



**Department of Veterans Affairs
Office of Inspector General**

Office of Healthcare Inspections

Report No. 15-00152-481

**Review of Community Based
Outpatient Clinics and Other
Outpatient Clinics
of
G.V. (Sonny) Montgomery
VA Medical Center
Jackson, Mississippi**

August 19, 2015

Washington, DC 20420

To Report Suspected Wrongdoing in VA Programs and Operations

Telephone: 1-800-488-8244

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(Hotline Information: www.va.gov/oig/hotline)

Glossary

AUD	alcohol use disorder
CBOC	community based outpatient clinic
EHR	electronic health record
EOC	environment of care
ER	emergency room
FY	fiscal year
HIV	human immunodeficiency virus
lab	laboratory
NA	not applicable
NM	not met
OIG	Office of Inspector General
OOC	other outpatient clinic
PACT	Patient Aligned Care Teams
RN	registered nurse
VHA	Veterans Health Administration

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Executive Summary

Review Purpose: The purpose of the review was to evaluate selected patient care activities to determine whether the Community Based Outpatient Clinics and other outpatient clinics under the oversight of the G.V. (Sonny) Montgomery VA Medical Center and Veterans Integrated Service Network 16 provide safe, consistent, and high-quality health care. The review evaluated the clinics' compliance with selected requirements for alcohol use disorder care, human immunodeficiency virus screening, outpatient documentation, and outpatient lab results management. We also randomly selected the Columbus, MS, Community Based Outpatient Clinic as a representative site and evaluated the environment of care on June 17, 2015.

Review Results: We conducted five focused reviews and had no findings for the Environment of Care and Outpatient Documentation reviews. However, we made recommendations for improvement in the following three review areas:

Alcohol Use Disorder Care: Ensure that:

- Clinic staff provide education and counseling for patients with positive alcohol screens and alcohol consumption above National Institute on Alcohol Abuse and Alcoholism limits.
- Clinic staff consistently document the offer of further treatment to patients diagnosed with alcohol dependence.
- Clinic Registered Nurse Care Managers receive motivational interviewing and health coaching training and that providers and clinical associates in the outpatient clinics receive health coaching training within 12 months of appointment to Patient Aligned Care Teams.

Human Immunodeficiency Virus Screening: Ensure that:

- Clinicians provide human immunodeficiency virus testing as part of routine medical care for patients and that compliance is monitored.
- Clinicians consistently document informed consent for human immunodeficiency virus testing and that compliance is monitored.

Outpatient Lab Results Management: Ensure that:

- The facility's written policy for the communication of laboratory results includes all required elements.
- Clinicians consistently notify patients of their laboratory results within 14 days as required by VHA.

Comments

The Veterans Integrated Service Network and Facility Directors agreed with the Community Based Outpatient Clinic and other outpatient clinic review findings and recommendations and provided acceptable improvement plans. (See Appendixes C and D, pages 15–19, for the full text of the Directors' comments.) We consider recommendation 6 closed. We will follow up on the planned actions for the open recommendations until they are completed.



JOHN D. DAIGH, JR., M.D.
Assistant Inspector General for
Healthcare Inspections

Objectives, Scope, and Methodology

Objectives

The CBOC and OOC reviews are an element of the OIG's efforts to ensure that our Nation's veterans receive high-quality VA health care services. As such, the CBOC and OOC reviews are recurring evaluations of selected outpatient care activities that focus on patient care quality and the EOC. In general, our objectives are to determine whether:

- The selected CBOC is compliant with EOC requirements.
- The CBOCs/OOCs are compliant with selected VHA requirements for AUD care.
- The CBOCs/OOCs are compliant with selected VHA requirements for HIV Screening.
- Healthcare practitioners at the CBOCs/OOCs comply with the requirements for outpatient documentation.
- The CBOCs/OOCs are compliant with VHA requirements for the patient notification and follow up of selected outpatient lab results.

Scope

To evaluate for compliance with requirements related to patient care quality and the EOC, we conducted an onsite inspection, reviewed clinical and administrative records, and discussed processes and validated findings with managers and employees. The review covered the following five activities:

- EOC
- AUD Care
- HIV Screening
- Outpatient Documentation
- Outpatient Lab Results Management

The scope of this review is limited to the established objectives. Issues and concerns that come to our attention but are outside the scope of this standardized inspection will be reviewed and referred accordingly.

Methodology

The onsite EOC inspection was conducted at a randomly selected outpatient site of care that had not been previously inspected.¹ Details of the targeted study populations for the AUD Care, HIV Screening, Outpatient Documentation, and Outpatient Lab Results Management focused reviews are noted in Table 1.

