |
| | 4/14/2011 9:00 am | | LIZ'S MENTAL HEALTH CLINIC | | |
| | 4/17/2011 9:00 am | | LIZ'S MENTAL HEALTH CLINIC | | |
| 2 | MAPP,TEST | 3311 | 4/5/2011 2:00 pm | D-PSYCH | *NAT |
| | Future Scheduled Appointments: | | | | |
| | 4/14/2011 9:00 am | | LIZ'S MENTAL HEALTH CLINIC | | |
| | 4/17/2011 9:00 am | | LIZ'S MENTAL HEALTH CLINIC | | |
| 3 | SPARACIO,BENITO | 8199 | 4/5/2011 9:00 am | D-PSYCH | *NSA |
| | Future Scheduled Appointments: | | | | |
| | 4/14/2011 9:30 am | | LIZ'S MENTAL HEALTH CLINIC | | |
| | 4/18/2011 8:00 am | | D-PSYCH | | |

Enter RETURN to continue or '^' to exit:

Process continues....

4. Follow-up steps....

- Check to see that the appointment /patient actually was a no-show and not that the appointment was just not closed out.
- If the appointment was kept then no further action is needed.
- If patient kept another MH appointment on the same day as the missed appointment, then evaluate whether further action is needed.
- If follow-up is still needed, attempt to contact patient (minimum of three times over the next 72 hours)
- Review Safety Plan on file before calling other contacts.

Process continues....

5. Results of the follow-up attempts with the patient should be documented the new Clinical Reminder called the High Risk MH No-Show Follow-up.
6. The reminder will become due for the patient when the following two criteria are met:
 - The patient's local High Risk for Suicide PRF is active any time on the day of the appointment.
 - The patient had a No-Show or No-Show Auto Rebook appointment status to a MH Clinic. (A No Action Taken will not activate this reminder)

When will the reminder be applicable to the patient?

- The patient's local High Risk for Suicide PRF is active any time on the day of the appointment.
- The patient had a No-Show or No-Show Auto Rebook appointment status.
- No Action Taken does not trigger this reminder.

What will resolve/not resolve the reminder?

- Resolved automatically by an appointment that the patient kept on the same day or within 72 hours after the no-show appointment.
- Resolved by documenting from the reminder dialog:
 - Patient was contacted
 - Patient received urgent or emergent care
 - Other outcome
 - Suicide attempt or completed
 - Follow-up plan documented
- Not Resolved by documenting the unsuccessful attempts to contact the patient

High Risk MH No-Show Follow-up Reminder

Vista CPRS in use by: [redacted]

File Edit View Tools Help

CRPATIENT, TWO (OUTPATIENT) Visit Not Selected Primary Care Team Unassigned
 666-55-4444 Oct 10,1940 (70) Provider: Provider, One

Flag VistaWeb Remote Data No Postings

Allergies / Adverse Reactions: No Allergy Assessment

Recent Lab Results: No Orders Found.

Patient Record Flags: **HIGH RISK FOR SUICIDE**

Vitals: No data found

| Clinical Reminders | Due Date | Active Medications | |
|--------------------------------|----------|-------------------------------|---------|
| Problem Drinking Screen | DUE NOW | Aspirin, Chewable 81mg | Pending |
| Taxonomy Test | DUE NOW | Lidocaine Inj | Pending |
| Tobacco Cessation Education | DUE NOW | Aspirin, Chewable 81mg | Pending |
| JG TOBACCO USE SCREEN | DUE NOW | Prednisone 20mg | Pending |
| Weight and Nutrition Screen | DUE NOW | Acetaminophen Extra Str 500mg | Pending |
| Alcohol Abuse Education | DUE NOW | Acetaminophen Extra Str 500mg | Pending |
| Colorectal Cancer Screen | DUE NOW | Aspirin, Chewable 81mg | Pending |
| IHD Aspirin and Beta-Blocker | DUE NOW | Aspirin, Chewable 81mg | Pending |
| Influenza Vaccine | DUE NOW | Aspirin, Chewable 81mg | Pending |
| High Risk MH No-Show Follow-up | DUE NOW | Glyburide Tab | Pending |

Active Problems

- Acute Angle-Closure Glaucoma (ICD-9-CM 365.2)
- Senile Dementia, Uncomplicated (ICD-9-CM 290.0)

Cover Sheet Problems Meds Orders Notes Consults Surgery D/C Summ Labs Reports



High Risk MH No-Show follow-up Dialog

Reminder Resolution: High Risk MH No-Show Follow-up

This patient has an active High Risk for Suicide Patient Record Flag and was a NO SHOW to a MH appointment. If the patient has a completed encounter to a MH appointment on the same day, or within 72 hours of the missed MH appointment, follow-up will no longer be necessary.

