Update _2_0_384A

Clinical Reminders

VA-VULNERABLE PATIENT EMERGENCY EVENT

Install Guide

September 2024

Product Development
Office of Information Technology
Department of Veterans Affairs

Table of Contents

Introduction

The *Vulnerable Patient Emergency Event Note* template was released in September of 2023 (reminder Update 384). It is to be used as part of the National VP CARE Guidance released by the Office of Emergency Management. The VP CARE Program is to assist in managing and maintaining the continuity of care for our most vulnerable patients before, during, and/or after emergency events.

This template is designed to document the outreach done to these patients around an emergency event (i.e. hurricanes, wildfires, winter storms, utility outages) in an effort to supply them with needed medical care and/or equipment that maintains their care and prevents the deterioration of their health.

The changes in this version of the template address additional concerns related to Veterans followed by SCI and Veterans receiving dialysis specifically through a Non-VA Community provider on fee basis. The national SW program collaborated with the National SCI and Kidney Medicine Programs to capture the additional needs and to modify the templates.

The following changes were made:
1. Version updated to 2.1
2. In the Vulnerable Veteran Cohort, there are now two choices for Dialysis
    a. VA Dialysis
    b. Fee Dialysis (Community Care)
3. After you select that you contacted the Veteran or caregiver, there are additional items that display in the template, in that section, under Emergency Needs, SCI patient added as an option, this expands into content that is part of the existing national SCI/D Emergency Event template and contains items specific to SCI patient needs

No other changes to the content were made.

UPDATE_2_0_384A contains 1 Reminder Exchange entry:

UPDATE_2_0_384A VA-VULNERABLE PATIENT EMERGENCY EVENT UPDATE

The exchange file contains the following components:

TIU TEMPLATE FIELD
    WORD 5 LINES1
    WORD 2 LINES RQ
    VA-VCP LINK

HEALTH FACTORS
    VA-REMINDER UPDATES [C]
    VA-UPDATE_2_0_384A

VA-VULNERABLE PATIENT EMERGENCY EVENT [C]
VA-VP POST-IMPACT
VA-VP DURING
VA-VP PRE-IMPACT
VA-VP UNABLE TO REACH
VA-SCI/D EMERGENCY EVENT [C]
VA-SCI/D EE VENTILATOR N
VA-SCI/D EMERGENCY PREPAREDNESS [C]
VA-SCI/D VENT GO BAG-NOT REVIEWED
VA-SCI/D VENT GO BAG OTHER
VA-SCI/D VENT GO BAG YANKAUER
VA-SCI/D VENT GO BAG VENT TUBING/ADAPTORS
VA-SCI/D VENT GO BAG TRACH TIES
VA-SCI/D VENT GO BAG TRACH ADAPTER
VA-SCI/D VENT GO BAG SPARE TRACH
VA-SCI/D VENT GO BAG SUCTION CATHETERS
VA-SCI/D VENT GO BAG DRAIN SPONGES
VA-SCI/D VENT GO BAG SPARE TRACH-SMALLER
VA-SCI/D VENT GO BAG PORTABLE SUCTION
VA-SCI/D VENT GO BAG O2 TANK/TUBING
VA-SCI/D VENT GO BAG NORMAL SALINE BULLETS
VA-SCI/D VENT GO BAG ARTIFICIAL NOSE
VA-SCI/D VENT GO BAG NEBULIZER SYSTEM
VA-SCI/D VENT GO BAG WATER SOLUBLE LUBE
VA-SCI/D VENT GO BAG GLOVES
VA-SCI/D VENT GO BAG STERILE GAUZE-TRACH
VA-SCI/D VENT GO BAG BACK UP BATTERY
VA-SCI/D VENT GO BAG AMBU
VA-SCI/D EE VENTILATOR
VA-SCI/D EMERGENCY BAG [C]
VA-SCI/D EMERG BAG EMERG APP
VA-SCI/D EMERG BAG BATTERIES
VA-SCI/D EMERG BAG WOUND SUPPLIES
VA-SCI/D EMERG BAG WATER
VA-SCI/D EMERG BAG SUPPOSITORIES
VA-SCI/D EMERG BAG O2 TANKS
VA-SCI/D EMERG BAG LUBRICANTS
VA-SCI/D EMERG BAG CARE INSTRUCTIONS
VA-SCI/D EMERG BAG CONTACT INFO
VA-SCI/D EMERG BAG CATHETERS
VA-SCI/D EMERG BAG FACE MASK
VA-SCI/D EMERG BAG WHISTLE
VA-SCI/D EMERG BAG PET SUPPLIES
VA-SCI/D EMERG BAG CARDS/CASH
VA-SCI/D EMERG BAG IDENTIFICATION
VA-SCI/D EMERG BAG OTHER