Table 1. CBOC/OOC Focused Reviews and Study Populations

Review Topic	Study Population
AUD Care	All CBOC and OOC patients screened within the study period of July 1, 2013, through June 30, 2014, and who had a positive AUDIT-C score; ² and all licensed independent providers, RN Care Managers, and clinical associates assigned to PACT prior to October 1, 2013.
HIV Screening	All outpatients who had a visit in FY 2012 and had at least one visit at the parent facility's CBOCs and/or OOCs within a 12-month period during April 1, 2013, through March 31, 2014.
Outpatient Documentation	All patients new to VHA who had at least three outpatient encounters (face-to-face visits, telephonic/telehealth care, and telephonic communications) during April 1, 2013, through March 31, 2014.
Outpatient Lab Results Management	All patients who had outpatient (excluding emergency department, urgent care, or same day surgery orders) potassium and sodium serum lab test results during January 1, 2014, through December 31, 2014.

In this report, we make recommendations for improvement. Recommendations pertain to issues that are significant enough to be monitored by the OIG until corrective actions are implemented.

The review was performed in accordance with OIG standard operating procedures for CBOC and OOC reviews.

¹ Each outpatient site selected for physical inspection was randomized from all primary care CBOCs, multi-specialty CBOCs, and health care centers reporting to the parent facility and was operational and classified as such in VA's Site Tracking Database by October 1, 2014.

² The AUDIT-C is a brief alcohol screen that reliably identifies patients who are hazardous drinkers or have active alcohol use disorders. Scores range from 0–12.

Results and Recommendations

EOC

The purpose of this review was to evaluate whether CBOC managers have established and maintained a safe and clean EOC as required.^a

We reviewed relevant documents and conducted a physical inspection of the Columbus, MS, CBOC. The table below shows the areas reviewed for this topic. Any items that did not apply to this facility are marked NA. The facility generally met requirements. We made no recommendations.

Table 2. EOC

NM	Areas Reviewed	Findings	Recommendations
	The furnishings are clean and in good repair.		
	The CBOC is clean (walls, floors, and equipment are clean).		
	The CBOC's inventory of hazardous materials was reviewed for accuracy twice within the prior 12 months.		
	The CBOC's safety data sheets for chemicals are readily available to staff.		
NA	If safety data sheets are in electronic form, the staff can demonstrate ability to access the electronic version without coaching.		
	Employees received training on the new chemical label elements and safety data sheet format.		
	Clinic managers ensure that safety inspections of CBOC medical equipment are performed in accordance with Joint Commission standards.		
	Hand hygiene is monitored for compliance.		
	Personal protective equipment is readily available.		

NM	Areas Reviewed (continued)	Findings	Recommendations
	Sterile commercial supplies are not expired.		
	The CBOC staff members minimize the risk of infection when storing and disposing of medical (infectious) waste.		
	The CBOC has procedures to disinfect non-critical reusable medical equipment between patients.		
	There is evidence of fire drills occurring at least every 12 months.		
	Means of egress from the building are unobstructed.		
	Access to fire extinguishers is unobstructed.		
NA	Fire extinguishers are located in large rooms or are obscured from view, and the CBOC has signs identifying the locations of the fire extinguishers.		
	Exit signs are visible from any direction.		
	Multi-dose medication vials are not expired.		
	All medications are secured from unauthorized access.		
	The staff protects patient-identifiable information on lab specimens during transport.		
	Documents containing patient-identifiable information are not visible or unsecured.		
	Adequate privacy is provided at all times.		
	The women veterans' exam room is equipped with either an electronic or manual door lock.		
	The information technology network room/server closet is locked.		

NM	Areas Reviewed (continued)	Findings	Recommendations
	Access to the information technology network room/server closet is restricted to personnel authorized by Office of Information and Technology.		
	Access to the information technology network room/server closet is documented.		
	All computer screens are locked when not in use.		
	Information is not viewable on monitors in public areas.		
	The CBOC has an automated external defibrillator.		
	There is an alarm system and/or panic buttons installed and tested in high-risk areas (for example, mental health clinic), and the testing is documented.		
	CBOC staff receive regular information/updates on their responsibilities in emergency response operations.		
	The staff participates in scheduled emergency management training and exercises.		

AUD Care

The purpose of this review was to determine whether the facility’s CBOCs and OOCs complied with selected alcohol use screening and treatment requirements.^b

We reviewed relevant documents and 38 EHRs. We also validated findings with key managers and staff. The table below shows the areas reviewed for this topic. The areas marked as NM did not meet applicable requirements and needed improvement.

Table 3. AUD Care

NM	Areas Reviewed	Findings	Recommendations
	Diagnostic assessments are completed for patients with a positive alcohol screen.		
X	Education and counseling about drinking levels and adverse consequences of heavy drinking are provided for patients with positive alcohol screens and drinking levels above National Institute on Alcohol Abuse and Alcoholism guidelines.	Staff did not provide education and counseling for 3 of 24 patients who had positive alcohol use screens.	1. We recommended that clinic staff provide education and counseling for patients with positive alcohol screens and alcohol consumption above National Institute on Alcohol Abuse and Alcoholism limits.
X	Documentation reflects the offer of further treatment for patients diagnosed with alcohol dependence.	We did not find documentation of the offer of further treatment for two of seven patients diagnosed with alcohol dependence.	2. We recommended that clinic staff consistently document the offer of further treatment to patients diagnosed with alcohol dependence.
	For patients with AUD who decline referral to specialty care, clinic staff monitored them and their alcohol use.		
	Counseling, education, and brief treatments for AUD care are provided within 2 weeks of positive screening.		

