AMO Monthly Quality Call

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| **Event Date:** | November 14, 2019 |
| **Event Time:** | 12:00 PM EST |
| **Location:** | [Adobe Connect](https://vbatraining.adobeconnect.com/amo-monthly-quality/); VANTS Line: 800-767-1750; Code: 13629# |
| **Event Facilitator:** | James Fogg, Program Analyst, Program Administration, AMO |

Attending Staff Members:

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **X** | James Fogg, AMO | **X** | Chelsey Kondrak, AMO | **X** | ReEdna Bankhead, AMO | **X** | Gina Spilker, AMO |
| **X** | Ambria Davis, AMO | **X** | Christia Badger, St. Petersburg | **X** | Nicole Brink, St. Petersburg | **X** | Connie Christie, St. Petersburg |
| **X** | Siniti Dagrin, St. Petersburg | **X** | Jillian Downs, St. Petersburg | **X** | Ernest Stillman | **X** | Max Estrada, St. Petersburg |
| **X** | Jordan Finley, St. Petersburg | **X** | Erin Flannery, St. Petersburg | **X** | Tina Jiva, St. Petersburg | **X** | Charlotte Manes, Seattle |
| **X** | Jamie McKnight, Seattle | **X** | Beren McParland, St. Petersburg | **X** | Ivan Melendez, St. Petersburg | **X** | Cristen Pierce, St. Petersburg |
| **X** | Sarah Poppenhouse, St. Petersburg | **X** | Donelle Saunders, St. Petersburg | **X** | Lydia Turpin, St. Petersburg | **X** | Jasmina Zajimovic, St. Petersburg |
| **X** | Seattle DROC QRT Team |  |  |  |  |  |  |

***“X” indicates member in attendance.***

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| **1. Meeting Agenda** |

1. Introduction
2. M21-5, Appeals and Reviews
3. AMO Quality Mailbox
4. Review of Quality Data (June 2019-September 2019)
5. AMO Quality SharePoint Site
6. AMO Review of DROC Deferrals
7. Closing Remarks

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| **2. Notes** |

**Introduction**

Hello, and on behalf of the Appeals Management Office (AMO) I welcome you to the first AMO Monthly Quality Call. I am James Fogg, a Program Analyst with AMO’s Program Administration Quality and Training Staff. It is our intent to present monthly calls that discuss Decision Review Operations Center (DROC) quality error trends, information concerning recent and future AMO activities and other information that will be of interest to you to include topics suggested by you.

Additionally, we want to provide you with the most accurate answer possible to any questions you may have for any of today’s topics. To do that, we will not provide an answer to your question at this time. Instead, we will update the bulletin for this call with the answer to your question on a later date.

Let’s proceed to our first topic.

**Topic 1: M21-5**

AMO is pleased to announce the creation of a new manual, [M21-5, Appeals and Reviews](https://vaww.vrm.km.va.gov/system/templates/selfservice/va_kanew/help/agent/locale/en-US/portal/554400000001034/topic/554400000017961/M21-5-Appeals-and-Reviews), to serve as consolidated procedural guidance for processing legacy appeals and higher-level reviews under the Appeals Modernization Act. The new M21-5 will consolidate AMO-related information and guidance in one centralized location – creating a “one-stop shop” for AMO resources.

The oversight, training and quality assurance chapters were published last month on October 1st. Existing legacy appeals and Higher-Level Review content in M21-1, Adjudication Procedures Manual, will migrate to the new M21-5 and will also be published in FY20. AMO will provide additional communications and resources, such as a change matrix to navigate the M21-5. The content will have the same look and feel as the existing content in M21-1.

I will open the floor now for any questions you may have concerning this topic.

Additional questions can be routed through your local management to the AMO Program Administration mailbox at [AMO-Appeals.Admin@va.gov](mailto:AMO-Appeals.Admin@va.gov).

**Topic 2: AMO Quality Mailbox**

AMO has established a mailbox that we request DROCs use to communicate officially with AMO’s Quality staff. If the DROC wishes to ask questions related to quality, please email the question to: [AMOQUALITY.VBAWAS@va.gov](mailto:AMOQUALITY.VBAWAS@va.gov)

We further request that only Assistant QRT Coaches, QRT Coaches, DROC AVSCM, DROC VSCM, DROC Assistant Directors or DROC Directors use this mailbox. While AMO would like to answer every question from everyone in the DROC, it would lead to increased consistency if the DROC personnel utilize their local resources to attempt to answer these questions prior to asking AMO.

I will open the floor now for any questions you may have concerning this topic.