MH Appointments Missed Last 10 Days

| DATE/TIME | CLINIC | STATUS |
|--------------------|---------------|---------|
| 11/14/2011 8:00 am | Mental Health | NO-SHOW |

Action needed: Please document follow-up outcome using fields below.

[Click here to see supporting information. Refer to the Safety Plan for additional information.](#)

- Patient contact made and plan put in place for ongoing care.
- Patient sought urgent or emergent mental health care.
- Other Outcome
- Three unsuccessful attempts made to contact patient.
- Suicide attempted or completed. Please document Safety Plan and/or Suicide Behavior Report where appropriate.

Supporting Information

Reminder Resolution: High Risk MH No-Show Follow-up

Click here to see supporting information. Refer to the Safety Plan for additional information.

Supporting information

The following are patient contacts, future MH appts, patient record flag history, and MHTC information if available.

CON - Patient Contacts

Patient Phone Numbers:

- Cell: 801-222-2222
- Home: 801-555-5555
- Work: No data available

Emergency Contact:

- Name: No data available
- Relationship: No data available
- Phone: No data available

Secondary Emergency Contact:

- Name: No data available
- Relationship: No data available
- Phone: No data available

Secondary Next of Kin Contact

- Name: No data available
- Relationship: No data available
- Phone: No data available

MHFV - MH Clinic Fut Visits

No data available

MHRF - MH Suicide PRF Hx

- Category II PRF High Risk for Suicide
- Date Assigned: Dec 21, 2010@15:33:08
- Next Review Date: JAN 20, 2011

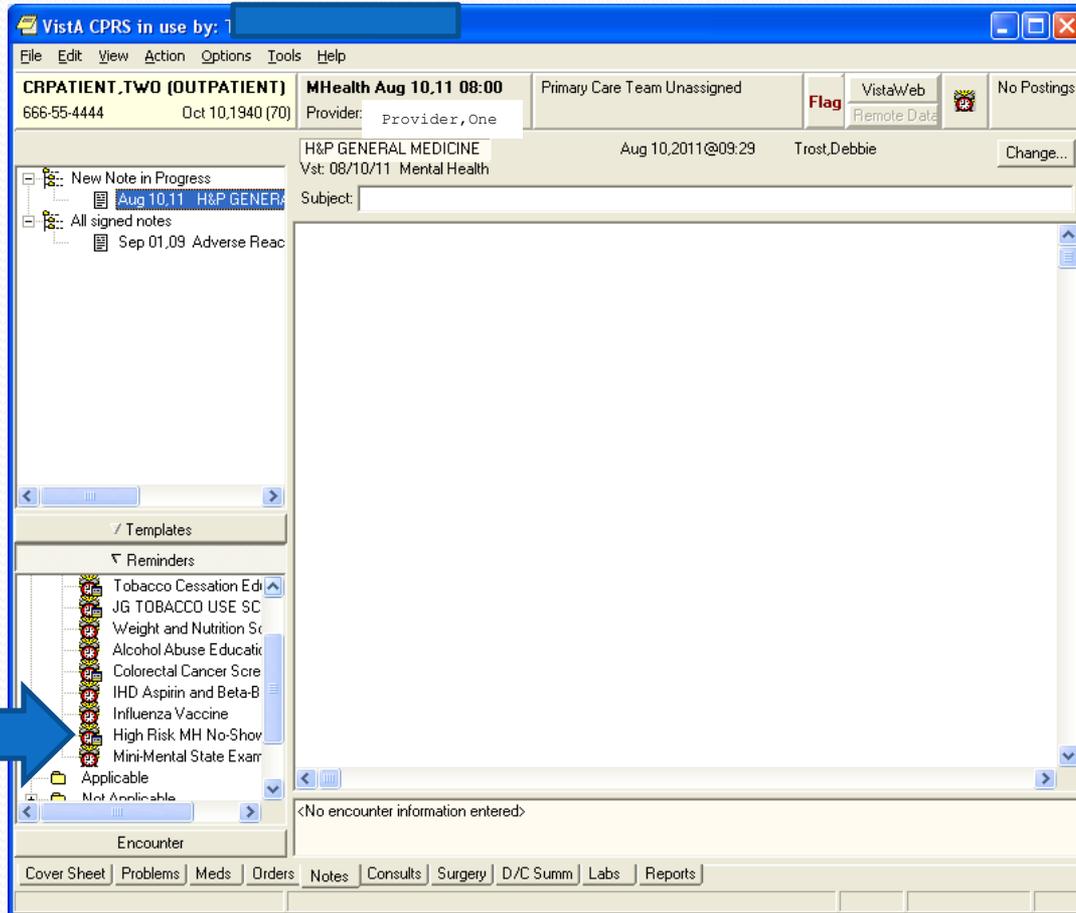
What will resolve/not resolve the reminder?

