VHA PIMS
VHA Performance Improvement Management System

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VHA PIMS User Guide

Volunteer

September 2020

VOLUNTEER

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INTRODUCTION

The Veterans Health Administration Performance Improvement Management System (VHA PIMS) is a web-based system for use by the VHA to systematically support the VHA's Comprehensive Emergency Management Program. The system provides a consistent and efficient approach to plan, develop, evaluate, and improve emergency management activities throughout the VHA and enables multi-level participation and collaboration.

VOLUNTEER REGISTRATION AND PROFILE COMPLETION

If you have not previously registered for VHA PIMS or do not have a current account in the system, follow the steps below to register as a Volunteer in the system.

Step 1: Go to https://vhapims.orau.org.

Step 2: Click the 'Volunteer Registration' tab on the login page.

Step 3: Enter your @va.gov email address (without the @va.gov part), and click **Submit**.

Step 4: Upon clicking **Submit**, you will be sent an email from vhapims@orau.org with additional instructions. Click the link in the email you received.

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Thank you for your request for access to VHA PIMS as a DEMPS/Telehealth Volunteer. To create an account, follow the link below to verify your e-mail address and complete the DEMPS/Telehealth Volunteer registration process.

Email Verification

*** This is a system-generated email, do not reply to sender ***

Note: If an email did not appear in your main inbox, check your junk or spam email box. In the event you may have incorrectly entered your @va.gov email address, you can return to Step 1 and restart the registration process.

Step 5: Upon clicking the link in the email you received from vhapims@orau.org, you will be taken to an 'Email Confirmation' screen, which verifies your @va.gov email address. Click **Continue to Volunteer Registration** to continue the registration process.

Step 6: If you are a Program Office Volunteer, such as a DAT or OIT Volunteer, select 'Yes' on the first question that appears and click **Save & Continue**. If you are not a member of one of the Program Offices, select 'No' and click **Save & Continue**.

Upon clicking **Save & Continue**, you will be taken to the Registration Form. Select which Volunteer programs you wish to register for, fill-out the remaining fields on this page, review your information for accuracy, and click **Submit to Supervisor** at the bottom of the screen.

User Account

Select your home VISN/VAMC	Select VISN ▾	Select VAMC ▾
Select the Volunteer Program(s) for which you wish to register:	☐ ⓘ DEMPS ☐ ⓘ FRDP ☐ ⓘ Virtual Only Telehealth	
VA Email	casey.voltest@va.gov	
Password		Contains at least seven non-blank characters Maximum length of 50 characters Must contain at least one lowercase letter
Confirm Password		Must contain at least one special character Password and Password Confirmation fields match Password cannot contain characters < >

Upon clicking **Submit to Supervisor**, you will receive a 'Success' message and an email will be sent from vhapims@orau.org to your supervisor prompting them to review your Volunteer request.

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John Davis has submitted at least one Volunteer request for review. Click the link below to review the profile and approve or reject the request(s).

By approving this individual you are approving them to be in the selected Volunteer program(s). You are NOT approving them for deployment.

Volunteer Approval Request

*** This is a system-generated email, do not reply to sender ***

Note: The supervisor will receive 30-, 60-, and 90-day reminder emails to take action on your request to become a Volunteer.

RESUBMITTING THE SUPERVISOR REQUEST

If your supervisor needs the Volunteer request re-sent to them for their review, log in to VHA PIMS, click the user icon in the upper, right-hand corner of the screen, and click 'User Profile'.

📄 User Support ▾   👤 ▾

⊕ Alerts
⚙ User Profile
⊘ Logout
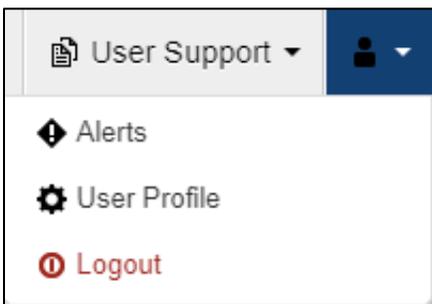
Click the 'Qualifications' dropdown for any of the Volunteer types (DEMPS, FRDP, or Telehealth) in the left-side navigation, and click 'Supervisor Approval'.

Click **Resubmit Request** to re-send your request to become a Volunteer to your supervisor. Click **Edit** at the bottom of the screen if you need to update your supervisor information before resubmitting your request.

