



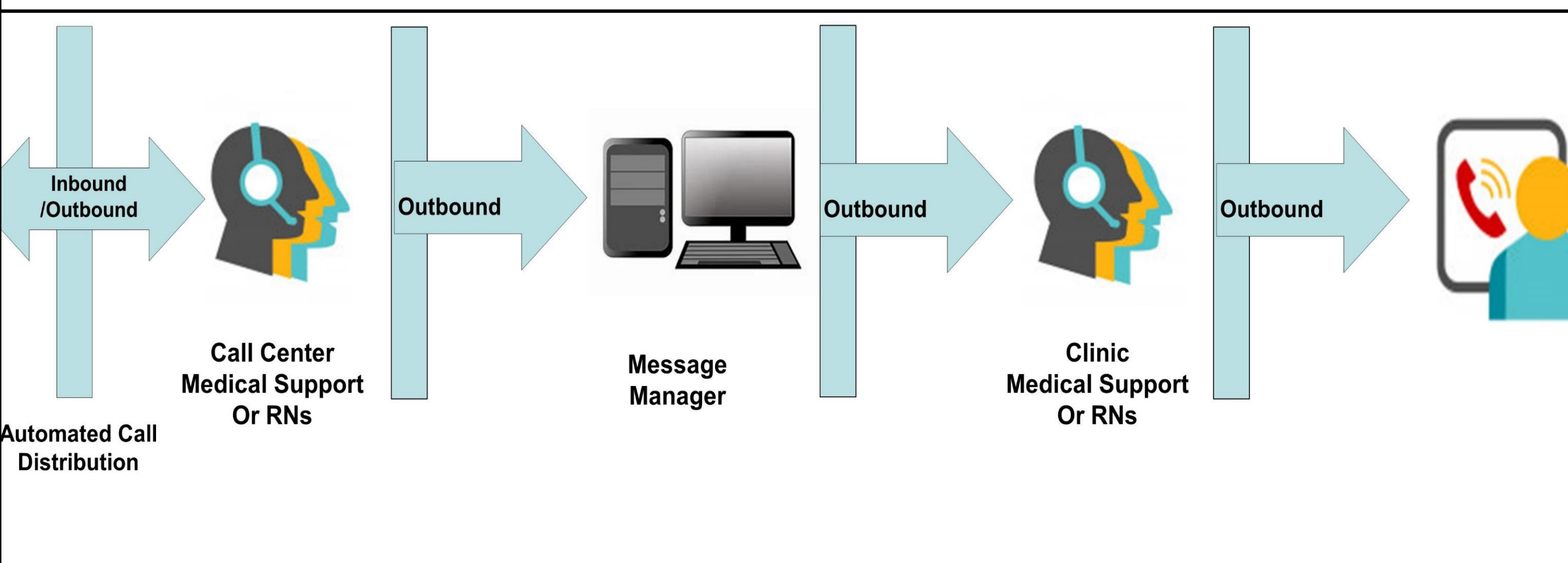
Definition/PICOT

The Manager is

Secure web-based application for inputting, relaying, and relaying phone messages using a team based approach to assist Veterans and their health care teams to communicate urgent, health-related information in a private and safe environment (Figure 1).

The Texas Veterans Health Care System began rolling out the Message Manager in 2017. For primary care providers (intervention), is MM (intervention) a timely information tool (outcome of interest) to communicate with Veterans non urgent issues and help triage their care appropriately IAW current triage protocols (Briggs, 2016)?

Figure 1



Background

Message Manager was introduced to meet the need for improving access to care and communication by telephone in conjunction with nursing and primary care clinic practice management (VHA Directive 1231). This is part of the initiative for VA Access Project with VERC, COPAC call center and in conjunction with same day care (Secretary Shulkin's Directive).

Advantages of the software includes

Real-time message activity, status, and reports performance.

Enhanced safety benefits: clear identification of caller; message can be prioritized and addressed before the end of the clinic day.

Reduces paper notes that are not secure.

Enables the reduction of disruptions from unpredictable call volume.

