Access and the Veteran Experience will be enhanced through information and communication technologies that are effectively integrated into the daily lives of Veterans and VA Staff.
Connected Care

Expanding patient access to care and enhancing the experience of care through virtual technologies

- **Patient Portal**
  - My HealtheVet
  - More than 4 million registered users

- **Mobile Health**
  - VA Mobile/VA App Store
    - >20 web and mobile applications

- **Telehealth**
  - VA Telehealth Services
    - >12% of all enrolled patients receiving care via Telehealth

- **Innovation**
  - VHA Innovation
    - >270,000 participants
    - >30,000 ideas submitted
VA Telehealth
TOPICS

• Where We Started
• Where We are Today
• Where We are Going
• Anywhere to Anywhere
WHERE WE STARTED

1959 University of Nebraska Medical Center

- Two-Way Television
- Group Therapy
  - Omaha VA
  - Lincoln VA
  - Grand Island VA Hospital

*Image from Wittson, Cecil L.; Affleck, D. Craig; Johnson, Van Mental Hospitals, Vol 12(10), 1961, 22-23.*
WHERE WE STARTED

Where VA Telehealth Occurs

- Home
  - Home Telehealth Remote Monitoring
  - VA Video Connect
- Clinic
  - Video Telehealth
  - Store and Forward Telehealth
- Hospital
  - TeleICU
  - TeleStroke

How VA Implements Telehealth

- Facility
  - Telehealth encounters delivered to facility CBOCs and into the home
- Regional
  - Telehealth Resource Hubs
  - TeleDermatology
  - TeleMental Health
  - TelePrimary Care
  - TeleRehabilitation
  - TeleSleep
- National
  - Expert TeleConsultation
  - National TeleMental Health Center
  - TeleRadiology
  - TeleGenomics
VHA Telehealth: 2017

- **>2.18 million** episodes of care
- **>727,000 Veterans** served
  - 45% live in rural areas
  - High satisfaction
- **>50 specialties**
- **>900 locations**
- **Home Telehealth:**
  - 57% reduction in VA bed days of care
  - 34% reduction in acute psychiatric VA bed days of care
  - 31% decrease in VA hospital admissions
EXAMPLES OF TELEHEALTH SPECIALTIES

- TeleAddiction Services
- TeleAudiology
- TeleAmputation Care
- TeleBipolar Disorder
- TeleCardiology
- TeleChaplain
- TeleDental Care
- TeleDermatology
- TeleEpilepsy
- TeleGastrIntestinal/Hepatitis Care
- TeleGenomic Counseling
- TeleInfectious Disease
- TeleKinesiology
- TeleMOVE! Weight Management
- TeleNephrology
- TeleNeurology
- TeleNutrition
- TeleOccupational Therapy
- TelePain Management
- TelePathology
- TelePodiatry
- TelePolyTrauma Care
- TelePulmonology
- TeleRehabilitation
- TeleSchizophrenia
- TeleSpinal Cord Injury Care
- TeleSpirometry
- TeleSurgery (Pre & Post Care)
- TeleTransplant (Pre & Post Care)
- TeleSleep Medicine
- TeleWound Care
- Women’s Telehealth
Clinical Video Telehealth: TeleMental Health

Into the Home

Clinic Based

National Expert Consultation
Clinical Video Telehealth: Primary Care

*Leverages TelePresenters and Exam Peripherals*

- Multidisciplinary team model
- In-person and video
WHERE WE ARE TODAY: PROGRAMS

Store-and-Forward Telehealth:

- **TeleDermatology**
  - ~107,000 FY17 Encounters

- **TeleRetinal Imaging (TRI)**
  - ~186,000 FY17 Encounters
  - Trained Imagers and TRI Equipment
Remote Monitoring
• 145,000 Veterans in FY17
• Care and Case Management
• Devices, Software or Interactive Voice Response
• Chronic disease management
• *Independence*
Where We Are Going: Anywhere to Anywhere
On August 3, 2017, the President and Secretary Shulkin discussed plans to expand VA telehealth services.

Dr. Shulkin announced plans for a proposed rule that “allows our VA providers to provide telehealth services from anywhere in the country to veterans anywhere in the country, whether it's in their homes or any location. We call it ‘anywhere to anywhere’ VA healthcare. That's a big deal.”

VA also launched VA Video Connect, an app that allows Veterans receiving VA care to access those health care services on their smartphones, tablets and personal computers.
VA will be issuing a regulation authorizing our providers to care for our Veterans *Anywhere to Anywhere*

**Fall 2017:**

**Next Steps**
- VA received nearly 80 comments during the public comment period.
- VHA addresses the public comments in the rule and obtains approval to publish as final rule.
- The final rule is expected to be published and become legally effective in early 2018.
VA Video Connect
What is VA Video Connect?

- Video Conferencing Tool
  - Web based
- Quick & Simple
- Encrypted & Secure
- Connects providers to Veterans, families, caregivers
  - Any device
  - Any location
  - Any time

*Integrated into workflow, patient lifestyle*
VA Video Connect Data (as of August 2017)

- **55,882**: Video to Home/Non-VA Location Encounters - up 45
- **12,000+**: Video to Home/Non-VA Location Unique Users - up 43%
- **2,833**: Staff Trained

_Growth Target for FY2017-FY2018_  
_Video to Home/Non-VA Location Unique Users: 2000%_
How It Works

1. Schedule
   VA Video Connect Visit

2. Open
   Email & Click on link.

3. Join
   Virtual Medical Room
How It Works

Request an On Demand Virtual Medical Room

Patient E-mail Address *  
Test.Person@email.com

Request On Demand VMR

The On Demand VMR has been created. Emails have been sent to provider and patient.
Sample Email
(Click Here to Demonstrate)

Dear Veteran,

As discussed with your VA clinician, this e-mail message confirms your VA Video Visit.

To ensure your video visit runs smoothly, please provide your clinician with the following information:
- Phone number to contact you
- Your present location/address
- An emergency contact name and phone number:

Also, please ensure you are in a safe and private space for your visit.

Please Click Here Now to Join your VA Video Visit
How Does It Work

Inside the Virtual Medical Room
VISN 1 Opportunities
Top 5 Clinical Video Telehealth clinics in the VISN in FY17 (by volume)

• Mental Health – individual sessions
• MOVE Program group sessions
• Physical Therapy
• Clinical Pharmacy
• Podiatry

Top 5 Clinical Video Telehealth clinics in Manchester in FY17 (by volume)

• Clinical Pharmacy
• MH Clinic – individual sessions
• Nutrition/Dietetics – individual sessions
• Amputation Clinic
• Physical Therapy
• Manchester is increasing its utilization of all modalities of telehealth.
• Usage of CVT for Mental Health during the first quarter of FY18 doubled (when compared with FY17).
• At the January midpoint, the TeleMental Health encounter count already exceeds the entire volume for January FY17.
• VISN 1 TeleMental Health – VA Connecticut
• National TeleMental Health Center – VA Connecticut
• TeleDermatology – Providence, Boston
• TeleSpinal Cord Injury – Boston
• TeleRetinal Imaging – Boston

All hubs have capacity to provide additional services and support to Manchester