- Resolved by an appointment that the patient kept on the same day or within 72 hours after the no-show appointment.
- Not Resolved by documenting the unsuccessful attempts to contact the patient, but will be resolved if a follow-up plan is documented.
- Resolved by documenting:
 - Patient was contacted
 - Patient received urgent or emergent care
 - Other outcome
 - Suicide attempt or completed

Document results of follow-up in a new Reminder Dialog

- Select the Notes Tab in CPRS
- Select “new note” in CPRS and use the No-Show visit as the Location for Current Activities
- Select the note title
- Open the Reminders Drawer on the left of the new note text area.
- Select the High Risk R

Click on Reminder to open Reminder Dialog



Reminder Dialog Example

Reminder Resolution: High Risk MH No-Show Follow-up

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Action needed: Please document follow-up outcome using fields below.

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Patient contact made and plan put in place for ongoing care.

Patient sought urgent or emergent mental health care.

Other Outcome

Three unsuccessful attempts made to contact patient.

Suicide attempted or completed. Please document Safety Plan and/or Suicide Behavior Report where appropriate.

Clear Clinical Maint Visit Info < Back Next > Finish Cancel

<No encounter information entered>

* Indicates a Required Field

Conversion of High Risk PRF to Cat I

- Installs a new High Risk Suicide National Patient Record Flag for and links it to a new TIU note title for HIGH RISK FOR SUICIDE
- Installs new MailGroup and menu option to assist SPC/MH professionals manage auto-creation of a patient's national HIGH RISK FOR SUICIDE PRF based on an existing Local High Risk for Suicide PRF.
- Transmits the patient's new National flag to other known treating facilities using existing PRF HL7 messaging functionality.

Basic Requirements of Auto-creating National PRF entries

- Local flag MUST BE currently active
- Local flag information will be pulled into the new National flag at creation.
- Various comments updated to reflect auto-created information.
- If there is an issue with generating a National flag:
 - No National flag is created
 - Local flag remains intact
 - Error report will be generated

DG*5.3*849 Patch Components

- A new National Patient Record Flag will be exported to sites: HIGH RISK FOR SUICIDE
- Establishes a linkage to a new TIU PN Title: PATIENT RECORD FLAG CATEGORY I – HIGH RISK FOR SUICIDE
- New option, Convert Local HRMH PRF to National, created
- New Mail Group, DGPF CLINICAL HR FLAG REVIEW, added

Installing the Patch

- During patch install, you will need to enter the coordinator for the new DGPF CLINICAL HR FLAG REVIEW mail group
- Add members to the mail group as required (SPC/MH professional)
- IRM will need to assign the menu option “Convert Local HRMH PRF to National” to the appropriate users (SPC/MH professional)

Convert Local HRMH PRF to National Option

- Initial Checks
 - The new National Patient Record flag must be installed
 - The Local PRF Parameter entry is correctly installed (from HRMHP 1.0, Increment 1 and 2)
- Processing (Two Modes)
 - Pre-processing report only
 - Generation of National flags from Local flags

Report Only Mode

```
Convert Local HRMH PRF to National
```

```
This option can be run in a report only mode which will provide a report of what actions the local-to-national processing will perform. Enter 'R' to run the Report Only mode, or 'P' to begin the local-to-national PRF processing.
```

```
Select one of the following:
```

```
      R          Report Only
      P          Process Local-to-National
```

```
Select which mode to run: R// eport Only
...HMMM, JUST A MOMENT PLEASE...
```

```
>> Results have been sent to the 'DGPf CLINICAL HR FLAG' mail group
```

Processing Checks

- Checks for a valid DFN
- Checks for a National ICN
- Checks to make sure the National PRF has not already been assigned
- Two Mailman reports will be generated
 - A Summary Report
 - A National PRF Generation Report

Summary Report

Subj: Pre-report National Flag Create 5/9/12@14:56 [#129309] 05/09/12@14:56
47 lines

From: HRMH PRF GENERATE JOB In 'IN' basket. Page 1 Priority!