Even if your request to become a Volunteer has been previously rejected, you can **Resubmit Request** to your supervisor, if necessary.

SUPERVISOR APPROVAL

When a supervisor clicks the link provided from VHA PIMS to review a candidate's request to become a Volunteer, they will be taken to the screen shown below. The supervisor does not have to be a registered user of VHA PIMS to review a Volunteer request.

Name	John Davis
Work Phone	864-864-8641
VA Email	john.davis@va.gov
Selected Profession/Specialty	MD/DO / Podiatry
Supervisor Name	William Ritter
Supervisor Phone	864-411-1486
Supervisor VA Email	william.ritter@va.gov

Pending Type(s)

Program	DEMPS ○ Approve ○ Reject
Program	FDRP ○ Approve ○ Reject
Program	Virtual Telehealth ○ Approve ○ Reject

Submit

Note: If your request to become a Volunteer is rejected, you will be notified via email from VHA PIMS.

If you receive supervisor approval for participating in a Volunteer program, a green checkmark will display next to the 'Supervisor Approval' section of that Volunteer Type in the left-side navigation of your Volunteer profile.

DEMPS Qualifications: *In Process* ▾

☑ Supervisor Approval

☐ Occupational Health

☐ Travel

☐ Training

As soon as a supervisor has taken action on your request(s), you will be notified of that decision via email from VHA PIMS.

If you receive approval as a DEMPS Volunteer, you will receive an email outlining next steps on becoming fully qualified (the DEMPS Coordinator at your facility is copied on this correspondence). You will be asked to do the following:

1. Complete medical clearance from Occupational Health.
2. Complete your VA Online travel card request through the Financial Services Center (FSC).
3. Complete the applicable online training course(s) in TMS.

If you are approved for DEMPS or FRDP, another email will be sent to the Occupational Health staff at the facility where you are registered (the Volunteer and the DEMPS Coordinator are copied on this correspondence). This email notifies the Occupational Health staff at your facility that a physical is required for qualification as a DEMPS or FRDP Volunteer, and requests that the Occupational Health staff log in to VHA PIMS and schedule the physical.

For Program Office Volunteers, the Program Coordinator will manually enter the VAMC where you will receive Occupational Health clearance. As soon as this information is entered, the Occupational Health staff will receive an email stating you need to be seen for your initial physical.

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Robert Davis has been approved by his/her supervisor to be a DEMPS Volunteer. As part of the initial qualification process for this individual to be eligible for future deployments, they must meet physical requirements.

This initial physical is not the deployment certification physical. It is only part of the initial qualification process to become eligible for future deployments.

To schedule the initial qualification physical, log in to VHA PIMS, click on Robert Davis in the DEMPS Volunteer Listing page under Volunteer Management System, enter the DEMPS Qualifications/Occupational Health area of the Volunteer profile, and enter the date of the scheduled physical for Robert Davis.

Note: The Occupational Health staff receives 30-, 60-, 90-, and 120-day reminders to schedule the Volunteer for a physical.

OCCUPATIONAL HEALTH QUALIFICATION

Once the Occupational Health Staff has logged in to VHA PIMS and scheduled you for a physical, an email will be sent from VHA PIMS to notify you of the scheduled date and time.

Note: The Occupational Health user has the ability to select a 'Non Responsive' option if repeated attempts to contact you for a physical have been fruitless.

For DEMPS Volunteers, upon completion of the physical, the Occupational Health Staff must log in to VHA PIMS to record that you now have an existing physical on file, to enter the date of the physical, and to select one of the following options:

1. Cleared
2. Cleared, with limitations
3. Temporarily not cleared
4. Permanently not cleared

For FRDP Volunteers the process differs slightly. The Occupational Health Staff must log in to VHA PIMS to record whether or not you have an existing physical on file, enter the date of the physical, and select the following options:

- Cleared for Level C Protection
- Not Cleared for Level C Protection

Note: If you are not cleared medically, you will be notified via email from VHA PIMS.

Occupational Health Qualification: Davis, Robert M

⌂ / DEMPS Volunteer Listing / View Robert Davis

The VAMC Occupational Health Staff is responsible for entering information in this section. Volunteers do not have the ability to edit this area of the profile.

