(VSR VIP Pre-D) VA Terminology

Instructor Lesson Plan

Time Required: 1.5 Hours

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| Lesson Description | |
| The information below provides the instructor with an overview of the lesson and the materials that are required to effectively present this instruction. | |
| TMS # | 62299 |
| Prerequisites | None |
| target audience | The target audience forVA Terminology is the entry level VSR.  Although this lesson is targeted to teach theVSR Entry Level employee, it may be taught to other VA personnel as mandatory or refresher type training. |
| Time Required | 1.5 hours |
| Materials/ TRAINING AIDS | Lesson materials:   * VA Terminology PowerPoint Presentation * VA Terminology Trainee Handout Packet * VA Terminology Answer Key * Compensation Service Intranet |
| Training Area/Tools | The following are required to ensure the trainees are able to meet the lesson objectives:   * Classroom or private area suitable for participatory discussions * Seating, writing materials, and writing surfaces for trainee note taking and participation * Handouts, which include a practical exercise * Large writing surface (easel pad, chalkboard, dry erase board, overhead projector, etc.) with appropriate writing materials * Computer with PowerPoint software to present the lesson material   Trainees require access to the following tools:   * VA TMS to complete the assessment * Compensation Service Web Site * Job Aids * Medical References & Links * VBA Website * VBA Intranet * Medical EPSS |
| Pre-Planning | * Become familiar with all training materials by reading the Instructor Lesson Plan while simultaneously reviewing the corresponding PowerPoint slides. This will provide you the opportunity to see the connection between the Lesson Plan and the slides, which will allow for a more structured presentation during the training session. * Become familiar with the content of the trainee handouts and their association to the Lesson Plan. * Practice is the best guarantee of providing a quality presentation. At a minimum, do a complete walkthrough of the presentation to practice coordination between this Lesson Plan, the trainee handouts, and the PowerPoint slides and ensure your timing is on track with the length of the lesson. * Ensure that there are copies of all handouts before the training session. * When required, reserve the training room. * Arrange for equipment such as flip charts, an overhead projector, and any other equipment (as needed). * Talk to people in your office who are most familiar with this topic to collect experiences that you can include as examples in the lesson. * This lesson plan belongs to you. Feel free to highlight headings, key phrases, or other information to help the instruction flow smoothly. Feel free to add any notes or information that you need in the margins. |
| Training Day | * Arrive as early as possible to ensure access to the facility and computers. * Become familiar with the location of restrooms and other facilities that the trainees will require. * Test the computer and projector to ensure they are working properly. * Before class begins, open the PowerPoint presentation to the first slide. This will help to ensure the presentation is functioning properly. * Make sure that a whiteboard or flip chart and the associated markers are available. * Provide a sign in sheet and at the conclusion of the session, ensure that all trainees sign in. |

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| Introduction to VA Terminology | | |
| INSTRUCTOR INTRODUCTION | | Complete the following:   * Introduce yourself * Orient learners to the facilities * Ensure that all learners have the required handouts |
| time required | | 10 minutes |
| Purpose of Lesson  Explain the following: | | This lesson is intended to give the trainees an overview of VA and Medical terminology, abbreviations, and the resources that can be used to find definitions and acronyms. This lesson will contain discussions and exercises that will allow you to gain a better understanding of:   * Abbreviations, acronyms, and initialisms and their proper application * VA and medical terminology, abbreviations and symbols and how to interpret them |
| Lesson Objectives  Discuss the following:  *Slide 2*  *Handout pg 2* | Upon completion of this lesson, theVSR will be able to do the following:   * Identify and define VA acronyms, abbreviations, and initialisms utilizing: * VA Acronym Lookup * Medical Electronic Performance Support System (MEPSS) * Appropriate utilization of acronyms, abbreviations, and initialisms in correspondence | |
| Explain the following: | Each learning objective is covered in the associated topic. At the conclusion of the lesson, the learning objectives will be reviewed. | |
| Motivation | The words and terms used in VBA may be strange to newly hired personnel, especially to non-medical persons. It is important that trainees have a tool to locate and define the meaning of common VA and medical termimology, which in turn ensures clarity and accuracy when working Veterans claims. This will ensure Veterans are treated accurately and avoid errors in processing VA claims. | |
| References  *Slide 3*  *Handout pg 3* | Explain where these references are located in the workplace.   * VA Acronym Lookup Tool   + <http://vaww.va.gov/acronyms/> * [Medical EPSS](http://cptraining.vba.va.gov/C&P_Training/Job_Aids/Medical_EPSS.htm)   + Acronyms & Abbreviation tool   + Symbols tool * [Job Aids](http://vbaw.vba.va.gov/bl/21/rating/rat00.htm)   + [Medical References](http://vbaw.vba.va.gov/bl/21/rating/rat01.htm) *(Located in the left hand column of Job Aids Page)*   + [Medical Abbreviations](http://vbaw.vba.va.gov/bl/21/rating/Medical/MED_ABBS/A-d.htm) *(Located within the Medical References section)* * All M21-1 Adjudication Procedures references are found in the [Compensation](https://vaww.compensation.pension.km.va.gov/system/templates/selfservice/va_ka/portal.html?encodedHash=%23!agent%2Fportal%2F554400000001034%3FLANGUAGE%3Den%26COUNTRY%3DUS) Pension Knowledge Management portal. | |

