

**Appointments**

#### Most Recent Updates:

|  |  |
| --- | --- |
| Date | Description |
| 12/04/2020 | Updated new/established logic |
| 10/22/2020 | Added location modality |
| 03/23/2020 | Added select measures, patient generated cancellations |
| 10/24/2019 | Added secondary stop code exclusions to new/established logic |
| 05/29/2019 | Add VVC details |
| 10/16/2018 | Added details, update definition of completed appointment |
| 09/17/2018 | Added details top purpose/rationale |
| 04/17/2018 | Initial Release |

#### Purpose/Rationale:

VSSC Appointment products classify appointments into three primary categories for reporting purposes: Pending, Completed, and No Show/Cancellations.

Data is available for both new and established patient appointments in the Pending and Completed datasets. Wait times are calculated from appointment create (made) date and Patient Indicated Date (PID) for all Pending and Completed appointments.

Drill down to SSN level details is available in most products and requires NSSD Real SSN access (<http://vaww.vhadataportal.med.va.gov/Support/FAQs.aspx#DataAccessVSSC>).

This data defintions document covers the primary concepts of VSSC appointment products.

#### Typical Use of Data**:**

#### **Produce reports on appointments, wait times, and other measures, to assist in scheduling, measuring and optimizing access for our patients.**

**Data Source and Description:**

The primary data source for VSSC Appointment products is the Corporate Data Warehouse (CDW)

CDWWork.Appt.Appointment

CDWWork.SStaff.SStaff

CDWWork.Dim.Location

CDWWork.Dim.Division

CDWWork.Dim.StopCode

CDWWork.Appt.WaitList

CDWWork.Spatient.Spatient

CDWWork.SPatient.AppointmentComment

CDWWork.Outpat.Workload

**Update Frequency:**

VSSC Appointment data and all cubes except the Pending Appointment Summary cube, are updated daily. The Pending Appointment Summary cube is updated twice a month, the 2nd and 16th of the month, based on snapshots taken on the 1st and 15th.

**Cube/Power BI Server:**

VSSC Appointment cubes are available on vhacdwdwhmdm08.vha.med.va.gov

VSSC Pending Appointment Summary Power BI is available on vhaausbi25.vha.med.va.gov\as2

**General Appointment Methodology:**

VSSC appointment data is generally limited to appointments made in COUNT locations for non-test patients (CDWPossibleTestPatientFlag = N).

A Pending Appointment is an appointment that has a null cancel no show code (yet to be no-showed or cancelled) and has an appointment date/time greater than the refresh date/time of the dataset (typically in the evening). Both patient side and provider side telehealth appointments are included in the pending appointment dataset so they can be managed. Inpatient appointments are excluded.

A Completed Appointment is an appointment with a null cancel no show code, a checkout date time, and an appointment date/time less than the refresh date/time of the dataset. To avoid double counting appointments, only the patient side (or provider side only) of a telehealth appointment is included in the completed appointment dataset.

Please note: Starting in FY19, in order for an appointment to be considered “completed” the associated workload visit is no longer required. The 14 day day refresh window has also been increased to 60 days (and will eventually cease to exist) in order to stay in sync with activity in VistA after 14 days.

A No Show or Cancelled appointment is an appointment with a cancel no show code equal to n, na, c, ca, pc, or pca and a cancel date time. To avoid double counting appointments, only the patient side (or provider side only) of a telehealth appointment is included in the cancellation data set.

|  |  |
| --- | --- |
| **Cancel No Show Code** | **Description** |
| N | No Show |
| NA | No Show & Auto Re-book |
| C | Cancelled by Clinic |
| CA | Cancelled by Clinic & Auto Re-book |
| PC | Cancelled by Patient |
| PCA | Cancelled by Patient & Auto Re-book |

**Additional Definitions**:

A deceased patient is a patient where the Deceased Flag = Y (has a date of death).

A test patient is a patient where the CDWPossibleTestPatientFlag = Y.

A Time Sensitive Appointment is identified by the existance of #NLT# in the appointment comment.

VA Online Scheduling (VAOS) appointments are identified by the use of the “DEPARTMENT OF DEFENSE,USER” account associated with the data entry staff or cancel by staff.

Vetext cancellations are identified by the use of the site specific Vetext service account as the cancel by staff.

A Same Day Appt is an appointment where the appointment create date equals the appointment date.

