Update _2_0_359

Clinical Reminders

VA-REPORTING CONCERNS SUSP ABUSE/NEGLECT

Install Guide

January 2025

Product Development
Office of Information Technology
Department of Veterans Affairs

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Introduction

A new national note template is being implemented titled: ***Reporting Concerns of Suspected Abuse and Neglect.*** This note satisfies the requirement of VHA Directive 1199 for VA covered professionals to document all reports of suspected cases of abuse and neglect in the electronic health record (EHR). It is for use by any VA covered professional as defined in VHA Directive 1199 and includes employees in many clinical roles, disciplines and across service lines. The new note should replace any current local notes used to document such reports to authorities and will help with clinical monitoring/follow up of at-risk Veterans, quality improvement and research efforts to improve care.

This reminder dialog template should be connected to the note title **REPORTING CONCERNS OF SUSPECTED ABUSE AND NEGLECT** and SHOULD NOT be added to the shared template folder or embedded in other templates.

UPDATE_2_0_359 contains 1 Reminder Exchange entry:

UPDATE_2_0_359 VA-REPORT SUSPECTED ABUSE/NEGLECT

The exchange file contains the following components:
REMINDER GENERAL FINDINGS
VIEW PROGRESS NOTE TEXT

TIU TEMPLATE FIELD
WORD 4 LINES
DATE (REQ)
STATE LIST - FULL NAME (REQ)
VHA DIRECTIVE 1199

HEALTH FACTORS
VA-REMINDER UPDATES [C]
VA-UPDATE_2_0_359
VA-REPORT SUSPECTED ABUSE AND NEGLECT [C]
VA-1199 MAND REPORT PERSON IPV - UNKNOWN
VA-1199 MAND REPORT PERSON IPV - NO
VA-1199 MAND REPORT PERSON IPV - IPVAP REF NOT IND
VA-1199 MAND REPORT PERSON IPV - IPVAP DECLINED
VA-1199 MAND REPORT PERSON IPV - IPVAP REF WILL DO
VA-1199 MAND REPORT PERSON IPV - IPVAP REF COMP
VA-1199 MAND REPORT PERSON IPV - YES
VA-1199 MAND REPORT PERSON SW CONSULTED – ALREADY INVOL
VA-1199 MAND REPORT PERSON SW CONSULTED - NO
VA-1199 MAND REPORT PERSON SW CONSULTED - YES

VA-1199 MAND REPORT TYPE - OTHER
VA-1199 MAND REPORT TYPE - SELF-NEGLECT
VA-1199 MAND REPORT TYPE - NEGLECT
VA-1199 MAND REPORT TYPE - FINANCIAL
VA-1199 MAND REPORT TYPE - PSYCHOLOGICAL
VA-1199 MAND REPORT TYPE - SEXUAL
VA-1199 MAND REPORT TYPE - PHYSICAL
VA-1199 MAND REPORT PERSON SUSP - SELF
VA-1199 MAND REPORT PERSON SUSP - EX-SPOUSE/PART
VA-1199 MAND REPORT PERSON SUSP - SPOUSE/PART
VA-1199 MAND REPORT PERSON SUSP - OTHER
VA-1199 MAND REPORT PERSON SUSP - FACILITY STAFF
VA-1199 MAND REPORT PERSON SUSP - VA PAID CG
VA-1199 MAND REPORT PERSON SUSP - PAID CG
VA-1199 MAND REPORT PERSON SUSP - NEIGHBOR
VA-1199 MAND REPORT PERSON SUSP - ACQUAINTANCE
VA-1199 MAND REPORT PERSON SUSP - FRIEND
VA-1199 MAND REPORT PERSON SUSP - OTH FAMILY
VA-1199 MAND REPORT PERSON SUSP - GRANDSON
VA-1199 MAND REPORT PERSON SUSP - GRANDDAUGHTER
VA-1199 MAND REPORT PERSON SUSP - SISTER
VA-1199 MAND REPORT PERSON SUSP - BROTHER
VA-1199 MAND REPORT PERSON SUSP - SON
VA-1199 MAND REPORT PERSON SUSP - DAUGHTER
VA-1199 MAND REPORT PERSON SUSP - DATING
VA-1199 MAND REPORT LOCATION - OTHER
VA-1199 MAND REPORT LOCATION - VA PROPERTY
VA-1199 MAND REPORT LOCATION - NON-VA INST
VA-1199 MAND REPORT LOCATION - ANOTHER'S HOME
VA-1199 MAND REPORT LOCATION - HOME
VA-1199 MAND REPORT RESIDENCE - OTHER
VA-1199 MAND REPORT RESIDENCE - UNHOUSED
VA-1199 MAND REPORT RESIDENCE - SNF
VA-1199 MAND REPORT RESIDENCE - ALF
VA-1199 MAND REPORT RESIDENCE - GROUP HOME
VA-1199 MAND REPORT RESIDENCE - MED FOST HOME
VA-1199 MAND REPORT RESIDENCE - ANOTHER'S HOME
VA-1199 MAND REPORT RESIDENCE - HOME
VA-1199 MAND REPORT PERSON EXP - OTHER
VA-1199 MAND REPORT PERSON EXP - VETERAN
VA-1199 MAND REPORT APS MODE - PAPER
VA-1199 MAND REPORT APS MODE - PHONE MESSAGE
VA-1199 MAND REPORT APS MODE - PHONE CONNECT
VA-1199 MAND REPORT APS MODE - ONLINE