NM	Areas Reviewed (continued)	Findings	Recommendations
X	Clinic RN Care Managers have received motivational interviewing training within 12 months of appointment to PACT.	We found that 16 of 18 RN Care Managers did not receive motivational interviewing training within 12 months of appointment to PACT.	3. We recommended that Clinic Registered Nurse Care Managers receive motivational interviewing and health coaching training and that providers and clinical associates in the outpatient clinics receive health coaching training within 12 months of appointment to Patient Aligned Care Teams.
X	Clinic RN Care Managers have received VHA National Center for Health Promotion and Disease Prevention-approved health coaching training (most likely TEACH for Success) within 12 months of appointment to PACT.	We found that 8 of 18 RN Care Managers did not receive health coaching training within 12 months of appointment to PACT.	
X	Providers in the outpatient clinics have received VHA National Center for Health Promotion and Disease Prevention-approved health coaching training (most likely TEACH for Success) within 12 months of appointment to PACT.	We found that 14 of 23 providers did not receive health coaching training within 12 months of appointment to PACT.	
X	Clinical associates in the outpatient clinics have received VHA National Center for Health Promotion and Disease Prevention-approved health coaching training (most likely TEACH for Success) within 12 months of appointment to PACT.	We found that 5 of 19 clinical associates did not receive health coaching training within 12 months of appointment to PACT.	
	The facility complied with any additional elements required by VHA or local policy.		

HIV Screening

The purpose of this review was to determine whether CBOCs/OOCs are compliant with selected VHA requirements for HIV Screening.^c

We reviewed the facility’s self-assessment, VHA and local policies, and guidelines to assess administrative controls over the HIV screening process. We also reviewed 38 EHRs and validated findings with key managers and staff. The table below shows the areas reviewed for this topic. The areas marked as NM did not meet applicable requirements and needed improvement.

Table 4. HIV Screening

NM	Areas Reviewed	Findings	Recommendations
	The facility has a Lead HIV Clinician to carry out responsibilities as required.		
	The facility has policies and procedures to facilitate HIV testing.		
	The facility had developed policies and procedures that include requirements for the communication of HIV test results.		
	Written patient educational materials utilized prior to or at the time of consent for HIV testing include all required elements.		
X	Clinicians provided HIV testing as part of routine medical care for patients.	Clinicians did not provide HIV testing to 9 of 38 patients (24 percent).	4. We recommended that clinicians provide human immunodeficiency virus testing as part of routine medical care for patients and that compliance is monitored.
X	When HIV testing occurred, clinicians consistently documented informed consent.	Clinicians did not document informed consent for HIV testing for 2 of 13 patients.	5. We recommended that clinicians consistently document informed consent for human immunodeficiency virus testing and that compliance is monitored.
	The facility complied with additional elements as required by local policy.		

Outpatient Documentation

The purpose of this review was to determine whether healthcare practitioners at the CBOCs/OOCs comply with selected requirements for outpatient documentation.^d

We reviewed relevant documents and 45 EHRs. We also validated findings with key managers and staff. The table below shows the areas reviewed for this topic. The facility generally met requirements. We made no recommendations.

Table 5. Outpatient Documentation

NM	Areas Reviewed	Findings	Recommendations
	A relevant history of the illness or injury and physical findings are documented when the patient is first admitted for VA medical care on an outpatient level.		
	Randomly selected progress notes contain the required documentation components in the EHR.		

Outpatient Lab Results Management

The purpose of this review was to determine whether CBOCs/OOCs are compliant with VHA requirements for patient notification and follow up of selected outpatient lab results.^e

We reviewed relevant documents and 50 EHRs. We also validated findings with key managers and staff. The table below shows the areas reviewed for this topic. The areas marked as NM did not meet applicable requirements and needed improvement.

Table 6. Outpatient Lab Results Management

NM	Areas Reviewed	Findings	Recommendations
	The facility has a written policy regarding communication of lab results from diagnostic practitioner to ordering practitioner.		
X	The facility has a written policy for the communication of lab results that included all required elements.	The facility's written policy for the communication of lab results did not require the communication of lab results to patients no later than 14 days from the date on which the results are available to the ordering practitioner.	6. We recommended that the facility director ensures that the facility's written policy for the communication of laboratory results includes all required elements.
X	Clinicians notified patients of their lab results.	Clinicians did not consistently notify 11 of 50 patients (22 percent) of their lab results within 14 days as required by VHA.	7. We recommended that clinicians consistently notify patients of their laboratory results within 14 days as required by VHA.
	Clinicians documented in the electronic health record all attempts to communicate with the patients regarding their lab results.		
	Clinicians provided interventions for clinically significant abnormal lab results.		