Pre-scan summary from Local to National flag processing job

Run date: May 09, 2012@14:56:52

Started by: KOPECKY,STEVE

Summary of PRF Processing:

| | |
|---------------------------------------|----|
| Total active Cat II flag assignments: | 12 |
| Cat I flags created: | 5 |
| Potential errors Found: | 5 |
| Cat II flags requiring manual action: | 0 |
| Found active Cat I and Cat II flags: | 2 |

Processing Summary

Processing Results:

Invalid DFN's or Patient File errors

No DFN errors were found

Patients with Local ICN (National ICN Required)

| Name | Local ICN |
|--------------------------------|-------------------|
| <hr/> | |
| MAPP,TEST (3311) | 5000000328V551909 |
| SPARACIO,ELLIOTT (9494) | -1^NO MPI NODE |
| TESTAGAIN,EZ (3155P) | 5000000367V135883 |
| TESTBETA,TWO (4321) | 5000000397V914217 |
| TESTPATIENT,CHARLIE ONE (5432) | 5000000415V281270 |

Additional Summary

National Flag assigned and Local still active

| Name | CMOR | Owning Site |
|------------------------|------------------------|---------------|
| ----- | | |
| SPARACIO,BENITO (8199) | CASTLE POINT, NY | ALBANY.VA.GOV |
| TESTDELTA,BOB (4321) | NO CMOR DEFINED FOR PT | ALBANY.VA.GOV |

Patients flagged for manual processing

| Name | CMOR | Description |
|--|------|-------------|
| ----- | | |
| No records needing manual intervention found | | |

Other Errors which may have prevented conversion

| Name | Description |
|-----------------------|-------------|
| ----- | |
| No other errors found | |

Report of Flag Creation

Subj: Pre-report National Flag Create 5/9/12@14:56 [#129310] 05/09/12@14:56

9 lines

From: HRMH PRF GENERATE JOB In 'IN' basket. Page 1 Priority!

Pre-scan results from Local to National flag processing job

Run date: May 09, 2012@14:56:52

Started by: KOPECKY,STEVE

List of patients that will have a Cat 1 flag created

| Name | Owning Site |
|-------------------------|---------------|
| EASPATIENT,ONE A (4646) | ALBANY.VA.GOV |
| TESTER,PATRICK (7180) | ALBANY.VA.GOV |
| SMITH,TESTING (0161P) | ALBANY.VA.GOV |
| TESTING,BOB A (3434) | ALBANY.VA.GOV |
| TESTING,EZ (1454) | ALBANY.VA.GOV |

When Generating the National Flag

- Existing Local PRF assignment and history information retrieved
- New National PRF created using this retrieved information
 - Originating Site = Current VA Site
 - Review date = Local Review date + 90 days
 - Assign date = “NOW”
- Existing Local PRF is ‘inactivated’
- ORU~R01 message transmitted to all sites in the associated patient's TREATING FACILITY LIST file

Example - Local PRF

Local PRF Assignment Entry:

PATIENT NAME: TESTING,EZ
FLAG NAME: HIGH RISK FOR SUICIDE STATUS: INACTIVE
OWNER SITE: ALBANY.VA.GOV ORIGINATING SITE: ALBANY.VA.GOV
ASSIGNMENT NARRATIVE:
TESTING FOR CONVERSION PROCESSING

Local PRF Assignment History Entry:

PRF ASSIGNMENT: TESTING,EZ
DATE/TIME: FEB 01, 2012@15:23:55 ACTION: INACTIVATE
ENTERED BY: KOPECKY,STEVE APPROVED BY: KOPECKY,STEVE
HISTORY COMMENTS:

This local PRF entry was inactivated by the 'Convert Local HRMH PRF to National' option run on Feb 01, 2012@15:23:55 by KOPECKY,STEVE. A new national HIGH RISK FOR SUICIDE PRF was created using the information in this local PRF entry

Example - National PRF

National PRF Assignment Entry:

