* **Red Flag:** The patient ran out of a prescribed medication.
* **Probe:** The provider did not ask the patient why he had run out of his medication.
* **Contextual Factor:** The patient spontaneously revealed that he tried to call in for a refill, but was told the provider was out of town. (Domain: Access)
* **No Contextual Plan of Care:** The provider did not comment, nor address the patient’s ability to refill medications if the provider was unable to be reached. The provider missed an opportunity to explore options to help the patient including providing him contact information for another provider who could assist with medication refills.
* **Red Flag:** A patient stated he was not able to monitor his INR levels.
* **No Probe:** The provider did not ask why the patient was unable to monitor his INR levels.
* **Contextual Factor Revealed by Pt.:** The patient went on to say that he had been unable to order a recommended home monitor because it was from an outside company and he didn’t know who to contact at the VA for help. (Access Domain)
* **No Plan of Care:** The provider did not address the patient’s ability to receive the home monitor. Possible strategies include contacting the pharmacy department to see who would be able to assist the patient in securing the monitor.
* **Red Flag:** The patient has missed 36% of his appointments in the past year.
* **Probe:** The provider did not ask why.
* **Contextual Factor:** The patient’s wife who was accompanying him commented that they live far from the VA and have difficulty traveling for appointments. (Domain: Access)
* **No Contextual Plan of Care:** The provider didn’t follow up with any discussion about what to do….e.g. seeing if a CBOC might be closer to the patient’s home, combining appointments to lessen the number of trips, exploring home health or telehealth options, seeing whether a VA transport service might be an option etc....
* **Red Flag:** A patient stated that he was unable to start recommended physical therapy (PT) for an ongoing symptomatic musculoskeletal issue.
* **No Probe:** The provider did not respond.
* **Contextual Factor:** The patient went on to say that he couldn’t start PT because he was leaving for Florida for the winter and wouldn’t return for several months. (Domain: Skills, Abilities, and Knowledge/Access)
* **No Contextual Plan of Care:** The provider did not respond and went on to other issues. This was a missed opportunity to inform the patient that he could arrange his care at a VA in Florida while he was there.
* **Red Flag**: A patient with diabetes mentioned that he was not checking his blood sugars at home.
* **No Probe:** The nurse did not ask the patient why.
* **Contextual Factor:** The patient, however, went on to say that he was in the process of moving and couldn’t find his glucometer. (Domain: Access).
* **No Contextual Plan of Care:** The nurse sympathized with the patient about losing track of the glucometer, but did not discuss options for either trying to locate it or replacing it. Missed opportunity to assist Veteran with health care supply need.
* **Red Flag:** The patient, who mentioned that he wants to quit smoking, declined a referral to the smoking cessation clinic when it was offered.
* **No Probe:** The provider did not ask the patient why he doesn’t want to follow-up in the smoking cessation clinic given that he said he wants to quit.
* **Contextual Factor:** The patient went on to say that he lives over an hour and half away and it is difficult for him to get to the VA. (Domain: Access)
* **No Contextual Plan of Care:** The provider did not comment on nor address the patient’s situation. They missed an opportunity to explore options to help the patient, including seeing if he could participate via telehealth, or discuss whether there is a program in his community.
* **Red Flag:** A patient had missed 3 appointments in the past 4 months.
* **No Probe:** The provider did not ask the patient why.
* **Contextual Factor Revealed by Pt.:** The patient went on to say that no one had contacted him from the VA about the appointments so he had not been aware of them. (Domain: Access)
* **No Contextual Plan of Care:** The provider did not respond. Missed opportunity to resolve miscommunication, e.g. by checking to see if patient’s contact information is correct in CPRS, or if the patient would like to utilize My HealtheVet to check on upcoming appointments.
* **Red Flag:** A patient who smokes mentioned that he’d like to attend a smoking cessation clinic, but that he could not.
* **No Probe:** The provider did not ask why.
* **Contextual Factor Revealed by Pt.:** The patient went on to say that he lives more than 90 minutes away from the VA and the commute would be too much for him to attend the cessation clinic. (Domain: Access)
* **No Contextual Plan of Care:** The provider did not respond. Missed opportunity to see if there were other option such as a telehealth option, a CBOC closer to the patient, or coordinating medical appointments with days the clinic held sessions, so he could make one trip.