



**Update 2\_0\_66**

**Clinical Reminders**

**VA-STAR Dialogs**

**Install Guide**

**February 2019**

Product Development  
Office of Information Technology  
Department of Veterans Affairs

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# Introduction

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## Description:

The Behavioral Incident Note (BIN) and ABC Note (i.e., Behavioral Assessment and Care Plan) support the STAR-VA program in VA Community Living Centers. STAR-VA is an interdisciplinary behavioral intervention to help teams address challenging behaviors in residents with dementia. These are reminder dialogue templates.

Deficiencies or why this is needed: STAR-VA is a national program for improving quality of care for CLC residents with dementia. Local sites have been asking for and developing/adapting local progress note templates for documenting care. It is important for program implementation and evaluation to have standard Behavior Incident Note and ABC (behavior assessment/care plan) reminder dialogue templates available that can capture clinical information.

UPDATE\_2\_0\_66 contains 1 Reminder Exchange entry:

### **UPDATE\_2\_0\_66 VA-STAR DIALOG**

**The exchange file contains the following components:**

#### **TIU TEMPLATE FIELD**

DATE  
GEN WORD PROCESSING  
VA-STAR ABC CONSEQUENCES  
VA-STAR ABC ACTIVATORS  
VA-STAR ABC BEHAVIOR  
VA-STAR INSTRUCTION  
GEN WORD PROCESSING LARGE  
VA-STAR ELABORATE TEXT  
VA-STAR INTERVENTION OUTCOME  
VA-STAR EFFECTIVENESS  
VA-STAR INTERVENTIONS  
VA-STAR INTERVENTIONS TRIED  
VA-STAR BEHAVIOR CONSEQUENCES  
VA-STAR ACTIVATORS  
VA-STAR RELATED CONDITION  
TEXT (1-60 CHAR)  
DATE & TIME (NON REQ)

#### **HEALTH FACTORS**

VA-REMINDER UPDATES  
VA-UPDATE\_2\_0\_66  
VA-STAR ABC CARD

VA-FREQUENCY 4 DAILY  
VA-FREQUENCY 3 3-6/WEEK  
VA-FREQUENCY 2 1-2/WEEK  
VA-FREQUENCY 1 NOT IN THE PAST WEEK  
VA-FREQUENCY 0 NEVER  
VA-TARGET BEHAVIOR  
VA-SEVERITY 4 EXTREME  
VA-SEVERITY 3 VERY  
VA-SEVERITY 2 MODERATE  
VA-SEVERITY 1 MILD  
VA-SEVERITY 0 NOT AT ALL  
VA-IDENTIFIED TARGET BEHAVIOR  
VA-DISRUPTIVENESS LEVEL  
VA-DISRUPTIVENESS STAYED THE SAME  
VA-DECREASED DISRUPTIVENESS  
VA-INCREASED DISRUPTIVENESS  
VA-INTERVENTIONS TRIED  
VA-OTHER RESOURCES  
VA-CRISIS RESPONSE TEAM CALL  
VA-CONTACTED VA POLICE  
VA-CONTACTED PATIENT REPRESENTATIVE  
VA-WALKING ESCORT  
VA-ADD STAFF  
VA-SLEEP AID  
VA-PRN MEDICATIONS  
VA-CONSTIPATION TX  
VA-PULSE OX  
VA-GLASSES HEARING AID  
VA-PAIN RELIEF  
VA-TOILET  
VA-CHANGE TEMPERATURE  
VA-CHANGE POSITION  
VA-SNACK/DRINK  
VA-HONOR ROOM PREFERENCE  
VA-IMPROVE VISIBILITY  
VA-BRING IN PERSONAL ITEMS FROM HOME  
VA-CHANGE NUMBER OF PEOPLE  
VA-PROVIDE SAFE SPACE TO WANDER  
VA-INCREASE PERSONAL SPACE  
VA-IMPROVE SET UP OF ENVIRONMENT  
VA-USE SIGNAGE  
VA-MAKE ACTIVITY MATERIALS AVAILABLE  
VA-REMOVE STIMULUS FROM VETERAN  
VA-ADD MEANINGFUL STIMULATION  
VA-DECREASE NOISE  
VA-CHANGE ENVIRONMENT  
VA-OTHER ALTERNATIVE THERAPY  
VA-EXERCISE  
VA-AROMATHERAPY  
VA-PET THERAPY  
VA-MUSIC THERAPY