**#Hastag# Notation:**

|  |  |
| --- | --- |
| **##** | **Description** |
| #COO# | in the appointment comment indicates the patient opted out of community care. |
| #COI# | in the appointment comment indicates the patient opted into community care. |
| #NLT# | in the appointment comment indicates the appointment has flagged as “time sensitive”. |
| #VVC# | in the appointment comment indicates the VA Video Connect (VVC) appointment is a “recovery” from a cancelled appointment.  in the cancellation remarks indicates the appointment was cancelled and converted to a VA Video Connect (VVC) appointment. |
| #TELE# | in the appointment comment indicates the telephone appointment is a “recovery” from a cancelled appointment.  in the cancellation remarks indicates the appointment was cancelled and converted to a telephone appointment. |

**New and Established Methodology:**

Historical information: [New and Established Appointment Methodology](http://fcdm.vssc.med.va.gov/Definitions/Document%20Library/New%20and%20Established%20Patient%20Definition%20Summary%20of%20Changes%20FY15.docx)

Every appointment is categorized as either a New or Established appointment.

An appointment is categorized as Established if the patient has had a qualifying visit in the past three years. A qualifying visit is any visit that:

1. Occurred within three years of the appointment date time.
2. Is considered workload, e.g. the visit is checked out and has a documented provider, ICD Code, and CPT Code.
3. Is in the same specialty of the appointment
   1. Same primary stop code or logical grouping of stop codes
   2. A telephone visit with a secondary stop code that matches the primary stop code (or logical grouping) of the appointment

The logical groupings of primary stop codes used to determine new and established appointments can be found here: [Clinic Stop Code Groupings](http://fcdm.vssc.med.va.gov/Definitions/Document%20Library/FINAL%20New%20and%20Established%20Patient%20Rules%20FY%202015%20Feb%205.xlsx)

Telephone primary stop codes included in the secondary stop code check:

* 216
* 324
* 424

Exclusions:

A workload visit to a location with any of the secondary stop codes listed below are excluded from establishing an appointment.

|  |  |
| --- | --- |
| **Stop Code** | **Stop Code Name** |
| 111 | TELE-PATHOLOGY |
| 117 | NURSING (2ND ONLY) |
| 119 | CNH FOLLOW-UP |
| 120 | HEALTH SCREENING |
| 121 | COMMUNITY RES CARE |
| 370 | GEC LTSS |
| 371 | HT SCREENING |
| 443 | DBQ REFERRAL CLINIC |
| 444 | C&P VIA CVT PT SITE |
| 445 | C&P VIA CVT PROV SITE |
| 446 | IDES VIA CVT PT SITE |
| 447 | IDES VIA CVT PROV SITE |
| 448 | INTGRTED DIS EVAL (IDES) EXAM |
| 449 | FITTING & ADJSTMNTS 2ND ONLY |
| 450 | COMP & PENS (C&P) EXAMS |
| 474 | RESEARCH |
| 504 | GRANT & PER DIEM GROUP |
| 507 | HUD/VASH GROUP |
| 508 | HCHV/HCMI GROUP |
| 511 | GRANT & PER DIEM INDIV |
| 522 | HUD/VASH INDIV |
| 529 | HCHV/HCMI INDIV |
| 555 | HOMELESS VT COM EMP SVC INDIV |
| 556 | HOMELESS VT COM EMP SVC GRP |
| 590 | COMM OUTREACH HOMELESS VETS |
| 591 | INCARCERATED VETERANS RE-ENTRY |
| 592 | VETERANS JUSTICE OUTREACH |
| 669 | COMMUNITY CARE CONSULT |
| 673 | CLINICAL TEAM CONFERENCE |
| 685 | HT PROGRAM PATIENTS |
| 697 | CHART CONSULT |
| 701 | BP EVAL |
| 708 | TELE SMOKE CESS PROV SITE |
| 710 | PREVENTIVE IMMUNIZATION |
| 717 | PPD CLINIC (2ND ONLY) |
| 719 | MHV SECURE MESSAGING |
| 720 | OTHER ED GRP |
| 724 | OEND ED CVT PRV SITE |

**Wait Time Methodology:**

An appointment has two wait times: wait time from Create/Made Date and wait time from Patient Indicated Date (PID). Negative wait times are set to zero.