Clinic Profiles

The CBOC/OOC review evaluates the quality of care provided to veterans at all of the outpatient clinics under the parent facility's oversight.³ In addition to primary care integrated with women's health, mental health, and tele-health services, the CBOCs provide various specialty care and ancillary services. The following table provides information relative to each of the outpatient clinics and lists the additional specialty care and ancillary services provided at each location.

Location	Station #	Rurality ⁶	Outpatient Workload / Encounters ⁴			Services Provided ⁵	
			PC	MH	Specialty Clinics ⁷	Specialty Care ⁸	Ancillary Services ⁹
Kosciusko, MS	586GA	Rural	4,348	426	NA	NA	NA
Meridian, MS	586GB	Rural	9,048	1,262	5	NA	Diabetic Retinal Screening MOVE! Program ¹⁰
Greenville, MS	586GC	Rural	3,386	658	3	NA	Diabetic Retinal Screening MOVE! Program
Hattiesburg, MS	586GD	Urban	10,523	3,900	11	NA	Diabetic Retinal Screening MOVE! Program
Natchez, MS	586GE	Rural	3,780	893	NA	NA	Diabetic Retinal Screening Lab
Columbus, MS	586GF	Rural	4,457	1,612	7	NA	Diabetic Retinal Screening MOVE! Program
McComb, MS	586GG	Rural	4,758	1,586	1	NA	Diabetic Retinal Screening Lab Social Work

³ Includes all CBOCs in operation before April 1, 2014.

⁴ An encounter is a professional contact between a patient and a practitioner vested with responsibility for diagnosing, evaluating, and treating the patient's condition. Encounters occur in both the outpatient and inpatient setting.

⁵ The denoted Specialty Care and Ancillary Services are limited to Primary Clinic Stops with a count ≥ 100 encounters during the October 1, 2013, through September 30, 2014, timeframe at the specified CBOC.