VA-MASSAGE  
VA-SOCIAL INTERACTION  
VA-INDIVIDUALIZED PLEASANT EVENT  
VA-INCREASE FAMILY INVOLVEMENT  
VA-OFFER SPIRITUAL COMFORT  
VA-CHANGE PROCESS OF CARE  
VA-TASK BREAKDOWN  
VA-CHANGE CAREGIVER  
VA-OFFER COMFORT  
VA-LISTEN WITH RESPECT  
VA-CHANGE CARE APPROACH  
VA-ENGAGE IN CONVERSATION  
VA-GIVE CHOICE  
VA-MEDICAL/SENSORY ACTIVATORS  
VA-OTHER MEDICAL/SENSORY ACTIVATOR  
VA-POOR HEARING  
VA-POOR VISION  
VA-NEED TO USE THE TOILET  
VA-NEED FOR REPOSITIONING  
VA-REPORT OR SIGNS OF THIRST  
VA-REPORT OF SIGNS OF PAIN  
VA-REPORT OR SIGNS OF HUNGER  
VA-PSYCHOLOGICAL ACTIVATORS  
VA-OTHER PSYCHOLOGICAL ACTIVATOR  
VA-RESPONDING TO HALLUCINATIONS  
VA-EMBARRASSMENT  
VA-CONFUSION  
VA-SADNESS  
VA-ANGER  
VA-ANXIETY  
VA-FEAR  
VA-ALONE  
VA-IN DISCOMFORT OR DISTRESS  
VA-ENVIRONMENTAL ACTIVATORS  
VA-OTHER ENVIRONMENTAL ACTIVATOR  
VA-DIFFICULTY FINDING A LOCATION  
VA-GETTING INTO OTHER PEOPLE'S SPACE  
VA-GETTING TO A DIFFERENT LOCATION  
VA-UNDERSTIMULATION  
VA-OVERSTIMULATION  
VA-TOO COLD  
VA-TOO HOT  
VA-CROWDED  
VA-NOISY  
VA-INTERPERSONAL ACTIVATORS  
VA-OTHER INTERPERSONAL ACTIVATORS  
VA-DIFFICULTIES WITH COMMUNICATION  
VA-NO ACTIVITY  
VA-INTERRUPTED ACTIVITY  
VA-ACTIVITY  
VA-OTHER RESIDENT BEHAVIORS

VA-OTHER INTERACTION WITH SOMEONE  
VA-EXPRESSION OF A NEED  
VA-REQUEST TO GO HOME  
VA-GIVEN VERBAL INSTRUCTION  
VA-DENIED CHOICE  
VA-PERCEIVED INVASION OF SPACE  
VA-CORRECTED FOR DISORIENTATION  
VA-APPROACH FOR CARE BY STAFF  
VA-FREQUENCY 6 CONTINUOUS  
VA-FREQUENCY 5 ONCE-SEVERAL TIMES/DAY  
VA-FREQUENCY 4 THREE TO SIX TIMES A WEEK  
VA-FREQUENCY 3 ONCE OR TWICE A WEEK  
VA-FREQUENCY 2 LESS THAN WEEKLY  
VA-FREQUENCY 1 ONCE  
VA-CHALLENGING BEHAVIORS  
VA-OTHER CHALLENGING BEHAVIOR  
VA-DIFFICULTY SLEEPING  
VA-INAPPROPRIATE DRESSING OR DISROBING  
VA-SMEARING OF FECES  
VA-INAPPROPRIATE URINATING OR DEFECATING  
VA-TAKING OTHER'S BELONGINGS  
VA-HIDING OR HOARDING THINGS  
VA-REFUSE MEDICATIONS OR TREATMENTS  
VA-EATING NONFOOD ITEMS  
VA-REFUSE TO EAT OR DRINK  
VA-EXCESSIVE EATING OR DRINKING  
VA-SELF HARM BEHAVIORS  
VA-MAKING PHYSICAL SEXUAL ADVANCES  
VA-THROWING THINGS  
VA-GRABBING ONTO PEOPLE  
VA-AGGRESSIVE SPITTING  
VA-BITING  
VA-PUSHING  
VA-HITTING  
VA-MAKING VERBAL SEXUAL ADVANCES  
VA-CURSING  
VA-MAKING NOISES  
VA-SCREAMING  
VA-AIMLESS WANDERING  
VA-PACING  
VA-GENERAL RESTLESSNESS  
VA-COMPLAINING  
VA-REPETITIVE SENTENCES  
VA-CRYING  
VA-DISRUPTIVE SOUNDS  
VA-CONSTANT REQUEST FOR HELP  
VA-NOT COMPLETING ADLS  
VA-NOT FOLLOWING DIRECTIONS