VA-SCI/D EMERG BAG RADIO
VA-SCI/D EMERG BAG MED
VA-SCI/D EMERG BAG B/U W/C
VA-SCI/D EMERG BAG MED LISTS
VA-SCI/D EMERG BAG HAND SANITIZER
VA-SCI/D EMERG BAG GLOVES
VA-SCI/D EMERG BAG FOOD
VA-SCI/D EMERG BAG FLASHLIGHT
VA-SCI/D EMERG BAG 1ST AID KIT
VA-SCI/D EMERG BAG BLANKET
VA-VA-SCI/D EMERG BAG THERM
VA-SCI/D EMERG BAG CLOTHING
VA-SCI/D EMERG BAG CHARGERS
VA-SCI/D EMERG BAG CELL
VA-SCI/D EMERG BAG BP CUFF
VA-SCI/D EMERG BAG EXT CORD
VA-SCI/D EE EMERG BAG-REVIEWED
VA-VP EVACUATION NEEDED
VA-VP NO EMERGENCY NEEDS IDENTIFIED
VA-VP OTHER NEEDS
VA-VP TRANSPORTATION NEEDS
VA-VP NON-MEDICAL NEEDS OTHER
VA-VP NON-MEDICAL NEEDS OTHER HOUSE SUPPLY
VA-VP NON-MEDICAL NEEDS EQUIPMENT
VA-VP NON-MEDICAL NEEDS SPIRITUAL COUNSELING
VA-VP MEDICAL NEEDS DIALYSIS
VA-VP MEDICAL NEEDS OTHER
VA-VP MEDICAL NEEDS OXYGEN
VA-VP MEDICAL NEEDS MH COUNSEL
VA-VP MEDICAL NEEDS MEDICAL ATTENTION
VA-VP MEDICAL NEEDS MEDICATIONS
VA-VP MEDICAL NEEDS DME
VA-VP FINANCIAL NEEDS
VA-VP BASIC NEEDS SHELTER
VA-VP BASIC NEEDS ELECTRICITY
VA-VP BASIC NEEDS ID
VA-VP BASIC NEEDS FOOD/WATER
VA-VP BASIC NEEDS CLOTHING
VA-VP BASIC NEEDS BABY PRODUCTS
VA-VP HOUSEHOLD OCCUPANTS NO OTHER
VA-VP HOUSEHOLD OCCUPANTS PET
VA-VP HOUSEHOLD OCCUPANTS SERVICE ANIMAL
VA-VP HOUSEHOLD OCCUPANTS FAMILY MEMBERS HOUSEMATES
VA-VP HOUSING STATUS LITERALLY HOMELESS
VA-VP HOUSING STATUS TEMPORARILY HOUSED
VA-VP HOUSING STATUS HOUSED

VA-VP CONTACT INFORMATION-NEEDS UPDATE
VA-VP CONTACT INFORMATION-CORRECT
VA-VP CONTACT OTHER
VA-VP CAREGIVER
VA-VP VOICEMAIL LEFT
VA-VP VETERAN
VA-VP DIALYSIS FEE
VA-VP OTHER COHORT
VA-VP SCI
VA-VP LEVEL 1 TELEHEALTH
VA-VP HOMELESS
VA-VP HBPC
VA-VP HOME OXYGEN
VA-VP HIGH RISK MH 2
VA-VP HIGH RISK MH 1
VA-VP DIALYSIS
VA-VP CHEMO/INFUSION
VA-VP OTHER
VA-VP ACTS OF TERRORISM
VA-VP UTILITY OUTAGE-WATER
VA-VP UTILITY OUTAGE-GAS
VA-VP UTILITY OUTAGE-ELECTRICITY
VA-VP INFECTIOUS DISEASE
VA-VP HAZARDOUS MATERIAL
VA-VP NATURAL DISASTER/WEATHER-OTHER
VA-VP NATURAL DISASTER/WEATHER-WINTER STORM
VA-VP NATURAL DISASTER/WEATHER-WILDFIRES
VA-VP NATURAL DISASTER/WEATHER-TSUNAMI
VA-VP NATURAL DISASTER/WEATHER-TORNADO
VA-VP NATURAL DISASTER/WEATHER-HURRICANE
VA-VP NATURAL DISASTER/WEATHER-HEATWAVE
VA-VP NATURAL DISASTER/WEATHER-FLOOD
VA-VP NATURAL DISASTER/WEATHER-EARTHQUAKE