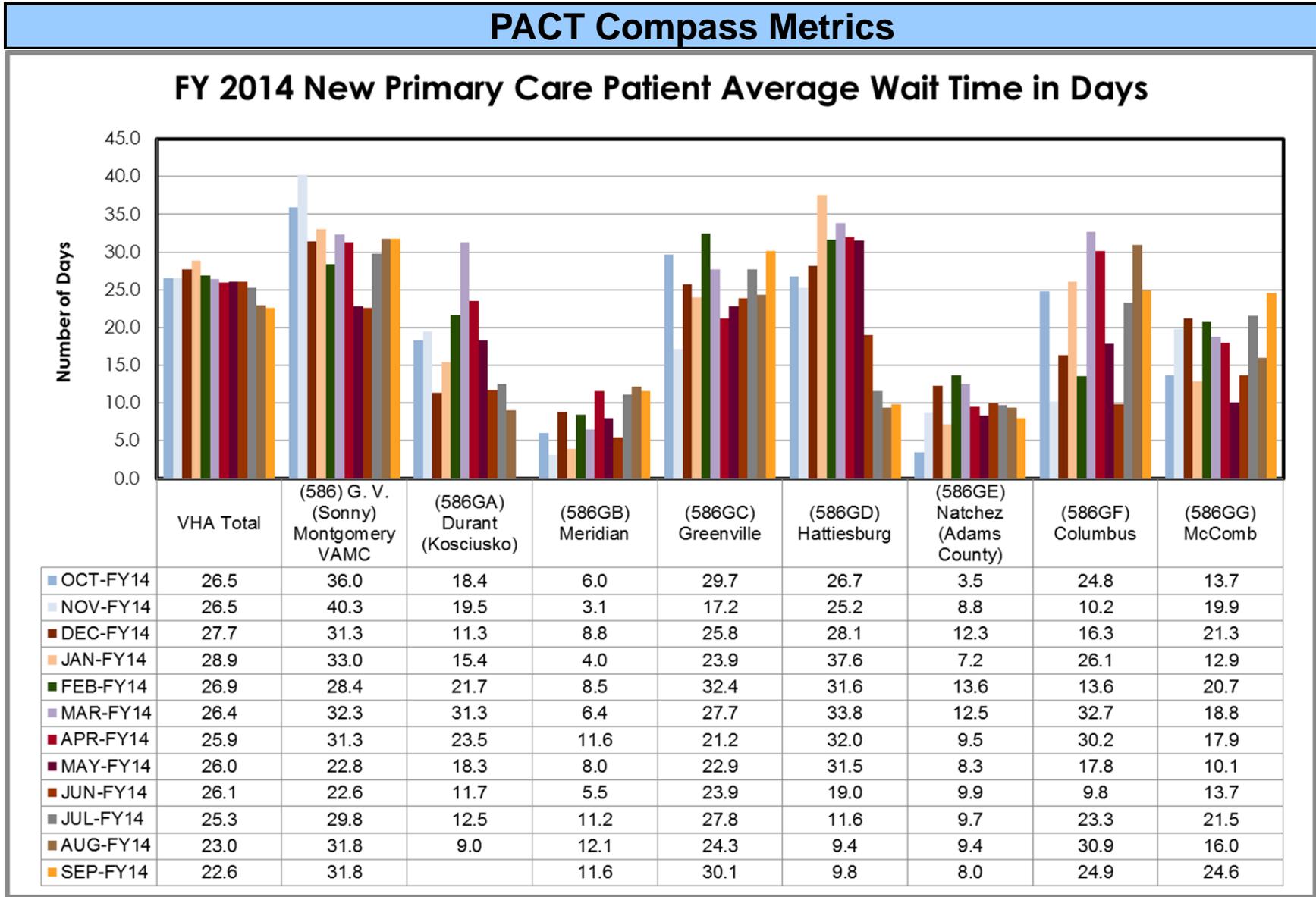
⁶ <http://vssc.med.va.gov/>

⁷ The total number of encounters for the services provided in the "Specialty Care" column.

⁸ Specialty Care Services refer to non-Primary Care and non-Mental Health services provided by a physician.

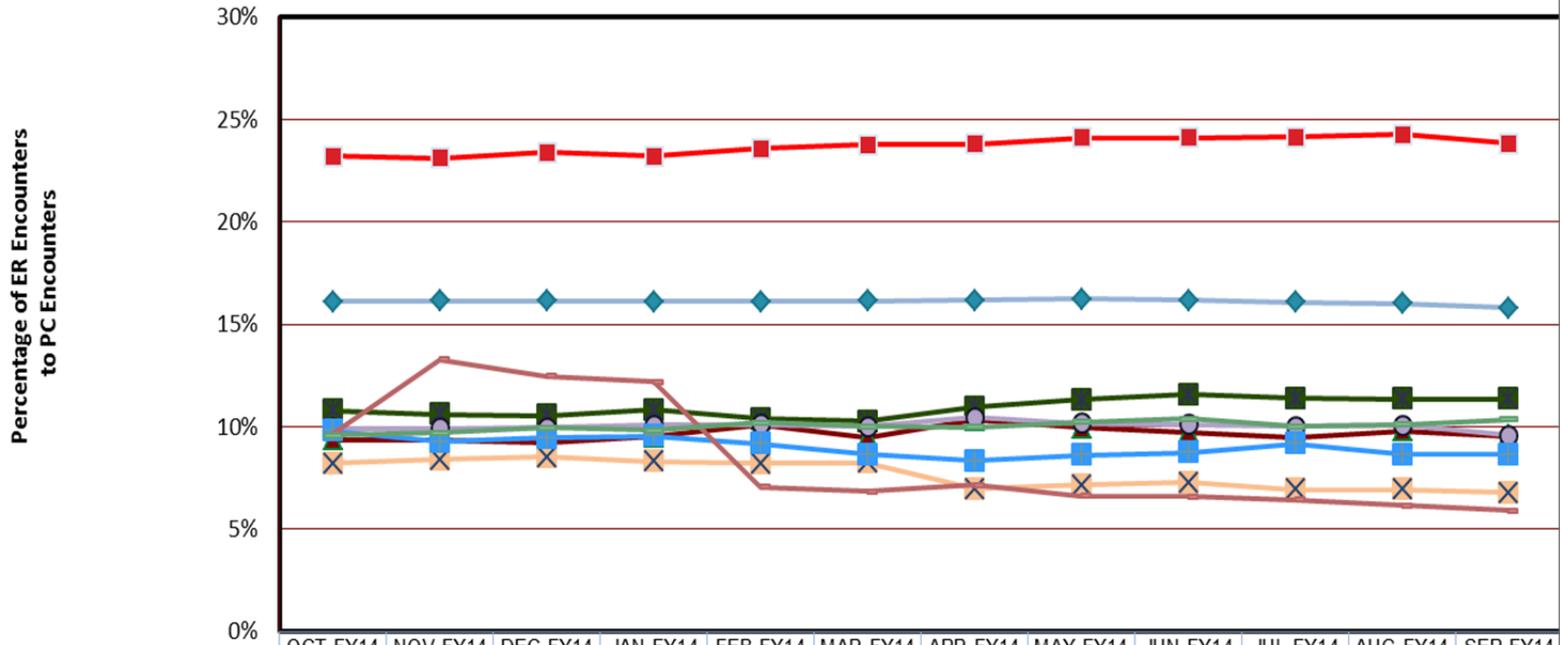
⁹ Ancillary Services refer to non-Primary Care and non-Mental Health services that are not provided by a physician.

¹⁰ VHA Handbook 1120.01, *MOVE! Weight Management Program for Veterans*, March 31, 2011.



Data Definition.^f The average number of calendar days between a new patient’s Primary Care appointment (clinic stops 322, 323, and 350), excluding compensation and pension appointments, and the earliest creation date. Blank cells indicate the absence of reported data.