Methodology

A performance improvement project was proposed to monitor timeliness of responses and track number and type of calls received following a staged implementation. The rollout of MM began in 2016 at the Kerrville Primary Care Clinic and soon transitioned to South Bexar and Balcones Heights Primary Care Clinics. Currently 8 out of 8 of our primary care clinics now use this system

Determine why some messages require > 31 minutes to answer

To provide immediate response to all Veterans calls

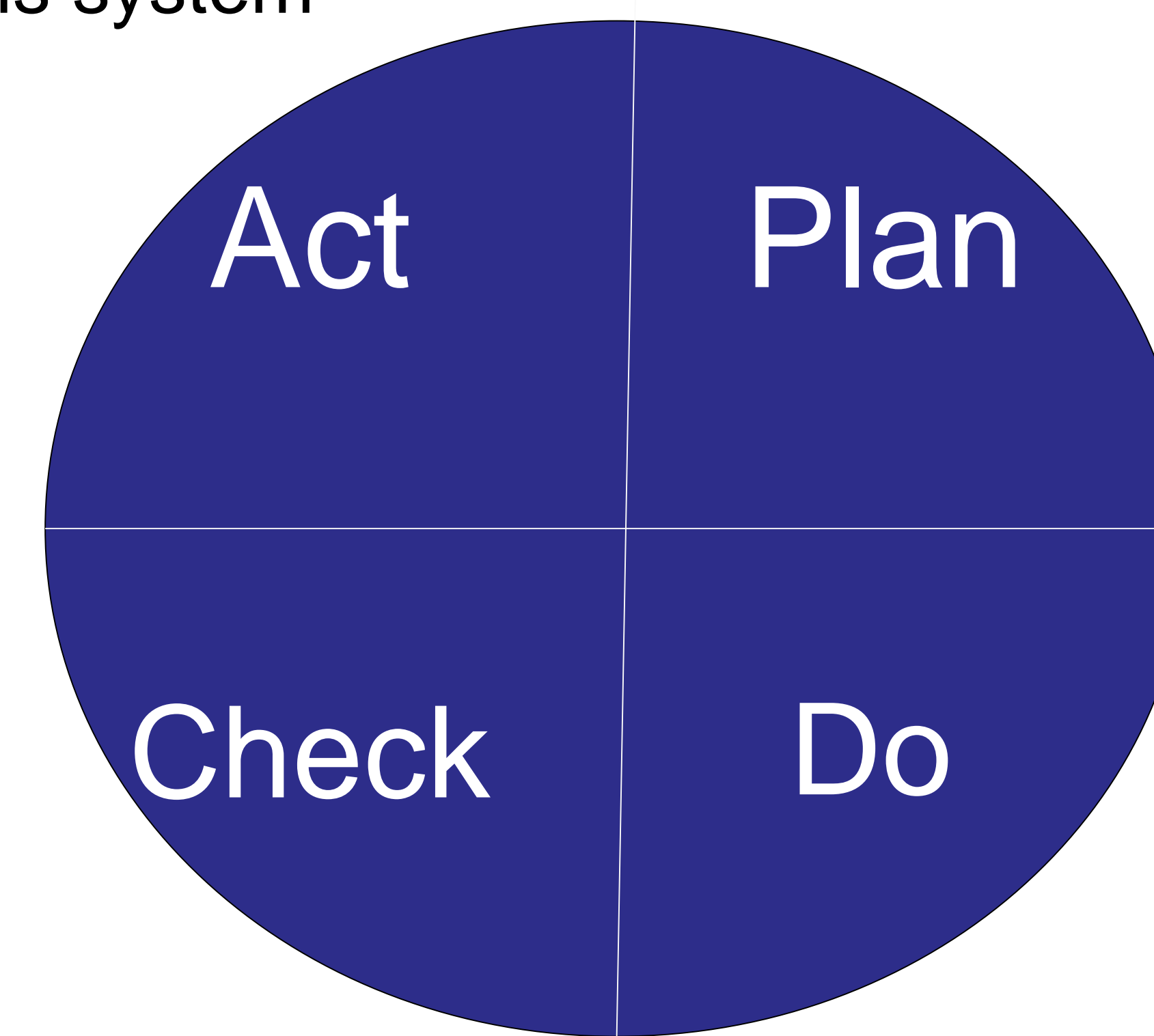


Figure 2

Compare messages answered in < 30 minutes to all other messages

Monitor response time for each message received between 8am-5pm

Current Results

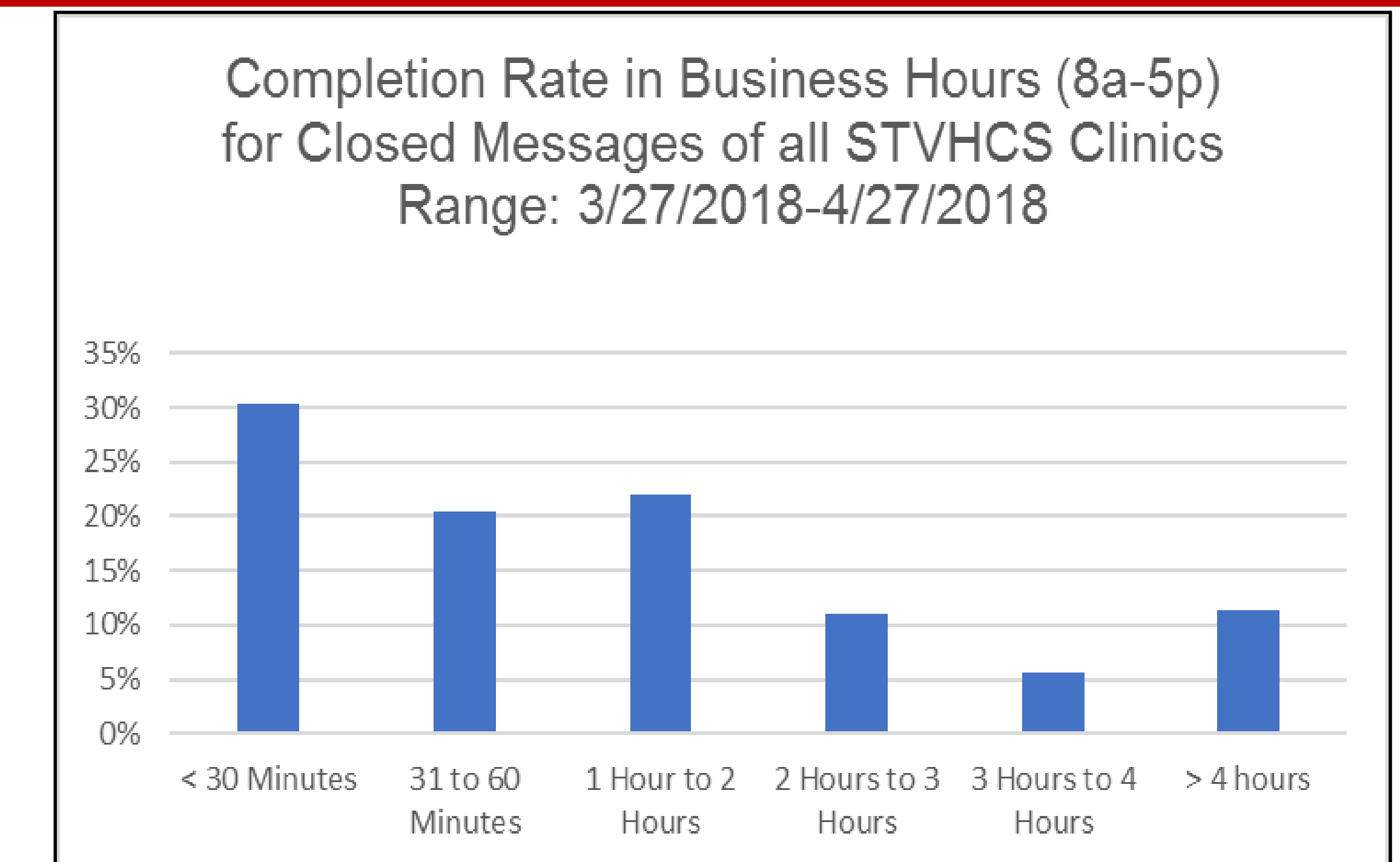


Figure 3

- 18 months after initial go live, all eight outpatient clinics, Kerrville, South Bexar, Balcones Heights, Frank Tejada, North Central, Shavano Park, Internal Medicine Clinic, and Victoria, are actively participating in the use of MM are clearly demonstrating the majority of their calls are being answered in less than 30 minutes.
- SHEP scores regarding telephone access at implementation were 51.7% in October 2017 Exceeding STVHCS SHEP Target of 40%.
- MM enhances open access since the veteran's needs are addressed timely while decreasing the number of walk in patients.

Initial Results

Completion Rate In Business Hours (8a-5p) for Closed Messages in Kerrville From : 11/12/2016-5/12/2017

