

Department of Veterans Affairs

Memorandum

Date: December 15, 2022

From: Kenneth Hill, Senior Strategic Business Partner, HHCSS

Subj: Veterans Transportation Service Standards and (NG 10/17/22)

To: Willie E. Haywood Jr., President 6th District AFGE/NVAC 262

1. The American Federation of Government Employees (AFGE) Labor Representative and Veterans Administration (VA), Northern Indiana Health Care Service Agency Representative are in agreement to the attached three (3) VTS documents, and as it relates to AFGE National Grievance (NG-10/17/22) pertaining to Performance Standards for Veterans Transportation Service (VTS).

2. Should you have any questions or need further information, please contact Kenneth Hill at (260) 416-8364 or kenneth.hill@va.gov.

Kenneth Hill
Senior Strategic Business Partner
Northern Indiana Health Care System (NIHCS)

Date

Willie Haywood
President, 6th District AFGE/NVAC 262

Date

BT Clerks

1.*CUSTOMER SERVICE- (critical)

- a. Maintains confidentiality of information and disclosure is limited to a need-to-know basis.
- b. Projects professional image and develops and maintains effective working relationships with customers and staff to create and enhance trust and credibility.
- c. Responds to managers, supervisors, employees and unions within two (2) workdays of verbal or written request or sooner if the issue is time sensitive.
- d. Demonstrates courtesy and respect to Veterans, visitors and co-workers in face-to-face, telephonic and email communications; interactions will reflect helpfulness and compassion in the employee's demeanor, providing a high level of sensitivity to human needs.
- e. Communicates honestly and clearly with customers regarding changes, cancellations and/or updates in products or programs, or any service delivery issue either through face-to-face interaction, telephone or e-mail.
- f. Ensures the timely follow-through on responses, open items, requests, actions, or feedback to patients, visitors and co-workers; addresses concerns and issues by demonstrating action and delivering as committed or expressed (elevates concerns/issues through the proper chain of command as needed).

Fully Successful –

No more than 2 validated occurrences of noncompliance with any of the above performance elements during the rating period.

Exceptional –

No validated occurrence with any of the above performance elements during the rating period

2.*Claims Processing BTSSS - (critical)

- a. Correctly identifies the closest facility for BT mileage reimbursement in claims processing as determined by monthly auditing
- b. Correctly identifies BT mileage reimbursement eligibility in claims processing as determined by monthly auditing
- c. Coordinates with other services and clinics, as appropriate, to establish the mode of travel used by beneficiaries for the authorized processing of BT claims as determined by monthly auditing
- d. Completes an average of 35 or more BT claims per day as determined by monthly auditing.
(calculated by taking total claims processed divided by the number of working days in the period)
- e. Assigned claims processed within seven days of receipt.

Fully successful-

No more than twelve instances of non-compliance of elements a, b, or c; No more than three instances of element d as determined by monthly auditing during the rating and no more than three months of any instances of non-compliance with element e.

Exceptional-

No more than six instances of non-compliance of elements a, b, or c; No instances of element d as determined by monthly auditing during the rating period and no instances of non-compliance with element e.

3. *AMBULANCE BILLING: (critical)

- a. Follows all applicable Laws, Codes, and Policies in payment Authorizations
- b. Completes all claims within seven days of date/time stamped receipt or receives approved justification from supervisor indicating why the claim cannot be completed within seven days of receipt.
- c. Follows all applicable Laws, Codes, and Policies in claims denials.
- d. Coordinates with Internal & External customers in resolving issues or concerns with ambulance bill payments.

Fully successful-

No more than twelve instances of non-compliance as determined by monthly auditing during the rating

Exceptional-

No more than six instances of non-compliance as determined by monthly auditing during the rating period

4. PERFORMANCE IMPROVEMENT- (non-critical)

Participates in quality/performance improvement activities that result in one or more of the following: self-improvement, improved patient care, or improved services.

Fully Successful:

Four occurrences within the rating period

Exceptional:

Six or more occurrences within the rating period

5. Results-driven (non-critical)

Specific performance results are expected from the employee during the appraisal period and where applicable, reflect key opportunities for improvement that support VISN and facility measures relevant to VHA Modernization, identified in authoritative VA reporting and analytic systems (i.e., SAIL or its components), Access, ChooseVA, or the Five Secretary/Under Secretary priorities. VISN and facility measures include safe and effective care, efficiency, quality, costs, Veteran experience, homelessness, mental health, and the VA Choice Act.

Fully Successful:

Active participant in one initiative geared toward achieving annual unit and divisional goals.

Completes projects according to established timelines and requirements.

Demonstrates ability to identify issues, present alternatives, and creative solutions

Exceptional:

Volunteers to lead initiatives resulting in development of useful tools and/or processes

Initiates and/or leads projects and develops ideas that advance mission and vision

6. Information Security/GEMS- (non-critical)

a. Protects printed and electronic files containing sensitive data in accordance with the Privacy Act of 1974 and other VA policies/guidelines

b. Follow applicable regulations and instruction regarding in access to computerized files, release of access codes according to computer access agreement.

c. Follows all policies and procedures to ensure compliance with all applicable environmental regulations and requirements.