VA-1199 MAND REPORT AUTHORITY - APS
VA-1199 MAND REPORT OTHER MODE - PAPER
VA-1199 MAND REPORT OTHER MODE - PHONE MESSAGE
VA-1199 MAND REPORT OTHER MODE - PHONE CONNECT
VA-1199 MAND REPORT OTHER MODE - ONLINE
VA-1199 MAND REPORT AUTHORITY - OTHER
VA-1199 MAND REPORT STATE DOH MODE - PAPER
VA-1199 MAND REPORT STATE DOH MODE - PHONE MESSAGE
VA-1199 MAND REPORT STATE DOH MODE - PHONE CONNECT
VA-1199 MAND REPORT STATE DOH MODE - ONLINE
VA-1199 MAND REPORT AUTHORITY - STATE DOH
VA-1199 MAND REPORT LTC OMB MODE - PAPER
VA-1199 MAND REPORT LTC OMB MODE - PHONE MESSAGE
VA-1199 MAND REPORT LTC OMB MODE - PHONE CONNECT
VA-1199 MAND REPORT LTC OMB MODE - ONLINE
VA-1199 MAND REPORT AUTHORITY - LTC OMB
VA-1199 MAND REPORT LAW ENF MODE - PAPER
VA-1199 MAND REPORT LAW ENF MODE - PHONE MESSAGE
VA-1199 MAND REPORT LAW ENF MODE - PHONE CONNECT
VA-1199 MAND REPORT LAW ENF MODE - ONLINE
VA-1199 MAND REPORT AUTHORITY - LAW ENF
VA-1199 MAND REPORT CPS MODE - PAPER
VA-1199 MAND REPORT CPS MODE - PHONE MESSAGE
VA-1199 MAND REPORT CPS MODE - PHONE CONNECT
VA-1199 MAND REPORT CPS MODE - ONLINE
VA-1199 MAND REPORT AUTHORITY - CPS

REMINDER SPONSOR
NATIONAL SOCIAL WORK PROGRAM OFFICE

REMINDER TERM
VA-REMINDER UPDATE_2_0_359

REMINDER DIALOG
VA-REPORTING CONCERNS OF SUSP ABUSE/NEGLECT

Install Details

This update is being distributed as a web host file. The address for the host file is:
https://redactedUPDATE_2_0_359.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 5 minutes.

Install Example

Go to Reminder exchange in Vista.
To Load the exchange file, use LWH. The URL is https://redacted/UPDATE_2_0_359.PRD

```
+            + Next Screen    - Prev Screen   ?? More Actions                >>>
CFE   Create Exchange File Entry        LHF   Load Host File
CHF   Create Host File                  LMM   Load MailMan Message
CMM   Create MailMan Message            LWH   Load Web Host File
DFE   Delete Exchange File Entry        RI    Reminder Definition Inquiry
IFE   Install Exchange File Entry       RP    Repack
IH    Installation History
Select Action: Next Screen// LWH   Load Web Host File
```

You will see a message indicating the file was loaded successfully.