Patient Indicated Date:

Starting January 2018, due to VS GUI implementation, any newly scheduled appointment will not be assigned an different PID based on a prior cancellation. The PID entered and seen in VS GUI and VistA will be the PID used in the wait time calculation.

Create/Made Date:

The create date from a prior cancellation may be re-used for purposes of calculating a wait time if the appointment was cancelled by clinic, was not a scheduling conflict/error, is for the same patient and location, and has a matching PID to the referenced appointment, or is associated with an EWL entry.

**Rescheduled Appointments:**

An appointment is considered rescheduled if there is a subsequent appointment scheduled for the same patient in the same location within 24 hours of the cancel date. This is an assumption because there is no direct relationship between any two appointments in the Corporate Data Warehouse (CDW).

**Mutiple Pending Appointments:**

This report helps identifies multiple pending appointments 6 month into the future for a patient in the same primary stop code and secondary stop code grouping as identified below. If an appointment is in the same primary stop code (for example "323") with any of the secondary stop codes grouping listed below (for example "MD, NP, PA and Resident Clinics"), then those appointments for a patient with "323" Primary Stop Code and "null, 185, 186, 187 or 188" Secondary Stop Code will be displayed. These pending appointments in the clinic group have been scheduled within the same primary stop code. This report will assist in creating better access by identifying potential multiple pending appointments for a patient in the same stop code within next 6 months. This report may help identify appointments that might not be necessary.

Secondary Stop Code Grouping:

* Provider Secondary Stop Code: null, 185, 186, 187, 188 and 509
* Nurse Secondary Stop Code: 117
* Pharmacy Secondary Stop Code: 160
* Mental Health Secondary Stop Code: 125 and 510

**Patient Generated Cancellations**

A patient generated cancellation is a cancelled appointment that was

* Cancelled by audiocare
* Or cancelled by VAOS (VA Online Scheduling)
* Or cancelled by Vetext

Audiocare, VAOS, and Vetext are identified by the cancel by staff.

**Pending VA Video Connect (VVC) Appointments**

This report provides list of patients with Pending VVC Appointments based on the Clinic Secondary Stop Code and the most recent completed VVC visit since FY18.

* VVC Secondary Stop Code: 179, 648, 679

#### Common Dimensions:

|  |  |
| --- | --- |
| Dimension | Description |
| Age | Age of patient as of the appointment date |
| Appointment Create Date | Date appointment is created (made) Note: For a small percentage of appointments this may be the appointment made date of a prior appointment cancelled by clinic or the originating date of an associated electronic wait list (EWL) record. |
| Appointment Date | Date of Appointment |
| Appointment Date – Hour of Day | Hour of day of scheduled appointment date time |
| Appointment Location | The location of the appointment. Includes hierarchies for facility and stop code, and other attributes associated with a location. Location Modality is a best guess on the modality of the appointment.  Values:   * VVC * Other Telehealth   + CVT, SFT * Other Non-Inperson   + Primary stop code 683   + Secondary stop code 673, 697, 719 * Telephone   + Based on MCAO Category * Presumed InPerson   + All locations that do not fall into a categorya above |
| Appt Category | New or Established appointment |
| Billable Insurance | Yes/No, patient has billable insurance |
| Cancel Date | The date an appointment was cancelled or flagged as a no show |
| Choice Opt In | Yes/No, appointment comment contains #COI#, indicates if the patient opted in to Choice when the appointment was scheduled |
| Choice Opt Out | Yes/No, appointment comment contains #COO#, indicates if the patient opted out of Choice when the appointment was scheduled |
| Clinic | DSS Primary Stop Code  * Clinic Group: These include the performance measure groups – PC, SC, MH, Other * Top 50 Clinics – List of top 50 high volume clinics (No longer used for performance scores) * Clinic All – All clinics grouped by Category-Class-Primary Clinic Stop * Credit Stop – All secondary stop codes * Attention Score   + Please see the following document for an explanation: <http://fcdm.vssc.med.va.gov/Definitions/Document%20Library/Primary%20Stop%20Codes%20and%20Attention%20Levels.xlsx> * CnP DES Category   + All Other Not Excluding CnP and DES only includes the following Primary Stop Codes: 137, 444, 445, 446, 447, 448, 450.   + CnP and DES Excluded includes all Primary Stop Codes except for the following: 137, 444, 445, 446, 447, 448, 450. |
| Facility District | Facility where appointment is scheduled to take place |
| Gender | Gender of patient |
| Linked to Consult | Yes/No, the appointment is associated with a valid ConsultSID |
| Means Test | Patient Means Test status |
| MTF2VA | Yes/No, the patient was discharged from a Military Treatment Facility |
| OEFOIF | Identifies whether the patient is designated by the Health Eligibility Center (HEC), or the Defense Management Data Center (DMDC), or both, as an OEF/OIF veteran. |
| Patient Ethnicity | Ethnicity of patient |
| Patient Race | Race of patient |
| Priority | Patient enrollment priority group |
| Priority Appointment | Yes/No, appointment comment contains #NLT#, indicates if an appointment is “time sensitive” |
| Purpose of Visit | The reason for the appointment |
| Regular or Extended Hours | Yes/No |
| Rurality | Most recent classification of the location of the patient’s address based on geocoded data |
| SC Percent | Service Connected Percentage rating of veteran – 0-100%, Not Service Connected |
| Wait Time From Preferred Date | Wait time group from Patient Indicated Date |