Name: Robert M Davis   **VA.gov email:** robert.davis@va.gov   **Work Phone** 879-841-8481

Existing Occ Health Physical on file?   **Category**
Yes   1 - Cleared

Most Recent Annual Physical   **Initial Occ Health Physical**
07/27/2020   07/27/2020

Comments
Individual cleared their initial physical

Back to Listing   Edit

If you are deemed medically qualified as a DEMPS Volunteer, the moment the Occupational Health Qualification staff enters this information in the Occupational Health section of your Volunteer Profile in the system, four emails will be sent from VHA PIMS.

1. You will receive an email stating you are medically qualified. Your supervisor and DEMPS Coordinator are copied on this correspondence.

2. Your DEMPS Coordinator receives an email stating that you are medically qualified, and also outlines the steps remaining for you to become fully qualified in the system. This email includes instructions for the DEMPS Coordinator on how to enter Travel Card information in the Volunteer Profile.

3. The TMS Team (eestmsteam@va.gov) receives an email requesting they assign you the appropriate TMS training course to continue the qualification process.

4. Your DEMPS Coordinator or DEMPS Training staff will receive an email notifying them of your qualification status and next steps required to complete DEMPS Training qualification.

If you are qualified by the Occupational Health staff at your facility, a green checkmark will display next to the 'Occupational Health' section on the left side of your Volunteer Profile.

If you are an FRDP Volunteer and are 'Cleared for Level C Protection', one email will be sent from VHA PIMS. The email will be sent to you as the Volunteer, with your supervisor and FRDP Program Manager copied, stating Occupational Health has determined you are Cleared for Level C Protection. The email also requests that you complete the FRDP operations level training to complete the qualification process.

TRAVEL QUALIFICATION (DEMPS ONLY)

After you have received initial medical clearance and this has been marked in your Volunteer Profile, the next qualification area to be addressed is 'Travel'. Both the DEMPS Coordinator and the Volunteer have the ability to enter travel card information in the Volunteer Profile.

To enter travel card information in your Volunteer Profile, click 'Travel' in the left-side navigation, click **Edit**, select 'Yes', enter the travel card Expiration Date (as shown above), and click **Save**.

If travel card information is entered and saved properly a green checkmark will display next to the 'Travel' section in the left-side navigation of your Volunteer Profile.

TRAINING QUALIFICATION

Upon completion of the appropriate TMS training course, the proper program manager (your facility DEMPS Coordinator, your facility FRDP Program Manager, or the Telehealth Program Coordinator) must log in to VHA PIMS and record this completion in your Volunteer Profile.

Upon the recording of the training completion, a green checkmark will display next to the 'Training' section in the left-side navigation of your Volunteer Profile. Also, your overall qualification status will update from 'In Process' to 'Qualified'.

For FRDP Volunteers, once you have completed the appropriate training, notify your FRDP Program Manager and request that they enter this completion in your Volunteer Profile in VHA PIMS. Once the FRDP Program Manager enters this completion, you will be fully 'Qualified' as an FRDP Volunteer in the system.

If you are a Telehealth Volunteer, notify one of the Telehealth Program Coordinators upon completing the appropriate training courses.

This effectively ends the Volunteer registration and qualification process in VHA PIMS.

For any Volunteer Type (DEMPS, FRDP, or Telehealth) you will receive an email from VHA PIMS stating you have become fully qualified once all of the qualification areas for that respective program have been addressed and cleared.

REGISTERING AS A VOLUNTEER AS AN EXISTING USER IN VHA PIMS

If you are an existing user in VHA PIMS (VAMC EM, VAMC Staff, VISN EM, AEM, REM, etc.) the process for requesting a Volunteer role is essentially the same, but the location from which you request to become a Volunteer is different.

Instead of requesting a Volunteer role from the login page, you will request the role from the 'Account' page of your User Profile.

Step 1: Log in to VHA PIMS (https://vhapims.orau.org).

Step 2: Click the user icon in the upper, right-hand corner of the screen and select 'User Profile'.

Step 3: Click **Edit** on the 'Account' page.

☐ Request a Volunteer Role

Cancel   Save

Step 4: Scroll down to the bottom of the page and click the 'Request a Volunteer Role' checkbox.

Step 5: Click **Save**.

This will take you to the Volunteer Profile area of the system. Fill out the Volunteer Profile information and click **Submit to Supervisor** at the bottom of the screen.