Search and locate an entry titled UPDATE_2_0_359 VA-REPORT SUSPECTED ABUSE/NEGLECT in reminder exchange.

```
+Item   Entry                          Source              Date Packed
   504   UPDATE_2_0_359 VA-REPORT
         SUSPECTED ABUSE/NEGLECT
   505   UPDATE_2_0_36 MISC UPDATE 5
   506   UPDATE_2_0_36 TELEHEALTH
         UPDATES
   507   UPDATE_2_0_360 VA-FIBROSCAN
   508   UPDATE_2_0_361 VA-DECISION
         MAKING CAPACITY ASSESSMENT
   509   UPDATE_2_0_361 VA-DECISION
         MAKING CAPACITY ASSESSMENT
+            + Next Screen    - Prev Screen   ?? More Actions                >>>
CFE   Create Exchange File Entry        LHF   Load Host File
CHF   Create Host File                  LMM   Load MailMan Message
CMM   Create MailMan Message            LR    List Reminder Definitions
DFE   Delete Exchange File Entry        LWH   Load Web Host File
IFE   Install Exchange File Entry       RI    Reminder Definition Inquiry
IH    Installation History              RP    Repack
Select Action: Next Screen// IFE   Install Exchange File Entry
Enter a list or range of numbers (1-752): 504
```

At the **Select Action** prompt, enter **IFE** for Install Exchange File Entry
Enter the number that corresponds with your entry titled UPDATE_2_0_359 VA-REPORT SUSPECTED ABUSE/NEGLECT *(in this example it is entry 504, it will vary by site)* that is dated 01/08/2025.

DO NOT INSTALL ALL, searcch for and find the REMINDER SPONSOR: NATIONAL SOCIAL WORK PROGRAM OFFICE

```
+      Component                                    Category     Exists
REMINDER SPONSOR
  89  NATIONAL SOCIAL WORK PROGRAM OFFICE

REMINDER TERM
  90  VA-REMINDER UPDATE_2_0_359

REMINDER DIALOG
  91  VA-REPORTING CONCERNS OF SUSP ABUSE/NEGLECT




          + Next Screen   - Prev Screen   ?? More Actions              >>>
IA   Install all Components           IS   Install Selected Component
Select Action: Quit// IS   Install Selected Component
Select Component(s):  (1-91): 89
```

At the Select Action prompt, choose IS for Install Selected and choose the component number matching the sponsor name.:
Select Action: Quit// IS   Install Selected Component
Select Component(s): (1-91): 89

REMINDER SPONSOR entry NATIONAL SOCIAL WORK PROGRAM OFFICE is NEW,
what do you want to do?

    Select one of the following:

        C   Create a new entry by copying to a new name
        I   Install
        Q   Quit the install
        S   Skip, do not install this entry

Enter response: I// nstall

After the sponsor entry is installed, you can proceed to install all.

```
+       Component                                          Category      Exists
REMINDER SPONSOR
  89   NATIONAL SOCIAL WORK PROGRAM OFFICE                                 X

REMINDER TERM
  90   VA-REMINDER UPDATE_2_0_359

REMINDER DIALOG
  91   VA-REPORTING CONCERNS OF SUSP ABUSE/NEGLECT




          + Next Screen    - Prev Screen   ?? More Actions                 >>>
IA    Install all Components            IS    Install Selected Component
Select Action: Quit// IA
```

You should now see an X to indicate the sponsor entry exists and can install all the other components.

At the **Select Action** prompt, type **IA** for Install all Components and hit enter.

For all new entries in any category you will choose I to Install

SKIP any items in any category you are prompted to overwrite.

You will then be prompted to install the dialog component.

```
Packed reminder dialog: VA-REPORTING CONCERNS OF SUSP ABUSE/NEGLECT [NATIONAL DI

 Item   Seq.  Dialog Findings                                   Type      Exists
    1        VA-REPORTING CONCERNS OF SUSP ABUSE/NEGLECT        dialog

    2    10  VA-GP REPORT CON OF SUSP ABUSE/NEG MAIN            group
              Finding: *NONE*
    3    10.10 VA-REPORT CON OF SUSP ABUSE/NEG                  element
              Finding: *NONE*
    4    10.20 VA-BLANK LINE DIALOG & NOTE                      element      X
              Finding: *NONE*
    5    10.30 VA-REPORT CON OF SUSP ABUSE/NEG DIRECTIVE        element
              Finding: *NONE*
    6    10.40 VA-BLANK LINE DIALOG & NOTE                      element      X
              Finding: *NONE*
    7    10.50 VA-GP REPORT CON OF SUSP ABUSE/NEG REP AUTH      group
              Finding: *NONE*
    8    10.50.10 VA-GP REPORT CON OF SUSP ABUSE/NEG REP APS    group
+          + Next Screen    - Prev Screen    ?? More Actions
DD   Dialog Details      DT   Dialog Text        IS    Install Selected
DF   Dialog Findings     DU   Dialog Usage       QU    Quit
DS   Dialog Summary      IA   Install All
Select Action: Next Screen// IA
```

