

User Story for Requirements Workstreams

Work Stream	Actors Associated	Benefits of Implementing Work Stream
Set Up Criteria	<ul style="list-style-type: none"> •Authorized Staff •Case Managers •DVHA Employees •Employees •Third Party Vendors •Program Managers 	<ul style="list-style-type: none"> •Provides ability of system to apply sets of rules that qualify a person to meet certain program eligibility or to be excluded from program (s)
Setup Eligibility Rules	<ul style="list-style-type: none"> •Authorized Staff •Case Managers •DVHA Employees •Employees •Third Party Vendors •Program Managers 	<ul style="list-style-type: none"> •To be able to identify program-eligible members
Acknowledge Referral from External Party / Service	<ul style="list-style-type: none"> •Authorized Staff •Case Managers •Clinical Leads •Community Providers •DVHA Employees •Employees •Internal Units •Members •Referring Parties •Third Party Vendors •Program Managers 	<ul style="list-style-type: none"> •In order to provide referring entities with acknowledgement of referral to close communication loop
Complete Eligibility Determination	<ul style="list-style-type: none"> •Authorized Staff •Case Managers •Clinical Leads •Community Providers •DVHA Employees •Employees •Internal Units •Members •Referring Parties •Third Party Vendors •Program Managers 	<ul style="list-style-type: none"> •For the system to determine whether a person is eligible for a program (s) based on system rules. The system should screen out ineligible members automatically and provide rationale.

User Story for Requirements Workstreams

Work Stream	Actors Associated	Benefits of Implementing Work Stream
Conduct Outreach	<ul style="list-style-type: none"> •Authorized Staff •Case Managers •Clinical Leads •Community Providers •DVHA Employees •Employees •Internal Units •Members •Referring Parties •Third Party Vendors •Program Managers 	<ul style="list-style-type: none"> •Contacting people that have been determined as eligible for program (s) for enrollment.
Assign Case Manager	<ul style="list-style-type: none"> •Authorized Staff •Case Managers •Clinical Leads •Community Providers •DVHA Employees •Employees •Internal Units •Members •Referring Parties •Third Party Vendors •Program Managers 	<ul style="list-style-type: none"> •Once a person has agreed to enroll, a case manager should be assigned based on geography, role/discipline, availability (e.g. not on vacation or out of office), capacity
Create and Manage Plan of Care from Assessment(s)	<ul style="list-style-type: none"> •Authorized Staff •Case Managers •Clinical Leads •Community Providers •DVHA Employees •Employees •Internal Units •Members •Referring Parties •Third Party Vendors •Program Managers 	<ul style="list-style-type: none"> •Once a person has agreed to enroll and a case manager has done assessments to determine goals: the system should offer suggested goals from the assessment questions/answers. The system should be flexible and editable in order for the plan of care to be member-centered, and not create duplicate problems or goals.
View and Recommend Community Providers	<ul style="list-style-type: none"> •Authorized Staff •Case Managers •Clinical Leads •Community Providers •DVHA Employees •Employees •Internal Units •Members •Referring Parties •Third Party Vendors •Program Managers 	<ul style="list-style-type: none"> •As a case is being worked, the system should offer the case manager the ability to view community providers within their geographical location based on need of member (e.g. a person in Burlington that needs food). The system should only display community providers applicable to needs and geographical location