## REMINDER SPONSOR

VHA Office of Mental Health and Suicide Prevention

## REMINDER TERM

VA-REMINDER UPDATE\_2\_0\_66

## REMINDER DIALOG

VA-STAR ABC CARD

VA-STAR BEHAVIOR INCIDENT NOTE (BIN)

## Install Details

---

This update is being distributed as a web host file. The address for the host file is:

**[http://vista.med.va.gov/reminders/UPDATE\\_2\\_0\\_66.PRD](http://vista.med.va.gov/reminders/UPDATE_2_0_66.PRD)**

The file will be installed using Reminder Exchange, programmer access is not required.

Installation:

=====

This update can be loaded with users on the system. Installation will take less than 15 minutes.

## Install Example

---

To Load the Web Host File. Navigate to Reminder exchange in Vista

```
+      + Next Screen  - Prev Screen  ?? More Actions  >>>
CFE  Create Exchange File Entry      LHF  Load Host File
CHF  Create Host File                  LMM  Load MailMan Message
CMM  Create MailMan Message           LR   List Reminder Definitions
DFE  Delete Exchange File Entry       LWH  Load Web Host File
IFE  Install Exchange File Entry      RI   Reminder Definition Inquiry
IH   Installation History              RP   Repack
Select Action: Next Screen// LWH  Load Web Host File
Input the URL for the .prd file: http://vista.med.va.gov/reminders/UPDATE_2_0_66.PRD
```

At the **Select Action:** prompt, enter **LWH** for Load Web Host File

At the **Input the url for the .prd file:** prompt, type the following web address:

**[http://vista.med.va.gov/reminders/UPDATE\\_2\\_0\\_66.PRD](http://vista.med.va.gov/reminders/UPDATE_2_0_66.PRD)**

You should see a message at the top of your screen that the file successfully loaded.

Search and locate an entry titled **UPDATE\_2\_0\_66 VA-STAR DIALOGS** in reminder exchange.

+Item	Entry	Source	Date Packed
137	UPDATE_2_0_66 VA-STAR DIALOGS	GRIFFITH@SALT LAKE CI	02/07/2019@10:20
138	UPDATE_2_0_67 VA-POST 9/11 CASE MANAGEMENT SCREENING	GRIFFITH@SALT LAKE CI	12/27/2018@09:37
139	UPDATE_2_0_68 VA-NUR SUR FIRE RISK ASSESSMENT	PLOTT@SALT LAKE CI	01/24/2019@13:11
140	UPDATE_2_0_7	MONTGOMERY@SALT LAKE CI	10/06/2015@11:24
141	UPDATE_2_0_70 VA-VHA CHOICE/PC CC APPROVAL FOR MEDICAL CARE	GRIFFITH@SALT LAKE CI	12/14/2018@07:59
142	UPDATE_2_0_71 VA-ORAL CARE TEMPLATE	SMALLEY@SALT LAKE CI	12/13/2018@12:57
+      + Next Screen    - Prev Screen    ?? More Actions      >>>			
CFE	Create Exchange File Entry	LHF	Load Host File
CHF	Create Host File	LMM	Load MailMan Message
CMM	Create MailMan Message	LR	List Reminder Definitions
DFE	Delete Exchange File Entry	LWH	Load Web Host File
IFE	Install Exchange File Entry	RI	Reminder Definition Inquiry
IH	Installation History		
Select Action: Next Screen// IFE    Install Exchange File Entry			
Enter a list or range of numbers (1-237): 137			