At the **Select Action** prompt, type **IA** to install the dialog – **VA-REPORTING CONCERNS OF SUSP ABUSE/NEGLECT**

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

```
Packed reminder dialog: VA-REPORTING CONCERNS OF SUSP ABUSE/NEGLECT [NATIONAL DI
VA-REPORTING CONCERNS OF SUSP ABUSE/NEGLECT (reminder dialog) installed from exc
 Item   Seq. Dialog Findings                                   Type     Exists
   1       VA-REPORTING CONCERNS OF SUSP ABUSE/NEGLECT        dialog       X

   2     10 VA-GP REPORT CON OF SUSP ABUSE/NEG MAIN            group        X
            Finding: *NONE*
   3     10.10 VA-REPORT CON OF SUSP ABUSE/NEG                element       X
            Finding: *NONE*
   4     10.20 VA-BLANK LINE DIALOG & NOTE                     element       X
            Finding: *NONE*
   5     10.30 VA-REPORT CON OF SUSP ABUSE/NEG DIRECTIVE       element       X
            Finding: *NONE*
   6     10.40 VA-BLANK LINE DIALOG & NOTE                     element       X
            Finding: *NONE*
   7     10.50 VA-GP REPORT CON OF SUSP ABUSE/NEG REP AUTH     group        X
            Finding: *NONE*
   8     10.50.10 VA-GP REPORT CON OF SUSP ABUSE/NEG REP APS   group        X
+          + Next Screen   - Prev Screen   ?? More Actions
DD    Dialog Details        DT    Dialog Text         IS    Install Selected
DF    Dialog Findings       DU    Dialog Usage        QU    Quit
DS    Dialog Summary        IA    Install All
Select Action: Next Screen// Q
```

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

```
+      Component                                     Category      Exists
REMINDER SPONSOR
  89   NATIONAL SOCIAL WORK PROGRAM OFFICE                          X

REMINDER TERM
  90   VA-REMINDER UPDATE_2_0_359                                   X

REMINDER DIALOG
  91   VA-REPORTING CONCERNS OF SUSP ABUSE/NEGLECT                  X




          + Next Screen   - Prev Screen   ?? More Actions                  >>>
IA    Install all Components          IS    Install Selected Component
Select Action: Quit// Q
```

You will then be returned to this screen. At the **Select Action** prompt, type **Q.**

Install complete.

Post Installation

1. **Make the Dialog templates available to be attached to progress note title ONLY.**
   DO NOT SET THIS UP TO BE USED AS A PERSONAL OR SHARED TEMPLATE

   Select Reminder Managers Menu <TEST ACCOUNT> 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**
DEVL	Evaluate Coversheet List on Dialog Finish
DL	Default Outside Location
PT	Position Reminder Text at Cursor
LINK	Link Reminder Dialog to Template
TEST	CPRS Coversheet Time Test
NP	New Reminder Parameters
GEC	GEC Status Check Active
WH	WH Print Now Active

   Select CPRS Reminder Configuration <TEST ACCOUNT> 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]
   3  Service    SRV   [choose from SERVICE/SECTION]
   4  Division   DIV   [SALT LAKE CITY]
   5  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: NATREM.FO-SLC.MED.VA.GOV
   Select Display Sequence: **?**

   388   VA-COVID-19 TELEPHONE FOLLOW-UP
   389   VA-SRA-CONSULT RESPONSE (D)

   *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, 390 is not present so I will use 390.*