REMINDER SPONSOR
OFFICE OF SOCIAL WORK

REMINDER TERM
VA-REMINDER UPDATE_2_0_384A

REMINDER DIALOG
VA-VULNERABLE PATIENT EMERGENCY EVENT

Install Details

This update is being distributed as a web host file. The address for the host file is: https://REDACTED/UPDATE_2_0_384A.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.

Pre-Install

Complete an Inquiry and save the following items to see if your site has made local edits. **You will need to add back those local changes after installation.**

1. Using the reminder dialog manager menu, then dialog manager, change view to element view and choose print/inquiry for the reminder dialog element **VAL-VP CONTACT INFO.**
2. Using the VistA reminder dialog manager menu, then dialog manager, change view to group view and choose print/inquiry for the reminder dialog group **VAL-GP LOCAL INFORMATION.**
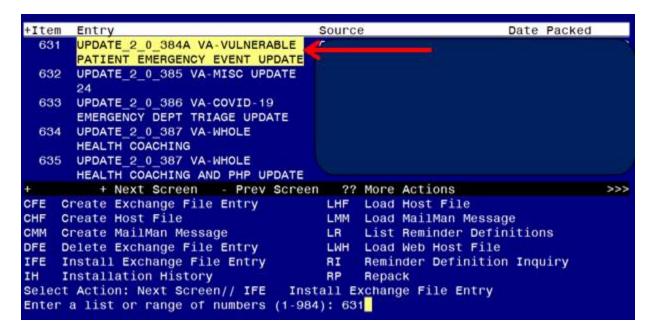
Install Example

Go to Reminder exchange in Vista.
To Load the exchange file, use LWH. The URL is
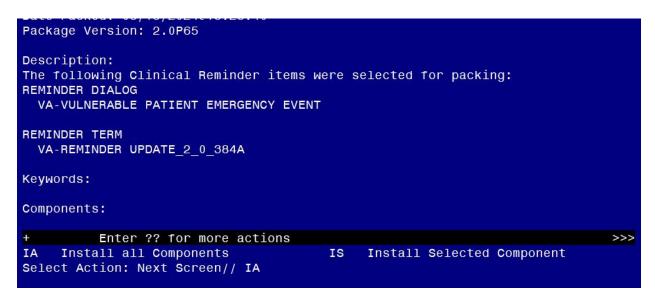https://REDACTED/UPDATE_2_0_384A.PRD

```
+          + 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            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// 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_384A VA-VULNERABLE PATIENT EMERGENCY EVENT UPDATE in reminder exchange.

```
+Item  Entry                         Source                Date Packed
  631  UPDATE_2_0_384A VA-VULNERABLE
       PATIENT EMERGENCY EVENT UPDATE
  632  UPDATE_2_0_385 VA-MISC UPDATE
       24
  633  UPDATE_2_0_386 VA-COVID-19
       EMERGENCY DEPT TRIAGE UPDATE
  634  UPDATE_2_0_387 VA-WHOLE
       HEALTH COACHING
  635  UPDATE_2_0_387 VA-WHOLE
       HEALTH COACHING AND PHP UPDATE
+           + 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 (1-984): 631
```

At the **Select Action** prompt, enter **IFE** for Install Exchange File Entry
Enter the number that corresponds with your entry titled UPDATE_2_0_384A VA-VULNERABLE PATIENT EMERGENCY EVENT *(in this example it is entry 631, it will vary by site)* that is dated 08/13/2024.

