**AQRS Practicum Demo June/July 2020**

Hello everybody!

I’m Robert Johnson, a Senior Quality Review Specialist with Compensation Service Quality Assurance.

Today, I’ll be introducing you to a Practicum designed especially for Authorization Quality Review Specialists, and it will be assigned to you in July 2020 to complete.

I’ll talk about the background and provide a demonstration on how to navigate the Practicum system.

In 2016, I began working with VA’s Office of Employee Development and Training, which is now the Office of Talent Management, to develop a system that could create a complete Veteran’s claims folder with multiple types of documents along with an associated quality review checklist.

And, I’ve used these Practicums here in Quality Assurance since 2018.

In partnership with OFO, I’ve created a series of Practicums this year that will be assigned to both Rating and Authorization Quality Review Specialists. There will be 2 for Rating and 2 for Non-Rating from April to August this year. They’ll be administered through TMS, and TMS credit is assigned. By the way, the first rating one was completed at the end of April by the Rating Quality Review Specialists with great success.

The purpose of the Practicums is to achieve accuracy and consistency in the quality review process amongst all Quality Review Specialists in the National Work Queue. I’ve created a standardized assessment environment that corresponds to IQRs conducted by all of you. The expected outcome of these is to ensure consistency by all Quality Review Specialists reviewing the same identical case and completing the checklist consistently with their peers. This is to drive accuracy, consistency, and a commonality to the IQR process.

The Practicums are **not** Consistency Studies. They’re designed to be just like a regular case as if it were selected for quality review in QMS, which may or may not have critical or non-critical errors.

You’ll review the eCase and answer the Tasks on the VSR Task Based Quality Review Checklist that’s actually built into the system. They’re absolutely **not** designed to be tricky. There are no built in gotchas. It’s just a regular case from VBMS like any other case you would select in QMS to review.

You won’t have to write any error narratives or cite references. You’ll simply demonstrate your ability to conduct a quality review of the case and properly record your findings on the VSR Quality Checklist.

Feedback results of each Practicum will be discussed by us during a subsequent District Meeting in a group setting. If the outcome reveals inconsistencies, we can do a mini-training session during that Meeting.

I’m going to walk you through how to complete the Practicum and navigate the system.

Once you select the link from TMS, you’ll be taken to this screen. You can take note of the transaction, transaction date, EP, and date of claim.

If you have never completed a profile screen for the Office of Talent Management before, you will see this Profile Screen.

Here you’ll enter your first and last name, Compensation for Service, select your office location – *the city,* ***not*** *the state, for example, select Waco, not Texas*, select AQRS as your Job Title, and indicate your years of experience as an AQRS.

When the Practicum is assigned to you, please take a moment to read these detailed instructions. The transaction, transaction date, EP, and date of claim are shown one last time on this screen.

Select the Resources button to open a PDF-fillable copy of the VSR Task Based Quality Review Checklist.

You can print it, save it to your computer, or just leave it showing on one screen. Use this checklist to record your quality review; **but**, please know that completing this PDF form is **not** how you complete the Practicum.

Once you have the PDF form on one screen or a hard copy, select the Case button to open the eCase.

This is how the eCase will appear when you select the case button. The most recent documents are listed first on top, with the oldest documents at the bottom. The documents are in one, long string. Use the bookmarks on the left-hand column to go to the document you want to view. You can see that as you scroll through the documents, the bookmark does not scroll.

Conduct an IQR of the transaction and record your findings on the PDF fillable checklist. Let me go back and show the practicum instructions screen again.

Okay, so when you’re finished with the quality review, select Continue.

Now, you’re actually in the Practicum System. This is the VSR Task Based Quality Review Checklist showing each Task on its own screen. Please notice that you can access the eCase and the Checklist Job Aid on each Task screen in the upper left-hand corner.

Using the PDF checklist that you completed, answer the Tasks in the system. This is Task 1. There’s radio buttons for Yes, No, and N/A. If there are no errors under this Task, or this Task does not apply, select Yes or N/A, and then Submit to take you to the next Task. If there are errors under this Task, select No and then Submit to take you to the Task error descriptor, or sub-Task, on the Checklist.

For Task 1, I’ll indicate this Task does not apply, so I’ll select N/A and then Select Submit.

See? The system took me to Task 2. Notice again that the eCase and the Checklist Job Aid are in the upper left-hand corner. And, notice that there is a Back button near the upper right-hand side.

From this Task to the end of the assessment, this back button will be available. So, if you accidentally select an incorrect answer, you can go back to fix it. You can use the back button as often as you want. So, once you select SUBMIT, you can go back to the previous question or questions. Select the BACK button to go back to the previous question you want to go to. However, please note that as you move backwards, your previous selection(s) will be erased.

For this task, I’ll indicate there is an error, so I’ll select No and then Select Submit.

The system is now showing the Task error descriptor, or sub-Task, for Task 2. You can select more than one sub-Task, if it applies. I’ll select No STRs requested and Overdevelopment, and then Select Submit.

Now, we’re on Task 3. Let’s use the back button to see how it works.

So selecting the Back button shows a warning screen that answers on this page will be erased. Selecting Go took me to the Task 2 error descriptors. I can change my answer and uncheck overdevelopment. Then select submit to go to Task 3.

Just remember that as you move backwards, your previous selections will be erased.

Follow these same steps for Tasks 1 thru 11. For this demo, I’ll select Yes for all other Tasks. By the way, both Submit buttons, top and bottom, do the same function.

So, after Task 11, this one last screen is the opportunity to provide any comments before you submit the results of your quality review. You can also provide an explanation of your review, if you want.

Notice that the back button is here one last time before you submit your quality review. So, this is the opportunity for you to make any corrections to your quality review before you submit it.

If you don’t have any comments to provide, **please leave this box blank** and then select Submit.

The Practicum is now completed. You can select the link click here to view your results.

When you’re finished, select the Exit button in the upper right-hand corner.

So, this is the end of the Practicum demonstration. Thank you for your attention, and good luck!