   Select Display Sequence: **390**
   Are you adding 390 as a new Display Sequence? Yes// **YES**
   Display Sequence: 390// **<Enter>** 390
   Clinical Reminder Dialog: **VA-REPORTING CONCERNS OF SUSP ABUSE/NEGLECT**
   reminder dialog   NATIONAL
   ...OK? Yes// **<Enter>** (Yes)

2. **Setup of specific Note title.**

    You will need to create a new note title for the template, as follows:

    REPORTING CONCERNS OF SUSPECTED ABUSE AND NEGLECT

    Map the note title to the VHA Enterprise Standard Title:
        SOCIAL WORK NOTE

    Note: Comprehensive information on Creating Document Definitions can be found beginning on page 47 of the [TIU/ASU Implementation Guide](#)

Associate the new reminder dialog with the note title in CPRS.
    To do this, 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:
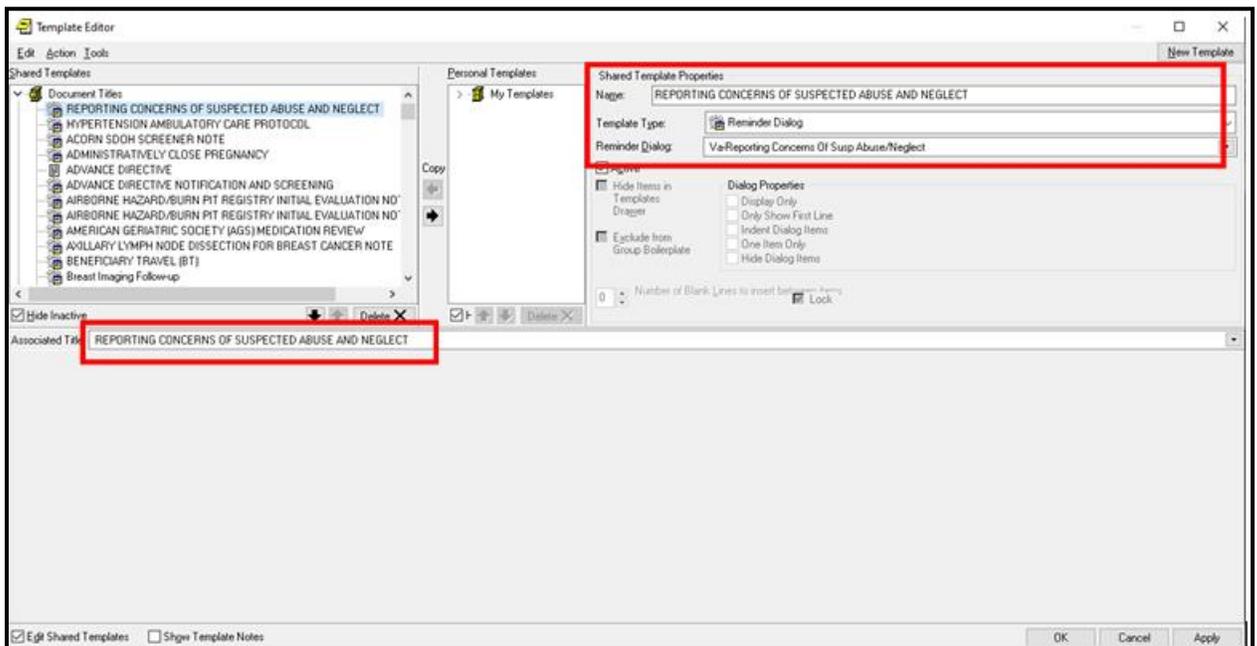   Name: REPORTING CONCERNS OF SUSPECTED ABUSE AND NEGLECT
        Template Type: Reminder Dialog
      Reminder Dialog:
        VA-REPORTING CONCERNS OF SUSP ABUSE/NEGLECT

        Next, type in the Associated Title, which in this case is REPORTING CONCERNS OF SUSPECTED ABUSE AND NEGLECT

DO NOT SET THIS UP TO BE USED AS A PERSONAL OR SHARED TEMPLATE

1. (Optional) Add local consult quick order to social work as an additional finding if desired.
   a. Dialog element: **VA-REPORT CON OF SUSP ABUSE/NEG REFER NO**

2. (Optional) Add local consult quick order for IPVAP consult as an additional finding if desired.
   a. Dialog Element: **VA-REPORT CON OF SUSP ABUSE/NEG REF IPVAP ORDER**

3. (Optional) For each of the "Authorities" in the first section, each site has the option to add in local contact information for making reports online (e.g., website), phone (e.g, phone number). These are the elements and groups that are a class of local and can be edited if desired.

