

**OPTOMETRY SERVICE
CONFERENCE CALL
MINUTES
March 18, 2016
3 p.m. Eastern Time
1 (800) 767-1750, Access Code: 16019**

1. Announcements:
 - a. Open VA Optometry Staff Positions
 - i. http://www.navao.org/documents/03_2016/Open_Optometry_Positions.pdf
 - ii. http://www.va.gov/OPTOMETRY/open_VA_Optomtrist_Positions.asp or <http://jobsearch.usajobs.gov/>
 - iii. Dr. Chiara comment. There is an open position at the Las Vegas VAMC.
 - b. VA Core Values and Characteristics (I CARE)
<http://www.va.gov/ICARE/index.asp>
 - c. Office of Diversity and Inclusion (ODI)
<http://www.diversity.va.gov/programs/pwd.aspx>
 - d. Office of Resolution Management (ORM) – <http://vaww.va.gov/orm/>
(three related links: EEO Complaint Processing <http://vaww.va.gov/ORM/EEOcomplaint.asp> ; Alternate Dispute Resolution (ADR) <http://www.va.gov/adr/> + VA Directive 5978; and Resolution Support Center <http://www.va.gov/orm/RSC.asp>)
 - e. Professional Development: VA MyCareer (<http://mycareeratva.va.gov/>)
 - f. Improve Your Customer Service Skills – TMS training coursework (<https://www.tms.va.gov/learning/user/login.jsp>)
 - g. Agency Ethics Officials - Contact Information Sheet
 - i. Dr. Townsend comment. The link is for contacting your local ethics official in case issues arise.
 - ii. http://www.navao.org/documents/03_2016/Agency_Ethics_Officials_Contact_Info_Sheet.pdf
 - h. Nominations for 2016 David M. Worthen Award for Career Achievement in Educational Excellence (e-mail)
 - i. Dr. Townsend comment. An email went out recently of a reminder that nominations for the 2016 David M. Worthen Award for Career Achievement in Educational Excellence are due by April 19, 2016. Please take the time to make a nomination to honor those who so passionately and diligently lead education in VHA.
 - i. Expiration Date for Ophthalmic Medications (e-mail)
 - i. Dr. Townsend comment. An email went out recently concerning multi –dose ophthalmic products which should be labeled with an expiration date upon opening which is not to exceed 28 days; or the manufacturer’s recommended expiration date, whichever is shorter. Please reference TJC standard MM .0.3.01.01, EP 7.
 - j. VHA Directive 1602, Medical Review Assistance to Board of Veterans’ Appeals Cases
 - i. This Veterans Health Administration (VHA) Directive defines the Department of Veterans Affairs (VA) process by which VHA provides medical reviews for the Board of Veterans Appeals (BVA) cases that require expert advisory medical opinions.
 - ii. http://www.navao.org/documents/03_2016/VHA_Directive_1602_Medical_Review_Assistance_to_Board_of_Veterans_Appeals_Cases.pdf
 - k. VHA Handbook 1400.03, VHA Educational Relationships

