

**OPTOMETRY SERVICE
CONFERENCE CALL
MINUTES
July 19, 2019**

1. Announcements:

- a. Open VA Optometry Staff Positions
 - i. <https://www.navao.org/wp-content/uploads/2019/07/Open-Optometry-Positions.xlsx>
 - ii. http://vaww.va.gov/OPTOMETRY/Open_VA_Optometrist_Positions.asp or <https://www.usajobs.gov/> or <https://www.vacareers.va.gov/>
- 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. Improve Your Customer Service Skills – TMS training coursework ([VA TMS 2.0](#))
- f. VHA Code of Integrity
<https://www.va.gov/HEALTHCAREEXCELLENCE/docs/VHA-Code-of-Integrity-March-2019-FINAL.pdf>
- g. VHA Directive 1660.06, [VA-TRICARE Network Agreements](#)
 - i. This Veterans Health Administration (VHA) directive contains the policy for developing Department of Veterans Affairs (VA)-TRICARE Network agreements whereby VA health care facilities (HCF) act as a TRICARE Network provider to furnish health care services to TRICARE beneficiaries; and recovering the cost of care as required under Title 38 United States Code (U.S.C.) 8111; 10 U.S.C.1074.
 - ii. <https://www.navao.org/wp-content/uploads/2019/07/VHA-Directive-1660.06-VA-Tricare-Network-Agreements.pdf>
- h. VHA Operational Memo 2019-06-01, [Critical Reminders for MISSION Act Implementation](#)
 - i. The purpose of this memorandum is to provide guidance and reminders regarding implementation of the VA MISSION Act of 2018 (MISSION Act) to ensure accuracy, timeliness, and a reduction in errors as new systems and processes are put into place.
 - ii. <https://www.navao.org/wp-content/uploads/2019/07/VHA-Operational-Memo-Critical-Reminders-for-MISSION-Act-Implementation.pdf>
- i. VHA Operational Memo 2019-06-08, [Veterans Health Administration \(VHA\) Media Interview and Query Policy](#)
 - i. The purpose of this memorandum is to reiterate VA's policy for responding to media queries and interview requests for public affairs specialists and all other staff.
 - ii. <https://www.navao.org/wp-content/uploads/2019/07/VHA-Operational-Memo-Media-Interview-and-Query-Policy.pdf>
- j. 2019 Mark Wolcott Awards – memorandum and checklist

- i. <https://www.navao.org/wp-content/uploads/2019/07/Memorandum-Mark-Wolcott-Awards-for-Clinical-Excellence-Notice.pdf>
 - ii. <https://www.navao.org/wp-content/uploads/2019/07/Wolcott-Award-Nomination-Checklist-7.2.19.docx>
2. Optometry Service Field Advisory Committee - Dr. Brough – nothing new to report at this time
3. Optometric Education Programs – Dr. Slagle – unavailable for comment.
4. COPE Approved EES Coursework – Dr. Jensen
 - a. Dr. Jensen comment. If you attended any webinars, please complete the evaluation and post test to receive credit. The next webinar is set for August 9th and the save the date will go out soon.
5. Electronic Medical Records/Information Technology Issues - Dr. Ballinger
 - a. Dr. Ballinger comment. The Cerner project is going well. The goal is the implement for March 2020. They are working on the buildout of the EMR system. They did a survey involving low vision to help with that aspect of the EMR system.
6. Infection Control/Reusable Medical Equipment Reprocessing - Drs. Horn/Trout/White - unavailable for comment.
 - a. **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. Rice/Mandese – unavailable for comment.
10. Low Vision Rehabilitation - Drs. Chan-O’Connell/Hoffman/Whitman
 - a. Dr. Whitman comment. They have been working with Dr. Ballinger on the Cerner project. They will be meeting at the end of the July to discuss OPPE practices for all the new low vision providers at the VA.
11. Optometry Quality Improvement - Drs. Brough/Horn – nothing new to report at this time.
12. Direct Scheduling/Access/VA Systems Redesign - Drs. Cantrell/Varanelli – unavailable for comment.
13. VA Optometric Research & Development – Drs. Fuhr/Joy – unavailable for comment.
VA HSR&D Centers of Innovation (COINs) and Resource Centers:
<http://www.hsr.d.research.va.gov/centers/>
14. VHA Optometry Service Websites – Dr. G. Singh – nothing new to report at this time.
15. VA Optometry Service Directory - Drs. Egusa/Lim/D. Wong – unavailable for comment.
16. VA Residency Trained Optometrist Directory – Drs. Wang/Swift
 - a. Dr. Wang comment. She will be sending out new requests in August for new residents that would like to be included in the directory.
17. AFOS Report - Dr. Engelke
 - a. Dr. Engelke comment. AFOS participated in the AOA meeting in St. Louis last month and had a successful meeting participating in the House of Delegates. She was asked to be on the nomination committee for AOA.

- i. They had a successful reception where AFOS leadership was able to interface with the AOA board, the President and Past President and President-Elect.
- b. They are soliciting awards for the 2019 awards cycle and the deadline is August 2nd. Ruth Hyatt is the chair for the awards committee and if you have any questions, please contact her.
- c. AFOS has a bundled package with the Academy meeting in Orlando this year and the early bird registration ends on August 23rd. The AFOS hotel in the Rosen Plaza Hotel adjacent to the conference center.
 - i. They are currently soliciting for grand rounds cases for their annual conference until August 5, 2019. Please contact them if you have an interesting case.

18. NAVAIO Report - Drs. Mercado/Gustafson

- a. Dr. Gustafson comment. The annual NAVAIO meeting is scheduled for the evening of Thursday, October 24th in conjunction with the Academy meeting in Orlando. More details will be provided on the website as the date gets closer.
- b. This is an election year. Please consider emailing Dr. Wong at Nancy.Wong@NAVAIO.org with your nominations for executive board member positions. The nomination period will end July 31st and voting will start in August. More details included on the NAVAIO.org website.