   Adult Protective Services:
   Online: Element: VA-REPORT CON OF SUSP ABUSE/NEG REP MODE ONLINE APS
   Phone: Group: VAL-GP REPORT CON OF SUSP ABUSE/NEG REP MODE PHONE APS

   Child Protective Services:
   Online: Group: VA-GP REPORT CON OF SUSP ABUSE/NEG REP MODE ONLINE CPS
   Phone: Group: VAL-GP REPORT CON OF SUSP ABUSE/NEG REP MODE PHONE CPS
   Law Enforcement:
   Online: Group: VA-REPORT CON OF SUSP ABUSE/NEG REP MODE ONLINE LE
   Phone: Group: VA-GP REPORT CON OF SUSP ABUSE/NEG REP MODE PHONE LE

   Long-term Care Ombudsman:
   Online: Element: VA-REPORT CON OF SUSP ABUSE/NEG REP MODE ONLINE OMB
   Phone: Group: VA-GP REPORT CON OF SUSP ABUSE/NEG REP MODE PHONE OMB

   State Department of Health:
   Online: Group: VA-GP REPORT CON OF SUSP ABUSE/NEG REP MODE ONLINE SDH
   Phone: Group: VA-GP REPORT CON OF SUSP ABUSE/NEG REP MODE PHONE SDH

4. The National Social Work Program has requested sites create the following business rules for the **REPORTING CONCERNS OF SUSPECTED ABUSE AND NEGLECT** title. There are rules below, but the intent is for any clinical staff to be able to view the completed note. Sites may add additional business rules or even lessen the number of business rules based on how their USER CLASS's are set.

   Using the VistA menu, User Class Management Menu, Manage Business Rules, enter the note title REPORTING CONCERNS OF SUSPECTED ABUSE AND NEGLECT and add the following rules.
   Edit as follows:

   Please Enter a New Business Rule:

Select DOCUMENT DEFINITION: ==REPORTING CONCERNS OF SUSPECTED ABUSE AND NEGLECT==
　　　TITLE
　　　Std Title: SOCIAL WORK NOTE
DOCUMENT DEFINITION: ==REPORTING CONCERNS OF SUSPECTED ABUSE AND NEGLECT==
　　　//
STATUS: ==COMPLETED==
ACTION: ==VIEW==
USER CLASS: ==NURSE==
　　　1　NURSE
　　　2　NURSE - CARE LINE MANAGER
　　　3　NURSE - DTC MANAGER
　　　4　NURSE - MHIP/DTC MANAGER
　　　5　NURSE ANESTHETIST
Press <Enter> to see more, '^' to exit this list, OR
CHOOSE 1-5: ==1 NURSE==
AND FLAG:
USER ROLE:
DESCRIPTION:
　Edit? NO//

Complete for each of the user classes listed below and you may also add additional local user classes that should be able to view the note in CPRS.

==This request is made to limit who can view a completed **REPORTING CONCERNS OF SUSPECTED ABUSE AND NEGLECT**.==

- A COMPLETED (TITLE) REPORTING CONCERNS OF SUSPECTED ABUSE AND NEGLECT may BE VIEWED by a **PROVIDER**
- A COMPLETED (TITLE) REPORTING CONCERNS OF SUSPECTED ABUSE AND NEGLECT may BE VIEWED by a **NURSE**
- A COMPLETED (TITLE) REPORTING CONCERNS OF SUSPECTED ABUSE AND NEGLECT may BE VIEWED by a **SOCIAL WORKER**
- A COMPLETED (TITLE) REPORTING CONCERNS OF SUSPECTED ABUSE AND NEGLECT may BE VIEWED by a **PSYCHOLOGIST**
- A COMPLETED (TITLE) REPORTING CONCERNS OF SUSPECTED ABUSE AND NEGLECT may BE VIEWED by a **MEDICAL RECORDS TECHNICIAN**
- A COMPLETED (TITLE) REPORTING CONCERNS OF SUSPECTED ABUSE AND NEGLECT may BE VIEWED by a **PRIVACY ACT OFFICER**