PATIENT NAME: TESTING,EZ

FLAG NAME: HIGH RISK FOR SUICIDE

OWNER SITE: ALBANY.VA.GOV

REVIEW DATE: MAR 21, 2012

STATUS: ACTIVE

ORIGINATING SITE: ALBANY.VA.GOV

ASSIGNMENT NARRATIVE:

This national PRF entry was auto-created on Feb 01, 2012@15:23:55, by the 'Convert Local HRMH PRF to National' option, run by KOPECKY,STEVE. The fields are based on the local PRF HIGH RISK FOR SUICIDE which was inactivated by the auto conversion. TESTING FOR CONVERSION PROCESSING

National PRF Assignment History Entry:

PRF ASSIGNMENT: TESTING,EZ

DATE/TIME: FEB 01, 2012@15:23:55

ENTERED BY: KOPECKY,STEVE

HISTORY COMMENTS:

New assignment for national PRF entry auto-created on Feb 01, 2012@15:23:55, by the 'Convert Local HRMH PRF to National' option.

Updated Narratives

Narrative text for National PRF assignment created by auto-conversion

This national PRF entry was auto-created on <DT>, by the 'Convert Local HRMH PRF to National' option, run by <USER>. The fields are based on the local PRF <FLAG> which was inactivated by the auto conversion.

Narrative for the inactivated local PRF assignment history

This local PRF entry was inactivated by the 'Convert Local HRMH PRF to National' option run on <DT> by <USER>. A new national HIGH RISK FOR SUICIDE PRF was created using the information in this local PRF entry

Updated Narratives

Inactivated Local assignment history text for National conversion at another site

Since a national HIGH RISK FOR SUICIDE PRF entry has been activated by another site in VistA, this local PRF entry was inactivated by the 'Convert Local HRMH PRF to National' option, run on <DT> by <USER>.

Assignment history narrative for new National PRF

New assignment for national PRF entry auto-created on <DT>, by the 'Convert Local HRMH PRF to National' option.

Suicide Behavior Report

Instrument Display

File View Tools

SBR II

MHPatient, One
SSN: xxx-xx-0001

1. Date and Time of event:
06/14/2012

2. Brief description of event:

3. Location of event:
 1. On station 2. Off station

4. Veteran status at time of event:
 0. Veteran not in treatment 1. Outpatient 2. Inpatient

5. Veteran status following the event:
 1. Remained outpatient 3. Deceased
 2. Hospitalized (Specify location)

5A. Hospitalized at:

6. Method of information:
 1. In person 2. Telephone 3. Written

7. Source of information:
 1. Veteran self-report 3. Outside agent 5. Other (Specify)
 2. Family member 4. VA staff

7A. Specify "Other"

Use Speed Tab
Hint: Use the number key of the item to speed data entry.

SBR Cont'd

Instrument Display File View Tools MHPatient, One
SSN: xxx-xx-0001

SBR II

17. Is there any indication that the person engaged in self-directed violent behavior, either preparatory or potentially harmful?

0. No 1. Yes

18. Is there any indication that the person had self-directed violence related thoughts?

0. No 1. Yes

18A. Were/Are the thoughts suicidal?

0. No 1. Yes

19. Did the behavior involve any injury?

0. No 1. Yes

19A. Was the injury fatal?

0. No 1. Yes

19B. Was the behavior preparatory only?

0. No 1. Yes

19C. Was the behavior interrupted by self or other(s)?

0. No 1. Yes

20. Is there evidence of Suicidal Intent?

0. No 1. Yes 2. Unknown

Self-directed violent (SDV) classification:

21. Do you feel this classification matches the event described by this report?

0. No 1. Yes

21A. Which statement best describes the self-directed violence (SDV)?

Use Speed Tab
Hint: Use the number key of the item to speed data entry.

SBR Cont'd

Instrument Display MHPatient, One
SSN: xxx-xx-0001

SBR II

17. Is there any indication that the person engaged in self-directed violent behavior, either preparatory or potentially harmful?
 0. No 1. Yes

18. Is there any indication that the person had self-directed violence related thoughts?
 0. No 1. Yes

18A. Were/Are the thoughts suicidal?
 0. No 1. Yes

19. Did the behavior involve any injury?
 0. No 1. Yes

19A. Was the injury fatal?
 0. No 1. Yes

19B. Was the behavior preparatory only?
 0. No 1. Yes

19C. Was the behavior interrupted by self or other(s)?
 0. No 1. Yes

20. Is there evidence of Suicidal Intent?
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21. Do you feel this classification matches the event described by this report?
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