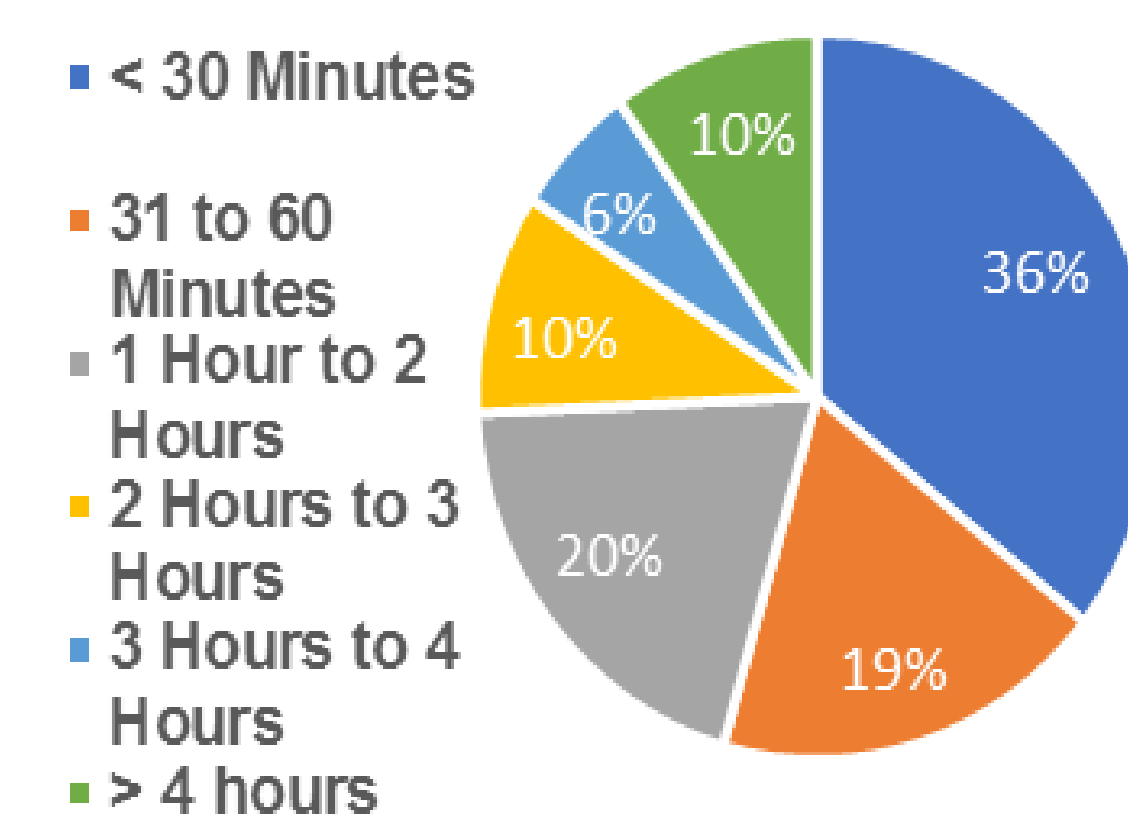


Figure 3

Completion Rate In Business Hours (8a-5p) for Closed Messages in South Bexar 2/12/2017-5/12/2017