User Story for Requirements Workstreams

Work Stream	Actors Associated	Benefits of Implementing Work Stream
Assign Additional Staff to Case	<ul style="list-style-type: none"> •Authorized Staff •Case Managers •Clinical Leads •Community Providers •DVHA Employees •Employees •Internal Units •Members •Referring Parties •Third Party Vendors •Program Managers 	<ul style="list-style-type: none"> •To enable interdisciplinary case management. E.g. a member with multiple psychosocial needs and medical needs, enable a nurse and MSW to work the case and show up on a report as both working the case.
Document Case Disposition	<ul style="list-style-type: none"> •Authorized Staff •Case Managers •Clinical Leads •Community Providers •DVHA Employees •Employees •Internal Units •Members •Referring Parties •Third Party Vendors •Program Managers 	<ul style="list-style-type: none"> •To guide case management interventions/goals. Is member ready to engage, are they still wanting to work on goals, are they still engaged, or do they need to be closed, or referred to another program/provider/CM.
Manage Referral to Community Provider	<ul style="list-style-type: none"> •Authorized Staff •Case Managers •Clinical Leads •Community Providers •DVHA Employees •Employees •Internal Units •Members •Referring Parties •Third Party Vendors •Program Managers 	<ul style="list-style-type: none"> •As a case is worked, the system should provide a drop down menu for the case manager to choose a provider to refer the case to, as well as the status (e.g. if a member needs housing, the system should provide the CM with a list of housing agencies/partners and allow the CM to click and send the referral to appropriate party).
Modify or Withdraw Referral to Community Provider	<ul style="list-style-type: none"> •Authorized Staff •Case Managers •Clinical Leads •Community Providers •DVHA Employees •Employees •Internal Units •Members •Referring Parties •Third Party Vendors •Program Managers 	<ul style="list-style-type: none"> •To enable the CM to withdraw a referral if the member changes their minds, or if the circumstances no longer warrant the referral, or the reason for referral changes.

User Story for Requirements Workstreams

Work Stream	Actors Associated	Benefits of Implementing Work Stream
Close Case	<ul style="list-style-type: none"> •Authorized Staff •Case Managers •Clinical Leads •Community Providers •DVHA Employees •Employees •Internal Units •Members •Referring Parties •Third Party Vendors •Program Managers 	<ul style="list-style-type: none"> •To enable the CM to close a case based on a set of criteria (e.g. member has met goals, or member no longer engaging, or member now eligible for another program).
Update Member Info	<ul style="list-style-type: none"> •Authorized Staff •Case Managers •Clinical Leads •Community Providers •DVHA Employees •Employees •Internal Units •Members •Referring Parties •Third Party Vendors •Program Managers 	<ul style="list-style-type: none"> •To enable the CM to update phone numbers, primary care providers, guardian information, authorized representatives, advanced directive information, other programs enrolled in, etc.
Create and Update Appointments	<ul style="list-style-type: none"> •Authorized Staff •Case Managers •Clinical Leads •Community Providers •DVHA Employees •Employees •Internal Units •Members •Referring Parties •Third Party Vendors •Program Managers 	<ul style="list-style-type: none"> •To provide the CM ability to make appointments with members for office visit, home visit, etc based on availability reflected in appointment calendar in system.
Create Ad Hoc Query and Report for Program Monitoring and Evaluation	<ul style="list-style-type: none"> •Authorized Staff •Case Managers •Clinical Leads •Community Providers •DVHA Employees •Employees •Internal Units •Members •Referring Parties •Third Party Vendors •Program Managers 	<ul style="list-style-type: none"> •For individual CM's to track and monitor their performance, caseload numbers, capacity, impact on disease management, tracking individual members' goal attainment; for management to track program results, cost savings, reduction in ED/IP usage; to identify gaps in care by geography/provider; to identify improvements in clinical indicators by disease (e.g. reduction in hemoglobin A1-C);

User Story for Requirements Workstreams

Work Stream	Actors Associated	Benefits of Implementing Work Stream
Population Health Management	<ul style="list-style-type: none"> •Authorized Staff •Case Managers •Clinical Leads •Community Providers •DVHA Employees •Employees •Internal Units •Members •Referring Parties •Third Party Vendors •Program Managers 	<ul style="list-style-type: none"> •The system should track populations of people (e.g. diabetes) that have gaps in evidence based care by provider, by disease, by geography in order to provide feedback to providers.
Basic Functionality and System Integrity & Efficiency	<ul style="list-style-type: none"> •Authorized Staff •Case Managers •Clinical Leads •Community Providers •DVHA Employees •Employees •Internal Units •Members •Referring Parties •Third Party Vendors •Program Managers 	<ul style="list-style-type: none"> •The system will have all of the basic functionalities needed to perform as desired. •Will provide basic functionalities such as auto-population, pre-population, saving, alerts, etc.