Meeting Minutes

Research and OCC Meeting

April 1st, 2022/12:00pm EST

Meeting Minutes

| # | Topic | Lead Speaker |
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| 1 | Welcome * The SHEP Survey could be another good topic good refresher as well
* IVC Reorg – still in the works, hoping to have additional information by our May call
 | Dr. FlynnKristin Cunningham |
| 2 | V Signals Survey and Latest Community Care Data – Presentation* Been using VSignals since 10/2020, OCC has a lot of data and a lot of input (billing is an area of interest for CX)
* Who receives these surveys? What types of visits?
	+ Email generated surveys (trigger mechanism for survey varies based on type of survey)
	+ Maximum of one (1) survey every 30 days
	+ All call centers also additional surveys (more than billing)
* Service Recovery Program – associated with surveys
	+ Calling individuals back who responded with scores of 1 and 2
	+ Key indicators identified during one-on-one outreach include education, claims, VAMC-focused complaint, etc.
	+ There is no current standardization about service recovery, would loike to cement this

Discussion* Practical – Do contact centers have access to records? Can the contact center assist Veterans who have questions about their records??
	+ The Contact Center does have access and can try to assist Veterans
* Is the contact center considering AI/Bots?
	+ Yes, the team is investigating the use of bots for web chats for a future state
 | Geoff Davies  |
| 3 | Todd Wagner: Any updates on the tier 2 CC data?* Matt Labo
	+ On consults, they are looking to add Cerner data from VISN 20, working with VSSC
	+ Currently addressing some requests for additional fields for tier 2
	+ Claims – have gotten eCAMS data into Tier II, has been validated
	+ CCRS is currently in development
	+ VSSC has requested to be removed from tier 2, working on paths forward
	+ Payments, all FMS data is in tier 2, the last piece of validation about claims data is on hold, since the claims data is not complete (must be done manually for the time being)
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| 4 | Wrap Up | Kristin Cunningham |

Action/Follow-up Items

| # | Action Item | Date Assigned | Person | Due Date | Status |
| --- | --- | --- | --- | --- | --- |
| 1 |  |  |  |  |  |
| 2 |  |  |  |  |  |