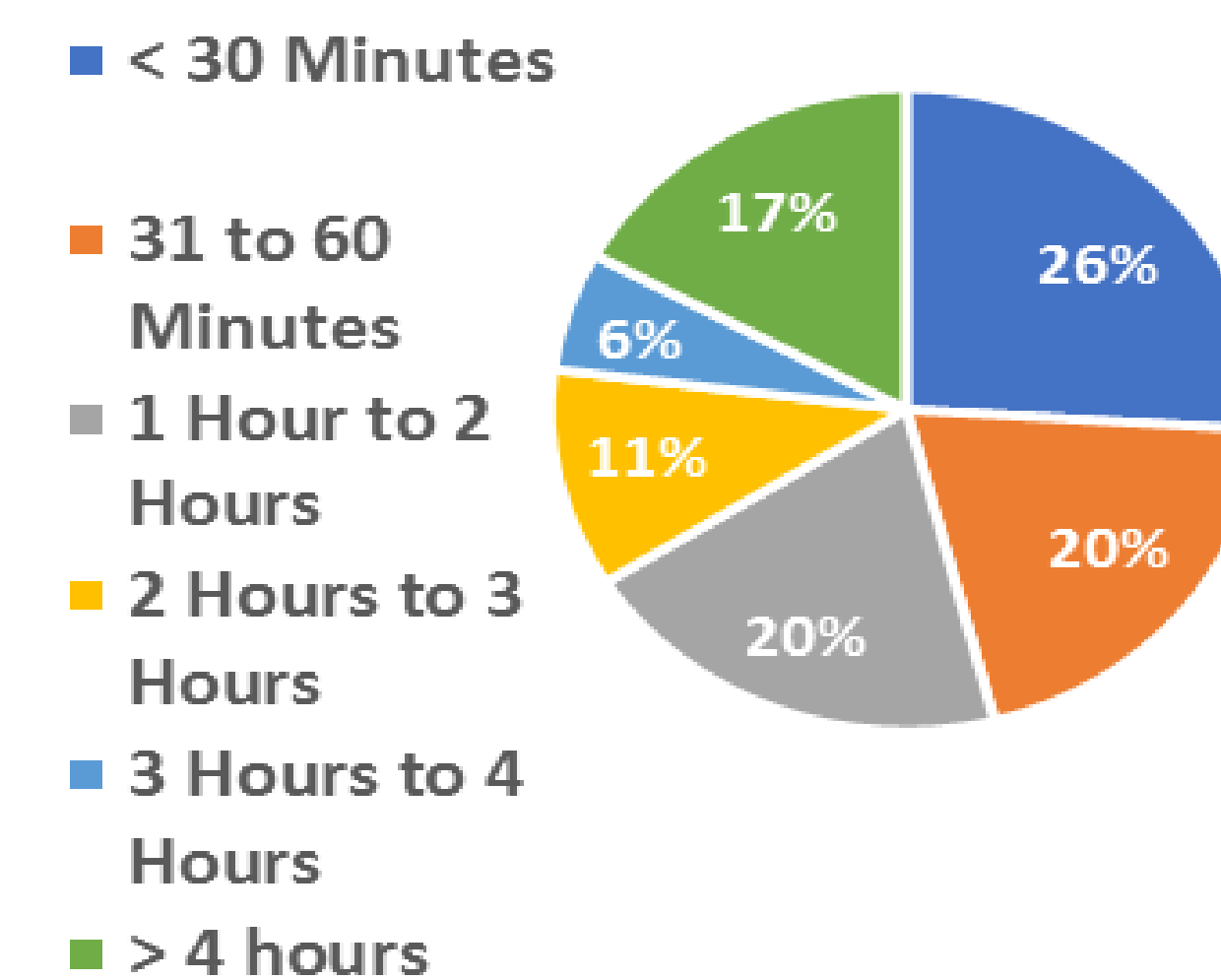
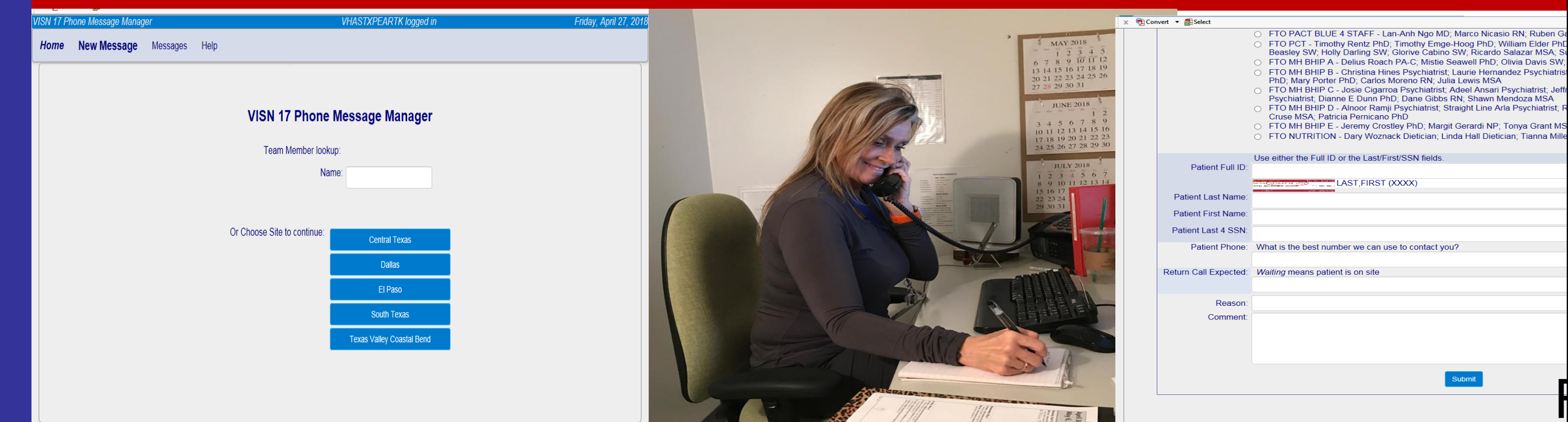


Figure 4

- Both initial implementation sites were able to answer the majority of their calls returned in less than 30 minutes meeting the VHA Directive and Executive Order 12862, entitled "Setting Customer Service Standards."

Conclusion



By maximizing and leveraging the COPAC and MAS teams with scripting and engagement to assist our veteran patient phone care has saved time for the PCP teams to manage acute issues and focus on disease management.

- This project demonstrated that MM is a key and essential tool to assist patients with their care.

Improved staff and patient satisfaction