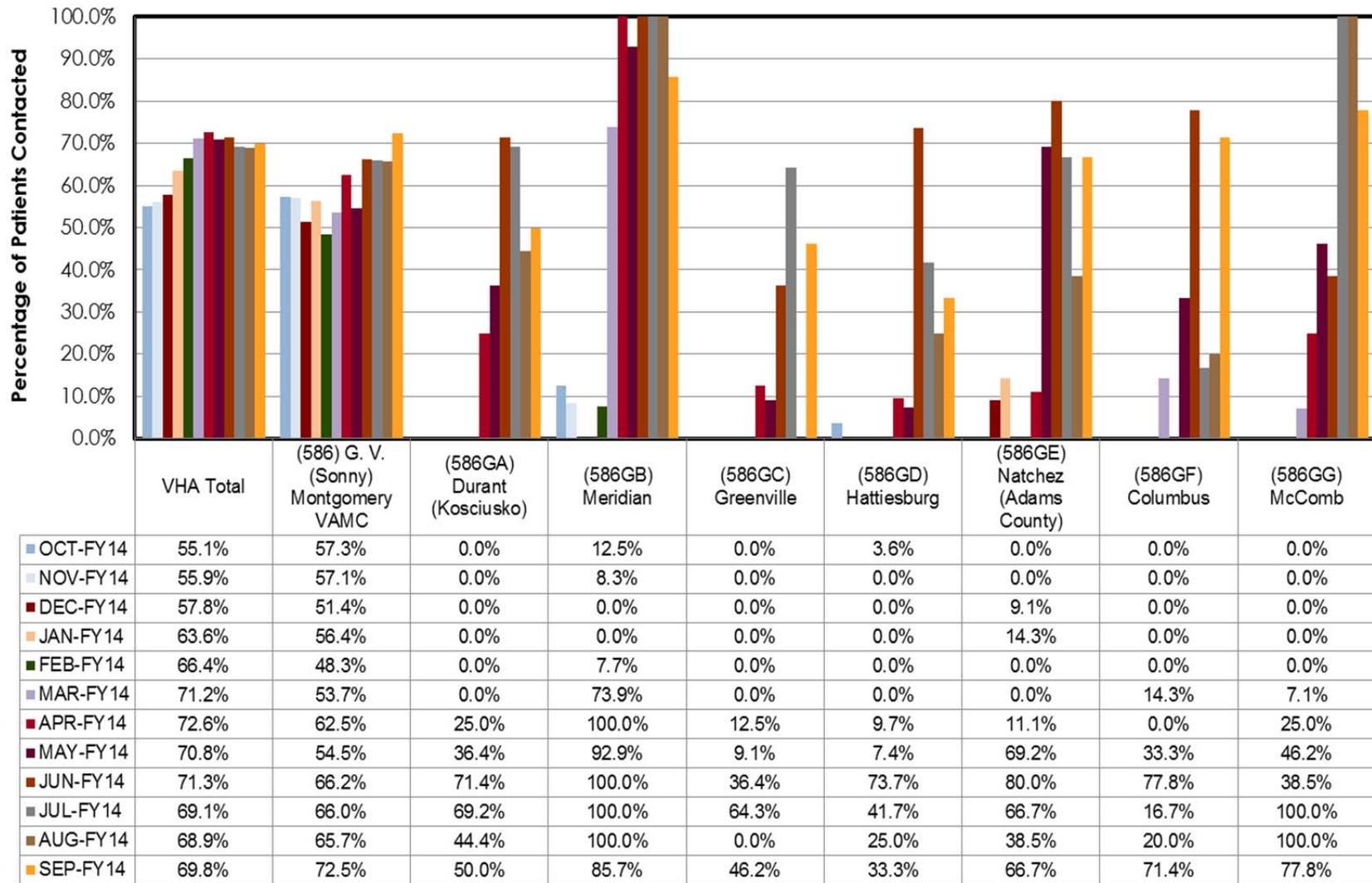
FY 2014 Ratio of ER Encounters While on Panel to PC Encounters While on Panel (FEE ER Included)



	OCT-FY14	NOV-FY14	DEC-FY14	JAN-FY14	FEB-FY14	MAR-FY14	APR-FY14	MAY-FY14	JUN-FY14	JUL-FY14	AUG-FY14	SEP-FY14
—◆— VHA Total	16.1%	16.2%	16.1%	16.1%	16.1%	16.1%	16.2%	16.2%	16.2%	16.1%	16.0%	15.8%
—■— (586) G. V. (Sonny) Montgomery VAMC	23.2%	23.1%	23.4%	23.2%	23.6%	23.8%	23.8%	24.1%	24.1%	24.1%	24.3%	23.8%
—■— (586GA) Durant (Kosciusko)	9.4%	9.3%	9.2%	9.5%	10.1%	9.5%	10.3%	10.0%	9.7%	9.5%	9.8%	9.6%
—x— (586GB) Meridian	8.2%	8.4%	8.5%	8.3%	8.2%	8.3%	7.0%	7.2%	7.3%	7.0%	7.0%	6.8%
—■— (586GC) Greenville	10.8%	10.6%	10.5%	10.8%	10.4%	10.3%	10.9%	11.3%	11.6%	11.4%	11.4%	11.3%
—○— (586GD) Hattiesburg	9.9%	9.9%	9.9%	10.1%	10.1%	10.0%	10.4%	10.2%	10.1%	10.0%	10.1%	9.6%
—■— (586GE) Natchez (Adams County)	9.8%	9.3%	9.4%	9.5%	9.2%	8.7%	8.3%	8.6%	8.8%	9.2%	8.6%	8.7%
—■— (586GF) Columbus	9.7%	13.3%	12.5%	12.2%	7.1%	6.9%	7.2%	6.6%	6.6%	6.4%	6.2%	5.9%
—■— (586GG) McComb	9.6%	9.7%	9.9%	9.8%	10.2%	10.0%	10.0%	10.2%	10.4%	10.0%	10.1%	10.4%