Fully Successful - No more than one occurrence of noncompliance with the above performance elements during the rating period.

Exceptional - No occurrences of noncompliance with the above performance elements during the rating period.

VTS Coordinator

1. *CUSTOMER SERVICE- (critical)

- a. Maintains confidentiality of information and disclosure is limited to a need-to-know basis.
- b. Projects professional image and develops and maintains effective working relationships with customers and staff to create and enhance trust and credibility.
- c. Responds to managers, supervisors, employees and unions within two (2) workdays of verbal or written request or sooner if the issue is time sensitive.
- d. Demonstrates courtesy and respect to Veterans, visitors and co-workers in face-to-face, telephonic and email communications; interactions will reflect helpfulness and compassion in the employee's demeanor, providing a high level of sensitivity to human needs.
- e. Communicates honestly and clearly with customers regarding changes, cancellations and/or updates in products or programs, or any service delivery issue either through face-to-face interaction, telephone or e-mail.
- f. Ensures the timely follow-through on responses, open items, requests, actions, or feedback to patients, visitors and co-workers; addresses concerns and issues by demonstrating action and delivering as committed or expressed (elevates concerns/issues through the proper chain of command as needed).

Fully Successful - No more than 2 validated occurrences of noncompliance with any of the above performance elements during the rating period.

Exceptional - No validated occurrence with any of the above performance elements during the rating period

2. *TRIP COORDINATION/BENEFICIARY TRAVEL- (critical)

- a. Coordinates and schedules with appropriate contract vendor, Special Mode Transport service or Veterans Transportation Service for appropriate means of ground transportation. Maintaining a minimum of five working days in draft form. Distribution of the initial manifest one full working day prior to appointments.
- b. Manages the review of SMT eligibility and requirements to ensure adherence to BT policies
- c. Coordinates with other services and clinics, as appropriate, concerning beneficiary travel issues and the coordination of transportation.
- d. Manages trip assignments effectively ensuring the timeliness of transportation services.

Fully successful- No more than six instances of non-compliance total during the rating period

Exceptional- No more than one instance of non-compliance during the rating period

3. *Scheduling- (critical)

- a. Schedules, reschedules, and cancels appointments per Scheduling Guidelines SOP and scheduling directives.
- b. Uses proper documentation in VATAS and or CPRS when scheduling/canceling/or rescheduling appointments.
- c. Follows policies and/or procedures on capturing desired date when scheduling appointments (i.e. capturing desired date from patient, if not obtainable using provider's desired date)

Fully Successful - No more than 6 occurrences of noncompliance with the above performance elements during the rating period.

Exceptional - No more than 3 occurrences of noncompliance with the above performance elements during the rating period.

4. Information Security/GEMS- (non-critical)

- a. Protects printed and electronic files containing sensitive data in accordance with the Privacy Act of 1974 and other VA policies/guidelines
- b. Follow applicable regulations and instruction regarding in access to computerized files, release of access codes according to computer access agreement.
- c. Follows all policies and procedures to ensure compliance with all applicable environmental regulations and requirements.

Fully Successful - No more than 1 occurrence of noncompliance with the above performance elements during the rating period.

Exceptional - No occurrences of noncompliance with the above performance elements during the rating period.

5. Results-driven (non-critical)

Specific performance results are expected from the employee during the appraisal period and where applicable, reflect key opportunities for improvement that support VISN and facility measures relevant to VHA Modernization, identified in authoritative VA reporting and analytic systems (i.e., SAIL or its components), Access, ChooseVA, or the Five Secretary/Under Secretary priorities. VISN and facility measures include safe and effective care, efficiency, quality, costs, Veteran experience, homelessness, mental health, and the VA Choice Act.

Fully Successful:

Active participant in one initiative geared toward achieving annual unit and divisional goals.

Completes projects according to established timelines and requirements.

Demonstrates ability to identify issues, present alternatives, and creative solutions

Exceptional: (meets FS and below)

Volunteers to lead initiatives resulting in development of useful tools and/or processes

Initiates and/or leads projects and develops ideas that advance mission and vision

6. PERFORMANCE IMPROVEMENT- (non-critical)

Participates in quality/performance improvement activities that result in one or more of the following: self-improvement, improved patient care, or improved services.

Fully Successful: Four occurrences within the rating period

Exceptional: Six or more occurrences within the rating period

VTS DRIVER

Element 1: Customer Service *

- a. Maintains confidentiality of information and disclosure is limited to a need-to-know basis.
- b. Projects professional image and develops and maintains effective working relationships with customers and staff to create and enhance trust and credibility.
- c. Responds to managers, supervisors, employees and unions within two (2) workdays of verbal or written request or sooner if the issue is time sensitive.
- d. Demonstrates courtesy and respect to Veterans, visitors and co-workers in face-to-face, telephonic and email communications; interactions will reflect helpfulness and compassion in the employee's demeanor, providing a high level of sensitivity to human needs.
- e. Communicates honestly and clearly with customers regarding changes, cancellations and/or updates in products or programs, or any service delivery issue either through face-to-face interaction, telephone or e-mail. When unable to contact the Veteran prior to pick up contact the Lead.
- f. Ensures the timely follow-through on responses, open items, requests, actions, or feedback to patients, visitors and co-workers; addresses concerns and issues by demonstrating action and delivering as committed or expressed (elevates concerns/issues through the proper chain of command as needed).