Follow the qualification steps outlined earlier in this user guide to become a fully qualified Volunteer in VHA PIMS.

FULLY QUALIFIED VOLUNTEER CHECKLIST

In summary, these are the items that must be completed to become a fully qualified Volunteer in VHA PIMS.

For DEMPS Volunteers:

1. Register as a Volunteer in VHA PIMS.
2. Receive supervisor approval (the supervisor must click the link in the email sent to them from VHA PIMS and click **Approve**).
3. Receive medical clearance from Occupational Health at your facility (the Occupational Health Staff at your facility must record your medical clearance in your Volunteer Profile in VHA PIMS).
4. Enter Travel Card information in the 'Travel' section of the Volunteer Profile (this can be entered by the Volunteer or the DEMPS Coordinator).
5. Complete the appropriate TMS training course (the DEMPS Coordinator or Training Staff user at your facility must enter this completion in your Volunteer Profile in VHA PIMS).

For Telehealth Volunteers:

1. Register as a Volunteer in VHA PIMS.
2. Receive supervisor approval (the supervisor must click the link in the email sent to them from VHA PIMS and click **Approve**).
3. Complete the appropriate training course (the Training Staff user at your facility must enter this completion in your Volunteer Profile in VHA PIMS).

For FRDP Volunteers:

1. Register as a Volunteer in VHA PIMS.
2. Receive supervisor approval (the supervisor must click the link in the email sent to them from VHA PIMS and click **Approve**).
3. Receive medical clearance from Occupational Health at your facility (the Occupational Health Staff at your facility must record your medical clearance in your Volunteer Profile in VHA PIMS).
4. Complete the appropriate training course (the FRDP Program Manager at your facility must enter this completion in your Volunteer Profile in VHA PIMS).

TRANSFERRING TO A NEW FACILITY

If you are transferring facilities and wish to remain a Volunteer at the new facility, you must complete the following steps.

Note: Your facility DEMPS Coordinator (if you are registered as a DEMPS Volunteer), facility FRDP Program Manager (if you are registered as an FRDP Volunteer), or the Telehealth Program Coordinator can perform the 'Change Organization' as well by clicking on your name in the proper Volunteer Listing and starting at Step 2 below.

Step 1: Click on the user icon in the upper, right-hand corner of the screen and click 'User Profile'.

Step 2: Click the 'Volunteer Profile – General' link.

Step 3: Click **Change Organization** near the top of the screen.

Step 4: Enter the new Organization by selecting the proper VISN and VAMC.

Step 5: Enter the new supervisor's information, and click **Submit**.

Note: As the 'Warning' message above states, changing your Organization as a Volunteer will clear information from the 'Supervisor Approval' section and, if the physical is over a year old, the system will clear the 'Occupational Health' section of the Volunteer Profile as well. Travel and Training information is maintained as well as the 'General' information entered by the Volunteer at registration.

UPDATING VOLUNTEER TYPES

If you wish to update your Volunteer Types (inactivate current Volunteer Types, or add Volunteer Types), you can do so at any time on the 'Volunteer Profile – General' page.

Log in to VHA PIMS, click the dropdown in the upper, right-hand corner of the screen, and click 'User Profile'. Once inside the profile, click the 'Volunteer Profile – General' link in the left-side navigation.

At the top of the page you'll see a link that reads 'Update Volunteer Type(s)'. Click this text to manage your Volunteer Types.

Volunteer Type(s) DEMPS, FRDP, Virtual Only Telehealth
     🧑‍🔧 Update Volunteer Type(s)

If you wish to inactivate a type, which would remove your from that particular Volunteer listing in the system, click the red 'Inactivate Type' button in the 'Actions' column of the appropriate type and click **Submit** at the bottom of the screen.

Active/Inactive Volunteer Type(s)

To remove yourself as a Volunteer for any of the programs listed below, click the **Inactivate Type** button in the Actions column below. You can reactivate any of the types in the future, unless someone associated with the management of that particular Volunteer program inactivated you.

▲ Program	⇕ Status	Actions
DEMPS	ℹ️ Active	🚫
FRDP	ℹ️ Active	🚫
Virtual Only Telehealth	ℹ️ Active	🚫

Cancel Submit

You can come back to this page and reactivate any Volunteer Type that you have inactivated previously. If the program manager (DEMPS Coordinator, FRDP Program Manager, or Telehealth Program Coordinator) inactivated your Volunteer Type associated with their program, you will not be able to reactivate the type.