```
Package Version: 2.0P65

Description:
The following Clinical Reminder items were selected for packing:
REMINDER DIALOG
  VA-VULNERABLE PATIENT EMERGENCY EVENT

REMINDER TERM
  VA-REMINDER UPDATE_2_0_384A

Keywords:

Components:

+           Enter ?? for more actions                                >>>
IA    Install all Components        IS   Install Selected Component
Select Action: Next Screen// IA
```

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-VULNERABLE PATIENT EMERGENCY EVENT [NATIONAL DIALOG]

 Item  Seq. Dialog Findings                              Type      Exists
    1      VA-VULNERABLE PATIENT EMERGENCY EVENT          dialog      X

    2   10 VA-GP VP VERSION                               group       X
           Finding: *NONE*
    3   10.10 VA-VP PURPOSE                               element     X
           Finding: *NONE*
    4   10.20 VA-VP WHO                                   element     X
           Finding: *NONE*
    5   10.27 VA-GP VP OUTREACH TYPE                      group       X
           Finding: *NONE*
    6   10.27.10 VA-VP PRE-IMPACT                         element     X
           Finding: VA-VP PRE-IMPACT (HEALTH FACTOR)                  X
    7   10.27.20 VA-VP DURING                             element     X
           Finding: VA-VP DURING (HEALTH FACTOR)                      X
    8   10.27.30 VA-VP POST-IMPACT                        element     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// IA
```

At the **Select Action** prompt, type **IA** to install the dialog – **VA-VULNERABLE PATIENT EMERGENCY EVENT**
Install reminder dialog and all components with no further changes: Y//ES

```
Packed reminder dialog: VA-VULNERABLE PATIENT EMERGENCY EVENT [NATIONAL DIALOG]
VA-VULNERABLE PATIENT EMERGENCY EVENT (reminder dialog) installed from exchange
 Item  Seq. Dialog Findings                              Type      Exists
    1      VA-VULNERABLE PATIENT EMERGENCY EVENT          dialog      X

    2   10 VA-GP VP VERSION                               group       X
           Finding: *NONE*
    3   10.10 VA-VP PURPOSE                               element     X
           Finding: *NONE*
    4   10.20 VA-VP WHO                                   element     X
           Finding: *NONE*
    5   10.27 VA-GP VP OUTREACH TYPE                      group       X
           Finding: *NONE*
    6   10.27.10 VA-VP PRE-IMPACT                         element     X
           Finding: VA-VP PRE-IMPACT (HEALTH FACTOR)                  X
    7   10.27.20 VA-VP DURING                             element     X
           Finding: VA-VP DURING (HEALTH FACTOR)                      X
    8   10.27.30 VA-VP POST-IMPACT                        element     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.**

```
Package Version: 2.0P65

Description:
The following Clinical Reminder items were selected for packing:
REMINDER DIALOG
  VA-VULNERABLE PATIENT EMERGENCY EVENT

REMINDER TERM
  VA-REMINDER UPDATE_2_0_384A

Keywords:

Components:

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

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

Install complete.

Post Installation

1. In CPRS, Open the note titled VULNERABLE PATIENT EMERGENCY EVENT (Reminder Dialog name VA-VULNERABLE PATIENT EMERGENCY EVENT) and confirm the version now displays as 2.1.

2. Add back any local modifications that your facility previously made using the information saved in the pre-install.
   a. Using the reminder dialog manager menu, then dialog manager, change view to element view and search and find the reminder dialog element **VAL-VP CONTACT INFO**, replace the text "** Insert local data object for contact information **" with your local data objects that show contact info such as patient phone or cell phone. If you have a local data objects for emergency contact or next of kin, you could add those here as well in addition to the phone numbers.
   b. Optional – Add local resource information to the end of this template. There is a disabled reminder dialog group with a class of local at the end of this template. Sites can enable this reminder dialog group and add text and/or hyperlinks to display information such as local resources that would be useful to know in an emergency (e.g., Shelter locations, emergency services, or utility contact information). Please coordinate with your local leadership for what should display (if anything) in this section.

      Reminder dialog group name for local edits: VAL-GP LOCAL INFORMATION

      Remove the disable flag, edit the dialog text, and make whatever edits your site would like. This is completely locally configurable.

The default settings at installation for this group are: suppress the checkbox and exclude from progress note.

To edit this reminder dialog group: Go to the VistA reminder dialog manager menu, then dialog manager, change view to group view and then search and find VAL-GP LOCAL INFORMATION.