- i. This Veterans Health Administration (VHA) Handbook defines policies and procedures for the establishment, maintenance, and evaluation of medical, dental, nursing, and associated health professions educational programs in Department of Veterans Affairs (VA) medical facilities.
 - ii. http://www.navao.org/documents/03_2016/VHA_Handbook_1400.03_VHA_Educational_Relationships_2-16-16.pdf
 - l. VHA Handbook 1601A.04, Benefits Overview
 - i. This Veterans Health Administration (VHA) Handbook updates Department of Veterans Affairs (VA) reference information on the health care benefits available to enrolled Veterans and beneficiaries.
 - ii. http://www.navao.org/documents/03_2016/VHA_Handbook_1601A.04_Benefits_Overview_2-16-16.pdf
 - m. VHA Handbook 1174.01, Blind Rehabilitation Outpatient Specialist Program Procedures
 - i. This Veterans Health Administration (VHA) Handbook provides procedures for all matters regarding the Blind Rehabilitation Outpatient Specialist (BROS) Program.
 - ii. http://www.navao.org/documents/03_2016/VHA_Handbook_1174.01_Blind_Rehabilitation_Outpatient_Specialist_Procedures_2-19-16.pdf
 - n. VHA Handbook 1400.07, Education of Advanced Fellows
 - i. This Veterans Health Administration (VHA) Handbook defines the policies that apply to the Department of Veterans Affairs (VA) Advanced Fellowship Program.
 - ii. http://www.navao.org/documents/03_2016/VHA_Handbook_1400.07_Education_of_Advanced_Fellows_2-26-16.pdf
 - o. VHA Handbook 1400.08, Education of Associated Health Professions
 - i. This Veterans Health Administration (VHA) Handbook delineates policies relating to the establishment and administration of training programs in the associated health professions in VA health care facilities. As used in this Handbook, “Associated Health” disciplines include nursing.
 - ii. http://www.navao.org/documents/03_2016/VHA_Handbook_1400.08_Education_of_Associated_Health_Professions_2-26-16.pdf
- 2. Optometry Service Field Advisory Committee - Dr. Brough –
 - a. Dr. Brough comment. Nothing new to report at this time.
- 3. Optometric Education Programs – Dr. Slagle
 - a. Dr. Townsend comment. The residency match was completed on March 7th and open positions will be available to the public on the ORMatch website on March 21st. Please assist your colleagues in matching open position if you know of any good and eligible candidates.
 - b. Dr. Brough comment. There was a comment made during a meeting suggesting patient satisfaction surveys for residents, but the issue was that it would be hard to measure the quality of care due to the subjective nature of that type of survey.
- 4. COPE Approved EES Coursework – Dr. Hetrick
 - a. Dr. Townsend comment. Many of the course work has been COPE approved and they are continuing to work to complete this project and make it available for all VHA Optometrists.
- 5. Electronic Medical Records/Information Technology Issues - Dr. Ballinger – unavailable for comment.

6. Infection Control/Reusable Medical Equipment Reprocessing - Drs. Horn/Trout/White - unavailable for comment.
 - a. Dr. Horn comment and discussion about the most recent Joint Commission site visit and 28 day expiration on multi-use bottles. An eye clinic was cited for not labelling their multi-use bottles with 28 day expiration from opening
 - b. **One Source Document Site:**
<http://onesourcedocs.com/member/index.html>
7. Teleretinal Imaging Screening Program – Drs. Morris/Selvin – unavailable for comment.
8. DoD/VA Vision Center of Excellence & Eye Injury Registry - Dr. Barker – unavailable for comment.
9. TBI Vision Rehabilitation - Drs. Mandese/Peterson
 - a. Dr. Peterson comment. The next conference call is on Monday, March 21st at 4pm; please contact Drs. Mandese or Peterson if there are any other topics that you would like discussed.
10. Low Vision Rehabilitation - Drs. Chan-O’Connell/Brahm – unavailable for comment.
11. Optometry Quality Improvement - Drs. Brough/Horn
 - a. Dr. Brough comment. There have been some issues about the quality of care when using the Veterans Choice Program.
12. Direct Scheduling/Access/VA Systems Redesign - Drs. Cantrell/Varanelli
 - a. Dr. Varanelli comment. The next conference call will be held on Wednesday, March 23rd. She has gotten several inquiries about the roll out of the Toolkit supporting direct scheduling. They have not received anything formal yet, but please contact her if you have any specific questions.
13. VA Optometric Research & Development – Drs. Fuhr/Mancil/Sullivan-Mee
VA HSR&D Centers of Innovation (COINs) and Resource Centers:
<http://www.hsrdr.research.va.gov/centers/>
14. VHA Optometry Service Websites – Dr. G. Singh
 - a. No new updates to report at this time.
15. VA Optometry Service Directory - Drs. Egusa/Lim/Pewitt/Dalton
 - a. Dr. Pewitt comment. They are working through the alphabet to continue to update the directory and they thank all of those that have responded in a timely fashion.
16. VA Residency Trained Optometrist Directory – Drs. Wang/Swift
 - a. Dr. Wang comment. The Residency Trained Optometrist Directory is ongoing. No new updates to report at this time.
17. AFOS Report - Dr. Engelke
 - a. Dr. Engelke comment. AFOS has a successful FSO meeting in conjunction with SECO in Atlanta. They supplied 8 hours of CE and Dr. Slagle led the break out session representing VHA. They are looking forward to their next meeting in Anaheim, CA in conjunction with AAO.
 - b. Dr. Zimbalist presented a lecture on retinal vascular disorders.
 - c. AFOS presented service specific awards at the meeting and Carrie Heller was presented the VA OD of the Year Award and Meghan Elkins was presented the Jr. OD of the Year Award.
18. NAVAQ Report - Drs. Wong/Gustafson

- a. Dr. Wong comment. The next issue of the *Optimum VA* newsletter will be available on the NAVAO.org website.