VOLUNTEER PROFILE

The Volunteer Profile can be updated as necessary after it is submitted during the Volunteer registration process.

Log in to VHA PIMS, click the user icon in the upper, right-hand corner of the screen, and click 'User Profile'. Regardless of which type of Volunteer you are (DEMPS, FRDP, or Telehealth), or if you hold multiple Volunteer roles, you will see your general User Profile as well as your Volunteer Profile(s) in the left-side navigation.

You can log in any time and review your qualification progress by clicking the 'Qualifications' dropdown(s) to show the status of each of your qualification areas.
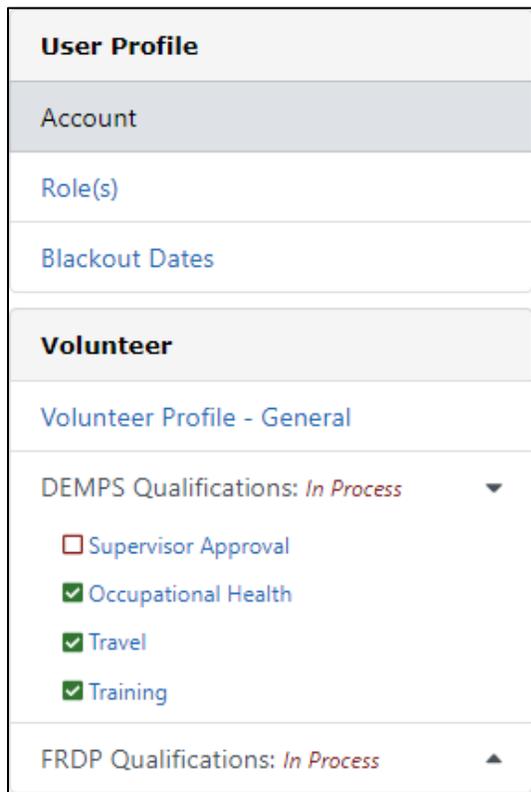
To edit the general information in your Volunteer Profile, click the 'Volunteer Profile – General' link in the left-side navigation, and click **Edit**. Update information and click **Save** at the bottom of the page.

You can also view the following statuses on the left-side navigation of your profile:

- Qualification Status (overall status)
  - In Process
  - Not Qualified
  - Qualified

- Specific Qualification Status
  - Empty, red outlined box: In process
  - Green checkmark: Qualified
  - Red triangle: Not Qualified

DEMPS STAFF

As a Volunteer in the system, you can view a list of all DMS staff members per facility who are registered in VHA PIMS.

Step 1: Select the 'DMS' dropdown in the top-level navigation and click 'DEMPS Staff'.

Step 2: Select an organization to view staff assignments by making a selection in the 'Select a VISN' or 'Select a VAMC' dropdowns.

Step 3: Select **View** when you have made your selection. The staff for the VISN/VAMC will display.

You can export the displayed staff information by selecting **Export to PDF**.

| Home | Organizations | Standards ▾ | DMS ▾ | | | | User Support ▾ | ▾ |

Select a VISN
4_VA Stars & Stripes Healthcare Network

Select a VAMC
540_Clarksburg | View | | Export to PDF

DEMPS Program Manager

▲ Name	⬍ Phone Number	⬍ Email
Coulson, Phil	111-111-1111 Ext. 11111	PhilCoulson@va.gov
George, Clooney P	444-444-4444 Ext. 44444	DEMPSProgramMgr@va.gov
Lascala, Karen	347-386-9061	karen.lascala@va.gov

REPORTS

In the top-level navigation in VHA PIMS, you will see a 'Reports' tab. This area of the system contains the ability to run relevant statistical reports on data entered throughout VHA PIMS.

This section is under development, as reports are consistently added to address data-mining needs for facilities and program managers.

To run any of the reports, click the 'Reports' tab in the top-level navigation, select the proper tab coinciding with data for which you may be searching (AHEC, DEMPS, FRDP, etc.), click the **View** button in the 'Actions' column next to the report you wish to run, select the criteria for which you would like to run the report, and click the **View Report** button.