At the **Select Action** prompt, enter **IFE** for Install Exchange File Entry  
 Enter the number that corresponds with your entry titled **UPDATE\_2\_0\_66 VA-STAR DIALOGS** (in this example it is entry 137 it will vary by site)

Component	Category	Exists
Source:            GRIFFITH,ELIZABETH A at SALT LAKE CITY		
Date Packed: 02/07/2019@10:20:53		
Package Version: 2.0P35		
Description:		
The following Clinical Reminder items were selected for packing:		
REMINDER DIALOG		
VA-STAR BEHAVIOR INCIDENT NOTE (BIN)		
VA-STAR ABC CARD		
REMINDER TERM		
VA-REMINDER UPDATE_2_0_66		
Keywords:		
Components:		
+      Enter ?? for more actions      >>>		
IA	Install all Components	IS    Install Selected Component
Select Action: Next Screen// IA		

At the **Select Action** prompt, type **IA** for Install all Components and hit enter.  
 Select Action: Next Screen// **IA** Install all Components  
 You will see several prompts, for all new entries you will choose **I to Install**



**You will be prompted to install the first reminder dialog component:**

```
Packed reminder dialog: VA-STAR ABC CARD [NATIONAL DIALOG]
```

Item	Seq.	Dialog Findings	Type	Exists
1		VA-STAR ABC CARD	dialog	
2	2	VA-GP STAR DEFINITION Finding: *NONE*	group	
3	2.5	VA-TXTZ STAR INTRO Finding: *NONE*	element	
4	5	VA-GP STAR ABC HOW-TO Finding: *NONE*	group	
5	5.5	VA-TXTZ STAR ABC INTRO Finding: *NONE*	element	
6	7	VA-TXTZ STAR ABC ATTENDANCE Finding: *NONE*	element	

```
+      + Next Screen  - Prev Screen  ?? More Actions
DD  Dialog Details      DT  Dialog Text      IS  Install Selected
DF  Dialog Findings    DU  Dialog Usage    QU  Quit
DS  Dialog Summary     IA  Install All
Select Action: Next Screen// IA
```

At the **Select Action** prompt, type **IA** to install the dialog – **VA-STAR ABC CARD**

Select Action: Next Screen// **IA Install All**

Install reminder dialog and all components with no further changes: Y// **Yes**

```
Packed reminder dialog: VA-STAR ABC CARD [NATIONAL DIALOG]
VA-STAR ABC CARD (reminder dialog) installed from exchange file.
```

Item	Seq.	Dialog Findings	Type	Exists
1		VA-STAR ABC CARD	dialog	X
2	2	VA-GP STAR DEFINITION Finding: *NONE*	group	X
3	2.5	VA-TXTZ STAR INTRO Finding: *NONE*	element	X
4	5	VA-GP STAR ABC HOW-TO Finding: *NONE*	group	X
5	5.5	VA-TXTZ STAR ABC INTRO Finding: *NONE*	element	X
6	7	VA-TXTZ STAR ABC ATTENDANCE Finding: *NONE*	element	X

```
+      + Next Screen  - Prev Screen  ?? More Actions
DD  Dialog Details      DT  Dialog Text      IS  Install Selected
DF  Dialog Findings    DU  Dialog Usage    QU  Quit
DS  Dialog Summary     IA  Install All
Select Action: Next Screen// Q
```

When the dialog has completed installation, you will then be returned to this screen. At the **Select Action** prompt, type **Q**.

**You will be prompted to install the second reminder dialog component:**

Item	Seq.	Dialog Findings	Type	Exists		
1		VA-STAR BEHAVIOR INCIDENT NOTE (BIN)	dialog			
2	2	VA-GP STAR DEFINITION Finding: *NONE*	group	X		
3	2.5	VA-TXTZ STAR INTRO Finding: *NONE*	element	X		
4	3	VA-GP STAR BIN HOW-TO Finding: *NONE*	group			
5	3.5	VA-TXTZ STAR BIN Finding: *NONE*	element			
6	5	VA-GP STAR TARGET BEHAVIOR Finding: *NONE*	group			
7	5.5	VA-GP STAR CARE REFUSAL	group			
+      + Next Screen    - Prev Screen    ?? More Actions						
DD	Dialog Details		DT	Dialog Text	IS	Install Selected
DF	Dialog Findings		DU	Dialog Usage	QU	Quit
DS	Dialog Summary		IA	Install All		
Select Action: Next Screen// IA						