Data Definition.^f This is a measure of where the patient receives his primary care and by whom. A low percentage is better. The formula is the total VHA ER/Urgent Care/FEE ER encounters while on panel (including FEE ER visits) divided by the number of Primary Care encounters while on panel with the patient’s assigned primary care (or associate) provider plus the total VHA ER/Urgent Care/FEE ER encounters (including FEE ER visits) while on panel plus the number of Primary Care encounters while on panel with a provider other than the patient’s Primary Care Provider/Associate Provider.

FY 2014 Team 2-Day Contact Post Discharge Ratio



Data Definition.^f The percent of discharges (VHA inpatient discharges) for the reporting timeframe for assigned Primary Care patients where the patient was contacted by a member of the Patient Aligned Care Team the patient is assigned to within 2 business days post discharge. Discharges resulting in death and discharges where a patient is readmitted within 2 days of discharge are excluded from this metric.

Veterans Integrated Service Network Interim Director Comments

**Department of
Veterans Affairs**

Memorandum

Date: July 29, 2015

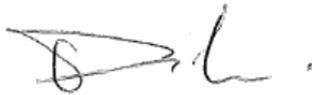
From: Interim Director, South Central VA Health Care Network (10N16)

Subject: **Review of CBOCs and OOCs of G.V. (Sonny) Montgomery
VA Medical Center, Jackson, MS**

To: Director, Dallas Office of Healthcare Inspections (54DA)

Director, Management Review Service (VHA 10AR MRS OIG CAP
CBOC)

1. The South Central VA Health Care Network (VISN 16) has reviewed and concur with the findings, recommendations and corrective actions included in the draft report submitted by the G.V. Sonny Montgomery VA Medical Center, Jackson, MS.
2. If you have any questions regarding the information submitted, please contact Reba T. Moore, VISN 16 Accreditation Specialist at 601-206-7022.



Fernando O. Rivera, FACHE
Interim Network Director, South Central VA Health Care Network (10N16)

Facility Acting Director Comments

**Department of
Veterans Affairs**

Memorandum

Date: July 28, 2015

From: Director, G.V. (Sonny) Montgomery VA Medical Center (586/00)

Subject: **Review of CBOCs and OOCs of G.V. (Sonny) Montgomery
VA Medical Center, Jackson, MS**

To: Director, South Central VA Health Care Network (10N16)

Please see below the facility response to the recommendations made by the CBOC review team during their recent visit in June 2015.



David M. Walker, MD
Acting Director, G.V. (Sonny) Montgomery VA Medical Center (586/00)

Comments to OIG's Report

The following Director's comments are submitted in response to the recommendations in the OIG report:

OIG Recommendations

Recommendation 1. We recommended that clinic staff provide education and counseling for patients with positive alcohol screens and alcohol consumption above National Institute on Alcohol Abuse and Alcoholism limits.

Concur

Target date for completion: October 2015

Facility response: In July, 2014 our facility developed and implemented an Audit-C template based on the Handbook 1120.02 for Health Promotion Disease Prevention Program to ensure alcohol screenings were provided to all Veterans. The template serves as a reminder to staff to educate the Veteran on the ill effects of alcohol consumption based on the National Institute on Alcohol Abuse (NIAAA) guidelines as well as other comorbidities the Veteran may have. If the Veteran has a positive Audit-C screen of 5 or greater, the template allows the provider to complete a Substance Abuse Evaluation which includes an option of further intervention via consult to Mental Health. If the Veteran declines further treatment, a statement is documented in the EHR for that visit. The Veteran will then be re-assessed at the next visit. 50 random chart audits will be performed monthly until 90% compliance is achieved for 3 consecutive months. The denominator will be the number of outpatient Veterans who had a positive alcohol screen. The numerator will be the number of outpatient Veterans who had a positive alcohol screen and were provided education and counseling.

Recommendation 2. We recommended that clinic staff consistently document the offer of further treatment to patients diagnosed with alcohol dependence.