Fully Successful:

receives 3-5 validated complaints about service provided to veterans during a rating period and/or
10-19 incidents of veterans missing a ride due to lack of verification call
1-2 validated patient complaints

Exceptional:

receives 0-2 validated complaints about service provided to veterans during rating period
1-9 complaints of veteran missing a ride due to lack of verification call

Element 2: Organizational Support

- a. Strives to improve the quality and timeliness of support services rendered to our customers.
- b. Committed to maintaining a facility infrastructure that will allow the medical center to provide the highest quality of care to our patients and allow for growth and program expansion.
- c. Participates in Team meetings and provides constructive input on actions or discussions
- d. Timely completion of TMS Courses

Fully Successful:

No more than 2 instances of mandatory training not completed by due date.

Exceptional:

Completes all training elements & TMS modules by due date.

Element 3: Results-driven

Description: Specific performance results are expected from the employee during the appraisal period and where applicable, reflect key opportunities for improvement that support VISN and facility measures relevant to VHA Modernization, identified in authoritative VA reporting and analytic systems (i.e., SAIL or its components), Access, ChooseVA, or the Five Secretary/Under Secretary priorities. VISN and facility measures include safe and effective care, efficiency, quality, costs, Veteran experience, homelessness, mental health, and the VA Choice Act.

Fully Successful:

Active participant in one initiative geared toward achieving annual unit and divisional goals.

Demonstrates ability to identify issues, present alternatives, and creative solutions

Exceptional: (meets FS and below)

Volunteers to lead initiatives resulting in development of useful tools and/or processes

Initiates and/or leads projects and develops ideas that advance mission and vision

Completes projects according to established timelines and requirements.

Element 4: Information Security/GEMS- (non-critical)

- a. Protects printed and electronic files containing sensitive data in accordance with the Privacy Act of 1974 and other VA policies/guidelines
- b. Follow applicable regulations and instruction regarding in access to computerized files, release of access codes according to computer access agreement.
- c. Follows all policies and procedures to ensure compliance with all applicable environmental regulations and requirements.

Fully Successful - No more than one occurrence of noncompliance with the above performance elements during the rating period.

Exceptional - No occurrences of noncompliance with the above performance elements during the rating period.

Element 5: Patient Transportation *

Description: Safely transports veterans in a government vehicle. The veteran is safely loaded, ensuring any restraints required are used, proper PPE used and then unloaded. Warm hand offs are conducted within accordance of the VTS office SOP and tablet usage for Vetride is properly maintained.

Fully Successful:

Passengers are loaded, secured with proper safety equipment, and unloaded with no more than 1 incident of at fault passenger safety events
Uses Vetride tablet with 25 or less incorrect trip updates

Exceptional:

Passengers are loaded, secured with proper safety equipment, and unloaded with no issues of passenger safety events
Uses VetRide tablet with 24 or less incorrect trip updates
Participates in at least one activity that allows the medical center or the department to improve the quality of care to our patients and allows for growth and program expansion.

Element 6: Daily Operations and accountability *

Description:

- a. Properly documents riders in electronic device or on paper if electronic device is not working
- b. Participate in operational tasks that improve the overall image and operations of the department
 - i. Help in modifying or adapting routes to patient related issues
 - ii. Provide input on complaints or problems presented by patients
 - iii. Provide ideas for improving the operations of the fleet vehicles
 - iv. Keep vehicle fleet in a safe and effective status for all operational tasks
- c. Utilize and maintain issued uniforms.
- d. Maintain daily logs for vehicle. VA Form 3075
- e. Maintain and turn in end of month reports, to the VTS Office
- f. Account for all government issued equipment (Gas Card, Keys, Tablet, AED and phone)
- g. Keep vehicle in a clean, sanitized and ready for driving
- h. Report accidents and incidents (IAW VA Policies and directives)

Fully Successful:

Driver has daily logs (paper or electronic) complete and up to date within one day of use.

Driver has end of month report done by 3rd working day of month after the current month ends

Driver has receipts for use of GSA fuel card and has no more than 3 missing over rating period

Driver has one instance of lack of accountability of any equipment

Vehicle is found to be dirty, has trash past the current day and lacks required PPE for driver and passenger. No more than three times during the rating period.

Exceptional:

Driver has daily logs (paper or electronic) complete and up to date daily.

Driver has end of month report done by 1st working day of month after the current month ends

Driver has all receipts for use of GSA fuel card

Driver has 100% accountability of all government equipment issued.

Driver will sanitize vehicle after each trip, schedule car wash for cleanliness

Driver has no incidents of failure to report any incident, accident or other happening other than a normal transport to management as soon as safe to do so.

Driver utilizes only VTS issued uniforms during the rating period.