At the **Select Action** prompt, type **IA** to install the dialog – **VA-STAR BEHAVIOR INCIDENT NOTE (BIN)**

Select Action: Next Screen// IA    Install All

Install reminder dialog and all components with no further changes: Y// **Yes**

Packed reminder dialog: VA-STAR BEHAVIOR INCIDENT NOTE (BIN) [NATIONAL DIALOG]  
VA-STAR BEHAVIOR INCIDENT NOTE (BIN) (reminder dialog) installed from exchange f

Item	Seq.	Dialog Findings	Type	Exists		
1		VA-STAR BEHAVIOR INCIDENT NOTE (BIN)	dialog	X		
2	2	VA-GP STAR DEFINITION Finding: *NONE*	group	X		
3	2.5	VA-TXTZ STAR INTRO Finding: *NONE*	element	X		
4	3	VA-GP STAR BIN HOW-TO Finding: *NONE*	group	X		
5	3.5	VA-TXTZ STAR BIN Finding: *NONE*	element	X		
6	5	VA-GP STAR TARGET BEHAVIOR Finding: *NONE*	group	X		
7	5.5	VA-GP STAR CARE REFUSAL	group	X		
+      + Next Screen    - Prev Screen    ?? More Actions						
DD	Dialog Details		DT	Dialog Text	IS	Install Selected
DF	Dialog Findings		DU	Dialog Usage	QU	Quit
DS	Dialog Summary		IA	Install All		
Select Action: Next Screen// Q						

You will then be returned to this screen. At the **Select Action** prompt, type **Q**.

Component	Category	Exists
Source: GRIFFITH,ELIZABETH A at SALT LAKE CITY		
Date Packed: 02/07/2019@10:20:53		
Package Version: 2.0P35		
Description:		
The following Clinical Reminder items were selected for packing:		
REMINDER DIALOG		
VA-STAR BEHAVIOR INCIDENT NOTE (BIN)		
VA-STAR ABC CARD		
REMINDER TERM		
VA-REMINDER UPDATE_2_0_66		
Keywords:		
Components:		
+           + Next Screen   - Prev Screen   ?? More Actions                   >>>		
IA	Install all Components	IS   Install Selected Component
Select Action: Next Screen// Q		

When the dialog has completed installation, you will then be returned to this screen. At the **Select Action** prompt, type **Q**.

Install complete.

## Post Installation

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### 1. Make the Dialog able to be attached to a Personal/Shared template or to a progress note title.

From the Reminders Manager Menu:

Select Reminder Managers Menu Option: **CP CPRS Reminder Configuration**

- CA Add/Edit Reminder Categories
- CL CPRS Lookup Categories
- CS CPRS Cover Sheet Reminder List
- MH Mental Health Dialogs Active
- PN Progress Note Headers
- RA Reminder GUI Resolution Active
- TIU TIU Template Reminder Dialog Parameter**
- DL Default Outside Location
- PT Position Reminder Text at Cursor

Select CPRS Reminder Configuration Option: **TIU TIU Template Reminder Dialog Parameter**

Reminder Dialogs allowed as Templates may be set for the following:

- 1 User       USR [choose from NEW PERSON]
- 3 Service   SRV [choose from SERVICE/SECTION]
- 4 Division   DIV [choose from INSTITUTION]

5 System SYS [NATREM.FO-SLC.MED.VA.GOV]

Enter selection: **5** Choose the appropriate number for your site. Your site may do this by System or other levels. The example below uses SYSTEM level

Setting Reminder Dialogs allowed as Templates for System:

Select Display Sequence: **?**

148 VA-VETERANS CHOICE NOTE

149 VA-TBI SCREENING

*When you type a question mark above, you will see the list of #'s (with dialogs) that are already taken. Choose a number **NOT** on this list. For this example, looking above I see the number 150 is not present, so I will use 150.*

Select Display Sequence: **150**

Are you adding 150 as a new Display Sequence? Yes// **Y YES**

Display Sequence: 150// **<Enter>** 150

Clinical Reminder Dialog: **type in the name of the dialog**

**VA-STAR ABC CARD** then **<enter>** reminder dialog NATIONAL

OK? Yes// **<Enter>** (Yes)