Concur

Target date for completion: October 2015

Facility response: In July, 2014 our facility developed and implemented an Audit-C template based on the Handbook 1120.02 for Health Promotion Disease Prevention Program to ensure alcohol screenings were provided to all Veterans. The template serves as a reminder to staff to educate the Veteran on the ill effects of alcohol consumption based on the National Institute on Alcohol Abuse (NIAAA) guidelines as well as other comorbidities the Veteran may have. If the Veteran has a positive Audit-C screen of 5 or greater, the template allows the provider to complete a Substance Abuse Evaluation which includes an option of further intervention via consult to Mental Health. If the Veteran declines further treatment, a statement is documented in the EHR for that visit. The Veteran will then be re-assessed at the next visit. 50 random chart audits will

be performed monthly until 90% compliance is achieved for 3 consecutive months. The denominator will be the number of outpatient Veterans who had a positive alcohol screen. The numerator will be the number of outpatient Veterans who had a positive alcohol screen who were further intervention.

Recommendation 3. We recommended that Clinic Registered Nurse Care Managers receive motivational interviewing and health coaching training and that providers and clinical associates in the outpatient clinics receive health coaching training within 12 months of appointment to Patient Aligned Care Teams.

Concur

Target date for completion: December 2015

Facility response: ACOS/PC has implemented a monitoring and tracking process to ensure all Primary Care and Community Based Outpatient Clinics (CBOC) Staff complete both Motivational Interviewing and Health Coaching (TEACH) within 12 months of appointment to a Patient Aligned Care Team. Mandatory training sessions for motivational interviewing and health coaching training for staff hired prior to the OIG/CBOC visit are already scheduled. 100% of these staff will be trained by December 31, 2015. Training sessions for both motivational interviewing and health coaching will now be scheduled on a quarterly basis to ensure newly hired staff receive the required training within 12 months of appointment to PACT. Compliance rates will be reported to the Office of Quality Management on a monthly basis. Numerator will be number of staff that has completed the required training within 12 month of appointment to a Patient Aligned Care Team. Denominator will be the number of staff appointed to a Patient Aligned Care Team.

Recommendation 4. We recommended that clinicians provide human immunodeficiency virus testing as part of routine medical care for patients and that compliance is monitored.

Concur

Target date for completion: October 2015

Facility response: The facility policy was modified and approved on June 24, 2015 to include verbiage that clinicians provide HIV testing to Veterans as a part of routine medical care. A memo was sent to all clinical providers instructing them of the requirement to offer HIV testing to Veterans as a part of routine medical care. Monitoring will be performed until 90% compliance has been achieved for 3 consecutive months. 70 outpatient charts per month will be audited to determine if HIV testing was offered to the Veteran. The denominator will be the number of Veterans who had an outpatient visit. The numerator will be the number of Veterans with an outpatient visit who were offered HIV testing.

Recommendation 5. We recommended that clinicians consistently document informed consent for human immunodeficiency virus testing and that compliance is monitored.

Concur

Target date for completion: October 2015

Facility response: In February, 2015 our ordering process for HIV testing was modified facility wide to ensure compliance with documentation of the required HIV oral consent. HIV testing was removed from the Quick Order laboratory set. Providers are now required to complete a HIV testing note template which ensures documentation of verbal consent before HIV testing. Monitoring will be performed until 90% compliance has been reached for 3 consecutive months. 70 outpatient charts per month will be audited to determine if oral consent was documented prior to testing. The denominator will be the number of outpatient charts reviewed who have a HIV test ordered. The numerator will be the number of outpatient charts that have documented oral informed consent before HIV testing.

Recommendation 6. We recommended that the facility director ensures that the facility's written policy for the communication of laboratory results includes all required elements.

Concur

Target date for completion: July 2015

Facility response: The policy for the communication of laboratory results has been completed to include all required elements as cited. Our facility requests this recommendation be closed with no further actions required.

Recommendation 7. We recommended that clinicians consistently notify patients of their laboratory results within 14 days as required by VHA.

Concur

Target date for completion: October 2015

Facility response: A memo from the Chief of Staff was sent to facility clinicians re-educating them on the requirement for notifying Veterans of their laboratory results within 14 days on 07/17/15. Monitoring will be performed until 90% compliance is achieved for 3 consecutive months. 70 outpatient charts will be audited per month to determine if the Veteran was notified of their laboratory results within 14 days of testing. The denominator will be the number of outpatient charts that had laboratory tests performed. The numerator will be the number of outpatient charts where the Veteran was notified of their laboratory results within 14 days.

Office of Inspector General Contact and Staff Acknowledgments

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Report Distribution

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Director, G.V. (Sonny) Montgomery VA Medical Center, Jackson, MS (586/00)

Non-VA Distribution

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House Committee on Oversight and Government Reform
Senate Committee on Veterans' Affairs
Senate Appropriations Subcommittee on Military Construction, Veterans Affairs, and Related Agencies
Senate Committee on Homeland Security and Governmental Affairs
National Veterans Service Organizations
Government Accountability Office
Office of Management and Budget
U.S. Senate: Thad Cochran, Roger F. Wicker
U.S. House of Representatives: Gregg Harper, Trent Kelly, Steven Palazzo, Bennie G. Thompson

This report is available at www.va.gov/oig.

Endnotes

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