**Select Measure Definitions:**

|  |  |
| --- | --- |
| Measure | Description |
| Cancelled – No Shows Combined | No shows clerk indicated  + cancelled by clinic after appointment time  + cancelled by patient after appointment time |
| Cancelled – No Shows Combined - Rate | Cancelled – No Shows Combined  / (Cancelled – No Shows Combined + checked out appointments) |
| Completed – All – Est to New Appt Ratio  (octane ratio) | Completed – Est – Appointments  / Completed – New - Appointments |
| Completed – All – New to Est Appt Ratio | Completed – New – Appointments  / Completed – Est - Appointments |
| Completed – All – Revisit Rate | Completed – All – Appointments  / Completed – Unique Patients |
| Cancelled – Cancelled Due To COVID19 | COVID or CORONA is found in the appointment cancellation remarks |
| Cancelled – Converted to VVC | #VVC# is found in the appointment cancellation remarks |
| Cancelled – Converted to Telephone | #TELE# is found in the appointment cancellation remarks |

#### Help Desk:

<http://vaww.vssc.med.va.gov/troubleshooter/default.aspx?rampID=4370>

**Appendix A – Public Data Reporting Groups:**

Primary Care:

(322) Comprehensive Women’s Primary Care Clinic

(323) PRIMARY CARE/MEDICINE

(350) GeriPACT

Specialty Care:

(123) NUTRITION/DIETETICS-INDIVIDUAL

(149) RADIATION THERAPY TREATMENT

(180) DENTAL

(197) POLYTRAUMA/TRAUMATIC BRAIN INJURY (TBI)-INDIVIDUAL

(201) PHYSICAL MED & REHAB SVC

(203) AUDIOLOGY

(204) SPEECH LANGUAGE PATHOLOGY

(205) PHYSICAL THERAPY

(206) OCCUPATIONAL THERAPY

(210) SPINAL CORD INJURY

(214) KINESIOTHERAPY

(301) GENERAL INTERNAL MEDICINE

(302) ALLERGY IMMUNOLOGY

(303) CARDIOLOGY

(304) DERMATOLOGY

(305) ENDO./METAB (EXCEPT DIABETES)

(306) DIABETES

(307) GASTROENTEROLOGY

(308) HEMATOLOGY

(310) INFECTIOUS DISEASE

(312) PULMONARY/CHEST

(313) RENAL/NEPHROL(EXCEPT DIALYSIS)

(314) RHEUMATOLOGY/ARTHRITIS

(315) NEUROLOGY

(316) ONCOLOGY/TUMOR

(317) ANTI-COAGULATION CLINIC

(318) Geriatric Problem-Focused Clinic

(337) HEPATOLOGY CLINIC

(401) GENERAL SURGERY

(403) ENT

(404) GYNECOLOGY

(406) NEUROSURGERY

(407) OPHTHALMOLOGY

(408) OPTOMETRY

(409) ORTHOPEDICS

(410) PLASTIC SURGERY

(411) PODIATRY

(413) THORACIC SURGERY

(414) UROLOGY

(415) VASCULAR SURGERY

(420) PAIN CLINIC

Mental Health:

(502) MH CLINIC IND

(509) PSYCHIATRY INDIV

(510) PSYCHOLOGY IND

(513) SUB USE DISORDER INDIV

(534) MH INTGRTD CARE IND

(540) PCT-PTSD IND

(562) PTSD-INDIV