**Topic 3: Review of Quality Data (June 2019 – September 2019)**

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| --- | --- | --- | --- |
|  | Claim (BE) Accuracy) | Total Count | In Error |
| Authorization: | **98.2%** | **57** | **1** |
| St. Petersburg: | 97.0% | 33 | 1 |
| Seattle: | 100.0% | 24 | 0 |
|  |  |  |  |
| Rating | **93.1%** | **58** | **4** |
| St. Petersburg: | 94.9% | 39 | 2 |
| Seattle: | 88.9% | 18 | 2 |
| Special Mission: | 100.0% | 1 | 0 |
|  |  |  |  |

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| --- | --- | --- | --- |
|  | Issue (BE) Accuracy | Total Issues | Issue Errors |
| Rating | **96.3%** | **162** | **6** |
| St. Petersburg: | 97.4% | 114 | 3 |
| Seattle: | 93.6% | 47 | 3 |
| Special Mission: | 100.0% | 1 | 0 |
|  |  |  |  |

**Top BE Error Question:**

**Authorization:**

Question 8 (Were all dependency adjustments and/or decisions correct?):

* Dependent school age child/children established, denied, or removed incorrectly: 2
* Dependent minor biological child/children established, denied, or removed incorrectly: 1
* Dependent spouse established, denied or removed incorrectly: 1

**Rating:**

Question 4 (B2): Does the record show VCAA compliant development to obtain all indicated evidence (including a VA exam, if required) prior to deciding the claim?

* B2cc: VA Medical Opinion was needed: 3 of 4
* B2dd: VA treatment records not obtained: 1 of 4

**Top AMA Error Question**

**Authorization:**

Question 1 (Was proper pre-decisional notification provided and/or was proper development to the Veteran/claimant completed as required by regulations and/or the manual?)

* Higher Level Review Informal Conference not held when requested or attempts to schedule not documented properly: 5

Question 10 (Was the claimant properly notified?)

* A summary of the applicable laws and regulations: 5

**Rating:**

Question 9 (E): Was Decision Documentation correct?

* E4c: A summary of favorable findings made b the decision maker was not provided (AMA): 2
* E4h: Decisionmaker considered and/or listed evidence received after the record closed for a higher-level review: 2

I will open the floor now for any questions you may have concerning this topic.

**Topic 4: AMO Quality SharePoint Site**

AMO is in the process of developing a Quality SharePoint site. It is our intent to create a site that will enable quick updates specific to quality that will be accessible to the DROC QRT. It will include Error Trend Analyses and minutes from these AMO Monthly Quality Calls. It will also include quick links to other sites that might be important or of interest to the DROC QRT, such as the CPKM portal, the VBA Learning Catalog, and the Quality Management System (QMS). Once this site is active, we will announce it, provide the link to the site and provide instructions on accessing the site.

I will open the floor now for any questions you may have concerning this topic.

**Topic 5: AMO Review of DROC Deferrals**

AMO will begin reviewing deferrals occurring in the DROCs as part of the quarterly analysis conducted with Compensation Service to assess DTA error trends.

I will open the floor now for any questions you may have concerning this topic.

**Closing Remarks**

If you would like to suggest a topic for a future Quality Call, please route suggestions through your local management to the AMO Quality Mailbox at: [AMOQUALITY.VBAWAS@va.gov](mailto:AMOQUALITY.VBAWAS@va.gov)

We will post the AMO Quality Call Bulletins in the future. We will notify you once we have established a location where we will post the bulletins.

The Quality Call audio recordings and PowerPoint slides will be located in both TMS and the VBA Learning Catalog. We will send out email notification once these files are available for review.

As I stated earlier, we will post the answer to any questions submitted regarding any of the topics presented during today’s Quality Call on a later date. We will send an email notifying of when we have added Questions and Answers to this Quality Call Bulletin.

We will present our next AMO Quality Call on December 5, 2019 at 12:00 EST.

**DROC Questions:**

* Are you starting reviews of deferrals or returns
  + **Response:** We will begin reviewing deferrals. We are already doing special focus reviews for higher-level returns.
* How often will you present these quality calls?
  + **Response:** We will present these quality calls on a monthly basis. We will notify you in advance of the date and time of the call or if the call has been cancelled for the next month.
* Can you send the invite to the St. Pete DROC QRT box?
  + **Response:** Yes.

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| **3. Decisions** |

The following lists decisions made in previous meetings or mandated by management. This will serve as a guideline for future actions/ decisions.

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| --- | --- | --- | --- | --- |
| **No.** | **Decision** | **Decision By** | **Date** | **Comments** |
|  |  |  |  |  |

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| **4. Action Items** |

The following lists action items captured in prior meetings. Items will be reviewed and updated using the action items tracker.

| **No.** | **Action Item** | **Assigned to** | **Assign Date** | **Due Date** | **Status** | **Comments** |
| --- | --- | --- | --- | --- | --- | --- |
| 1. |  |  |  |  |  |  |

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| 5. Next Meeting | | |
| **Date:** December 5, 2019 | **Time:** 12:00 EST | **Location:** Adobe Connect Online Meeting |

**Legend**

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|  | Open Actions with future due dates |
|  | Open Actions with a past due date |
|  | Closed actions |