Select Display Sequence: **151**

Are you adding 151 as a new Display Sequence? Yes// **Y YES**

Display Sequence: 151// **<Enter>** 151

Clinical Reminder Dialog: **type in the name of the dialog**

**VA-STAR BEHAVIOR INCIDENT NOTE (BIN)** then **<enter>** reminder dialog NATIONAL

OK? Yes// **<Enter>** (Yes)

## 2. Setup of Note title/ Associate the reminder dialog with the note title or shared template in CPRS

The two note titles recommended for the two STAR-VA templates are below. Please map the documentation definitions to **VHA ENTERPRISE STANDARD TITLE: LONG TERM CARE NOTE.**

Title: **STAR-VA ABC ASSESSMENT & GET ACTIVE PLAN** linked to VA-STAR ABC CARD

Title: **STAR-VA BEHAVIORAL INCIDENT NOTE (BIN)** linked to VA-STAR EHAVIOR INCIDENT NOTE (BIN)

Comprehensive information on Creating Document Definitions can be found beginning on page 47 of the [TIU/ASU Implementation Guide](#)

- A. To associate the template with the note title or shared template in CPRS, open Template Editor and select Document Titles.

B. Choose New Template (top right-hand corner)

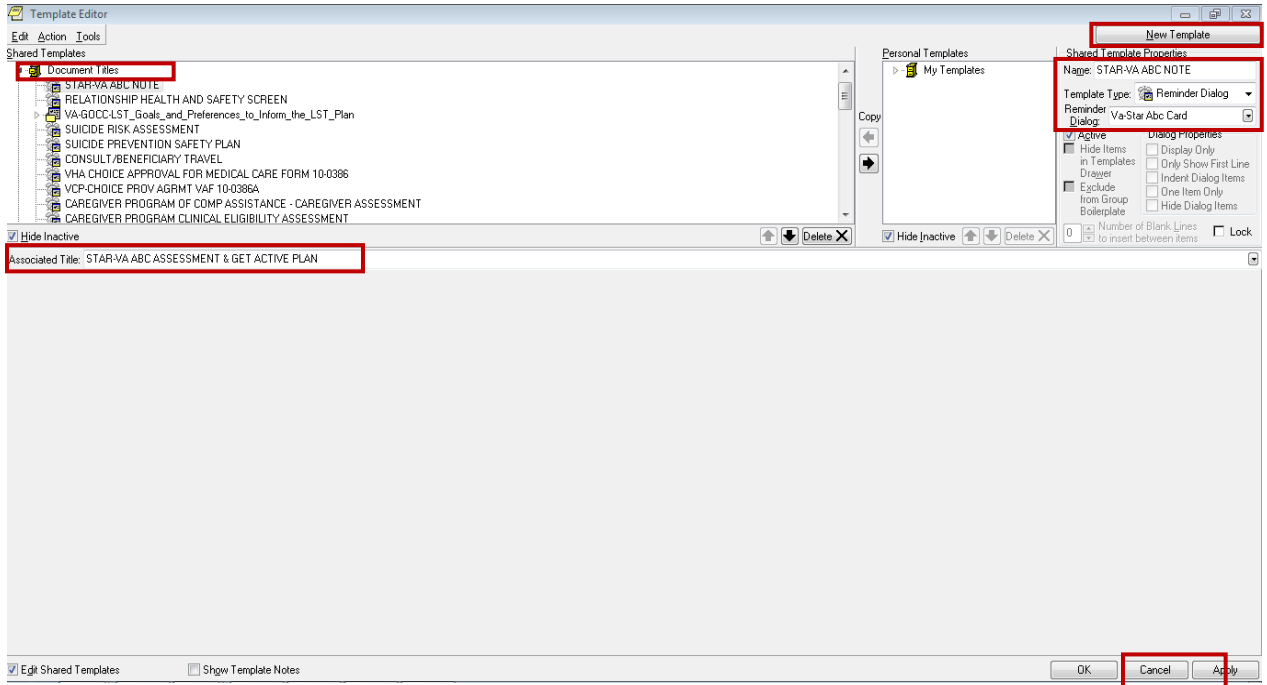
i. Type in the following information:

Name: **STAR-VA ABC NOTE**

Template Type: **Reminder Dialog**

Reminder Dialog: **VA-STAR ABC CARD**

Associated Title: **STAR-VA ABC ASSESSMENT & GET ACTIVE PLAN**



Repeat step B above to associate **VA-STAR EHAVIOR INCIDENT NOTE (BIN)** reminder dialog with note title **STAR-VA BEHAVIORAL INCIDENT NOTE (BIN)**

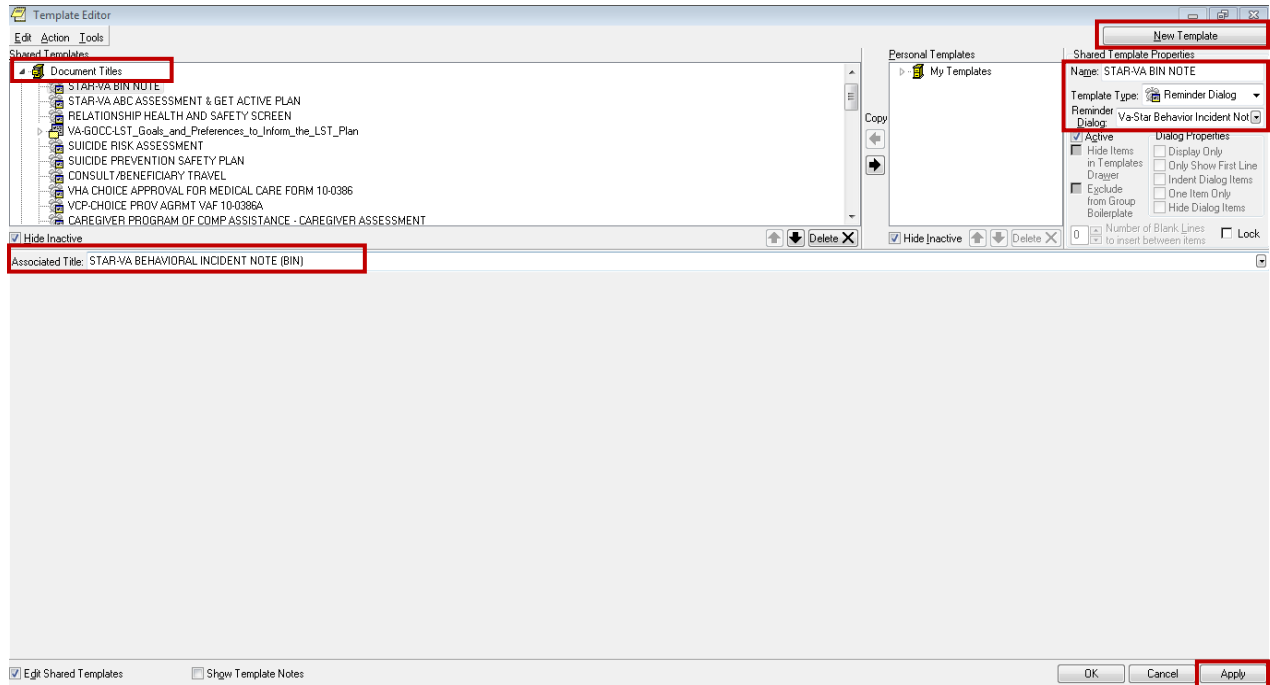
ii. Type in the following information:

Name: **STAR-VA BIN NOTE**

Template Type: **Reminder Dialog**

Reminder Dialog: **VA-STAR BEHAVIOR INCIDENT NOTE (BIN)**

Associated Title: **STAR-VA BEHAVIORAL INCIDENT NOTE (BIN)**



Click Apply at bottom right to save association. Then click OK.

Test the progress note titles in CPRS to see if the new templates are attached.

Post-installation is completed.

*NOTE: If you require further technical assistance, if there are any questions or problems during the installation, please notify your local IT support to log a national help desk ticket or contact the VA Service Desk and have them submit a national ticket to:*

*Category: Enterprise Applications*

*Subcategory: Applications*

*Enterprise Application: VistA - Clinical Reminders*

*Assignment Group: NTL SUP Clin 2*