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| Topic 1: Abbreviations, Acronyms, & Initialisms | |
| **Introduction** | This topic will allow the trainee to overview common acronyms, abbreviations, and initialisms used in VA terminology and will help trainees locate sources for finding definitions for any terms unknown to them. |
| **Time Required** | 15 minutes |
| **OBJECTIVES/ Teaching Points** | Topic objectives:   * Given the online VA Acronym Lookup tool, identify and define VA acronyms, abbreviations, and initialisms and discuss how to use appropriately in correspondence |
| **DEFINITIONS**  *Slide 4-6*  *Handout pg 4* | An **abbreviation** is a shortened or contracted form of a word or phrase used in place of the whole and chiefly used in writing to represent the complete form. Often, an abbreviation is a shortened form of an expression, usually followed by a period. Dr. is a standard abbreviation for doctor; Ave. is a standard abbreviation for avenue.  An **acronym** is a word formed from the initial letters or groups of letters of words in a set phrase or series of words, such as OPEC from Organization of Petroleum Exporting Countries. An acronym is a pronounceable name made up of a series of initial letters or parts of words, and are often less clumsy than the complete expressions they represent  An **initialism** is an abbreviation consisting of initial letters pronounced separately. For example, the National Football Leagues, is referred to as the “NFL,” where the N, F, and L are pronounced separately. FBI (Federal Bureau of Investigation) is another example of an initialism. |
| **PROPER APPLICATION**  *Slide 7*  *Handout pg 4* | Jargon consists of words or expressions that are used by a particular profession or group, which may be difficult for others to understand Avoid VA jargon in letters to Veterans and claimants. Never assume that those who receive or read VA information are familiar with VA terminology, or have heard of organizations known by their initials.  If you use an abbreviation or acronym in correspondence, write it out completely the first time, followed by the abbreviation/acronym in parenthesis.  Example:   * INCORRECT: Please send us any copies of your STRs * CORRECT: Please send us any copies of your Service Treatment Records (STRs) |
| Topic 2: VA Acronym Lookup Tool | |
| **Introduction** | This topic will allow the trainee to locate sources for finding definitions for any terms unknown to them. |
| **Time Required** | 10 minutes |
| **OBJECTIVES/ Teaching Points** | Topic objectives:   * Given the online “Tools” found in Medical Electronic Performance Support System (Medical EPSS), identify and define medical acronyms, abbreviations, and symbols utilized in medical records and Medical EPSS |
| **NAVIGATION TO ACRONYM TOOL**  *Slide 8-13*  *Handout pg 5* | Demonstrate to the trainees how to navigate to the Acronym Tool.   1. Open the Compensation Services Intranet Home Page 2. Click “Employee Resources” in the upper right hand corner 3. Under “Reference” section, click “VA Acronym Lookup”   Direct link to the acronym tool is: <http://vaww.va.gov/acronyms/>  Have the student use the tool to search for “VBMS” |
| **GROUP EXERCISE**  *Slide 14*  *Handout pg 5* | The following acronyms are commonly used within VBA. Utilizing the online VA Acronym lookup tool, guide the trainees in identifying and defining the commonly used acronyms below:   * SC: Service Connected * NSC: Non-Service Connected * BVA: Board of Veterans’ Appeals * NOD: Notice of Disagreement * CEST: Claim Establishment * SVSR: Senior Veteran Service Representative * COD: Character of Discharge * VSCM: Veteran Service Center Manager * DRO: Decision Review Officer * CAPRI: Compensation and Pension Records Interchange * PCGL: Personal Computer Generated Letter * MAP-D: Modern Award Processing Development * VETSNET: Veterans Service Network * VBMS: Veterans Benefits Management System * VBMS-A: Veterans Benefits Management System - Award * VBMS-R: Veterans Benefits Management System - Rating * FDC: Fully Developed Claims * ADL: Automated Decision Letter * AMA: Appeals Modernization Act |

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| Topic 3: Medical Terminology | |
| **Introduction** | This topic will demonstrate to the trainee how to use resources for finding definitions for any terms unknown to them. | |
| **Time Required** | 10 minutes | |
| **OBJECTIVES/ Teaching Points** | Topic objectives:   * Given the online “Tools” found in Medical Electronic Performance Support System (MEPSS), identify and define medical acronyms, abbreviations, and symbols utilized in medical records and Medical EPSS | |
| **DEMONSTRATION**  *Slide 15-16*  *Handout pg.6* | Demonstrate how to access the following websites, which will help trainees understand common medical terminology, abbreviations and symbols:   * Medical EPSS   + Acronyms & Abbreviations tools   + Symbols tools * Job Aids   + Medical References & Links   + Medical Abbreviations |

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| Practical Exercises | |
| Time Required | 30 minutes |
| EXERCISE  *Handout pg 7- 11* | Have the trainees complete the three practical exercises in their trainee handout packet. Ask if there are any questions about the information presented in the exercise, and then proceed to the Review. |

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| Lesson Review and Wrap-up | |
| Introduction  Discuss the following: | The VA terminology lesson is complete.  Review each lesson objective and ask the trainees for any questions or comments. |
| Time Required | 15 minutes |
| Lesson Objectives  Slide 17 | You have completed the VA Terminology lesson.  The trainee should be able to:   * Given the online VA Acronym Lookup tool, define and identify VA acronyms, abbreviations and initialisms and how to use them appropriately in correspondence. * Given the online “Tools” found in Medical EPSS, define and identify medical acronyms, abbreviations and symbols utilized in medical records and Medical EPSS. |
| Assessment | Remind the trainees to complete the on-line assessment in TMS to receive credit for completion of the course.  The assessment will allow the participants to demonstrate their understanding of the information presented in this lesson. |