VA Connected Health: Patient Engagement

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VA HEALTH CARE Defining EXCELLENCE in the 21st Century

VHA's Current Priorities

- **Access**
- **Veterans Experience**

  Connected Health Care

  Homelessness

  Mental Health Care

  Standardization

CONNECTED
HEALTH

What is Connected Health?

- **VA Defines**: *Connected Health is defined as extending the reach of healthcare, empowering patients, and supporting healthcare teams through virtual systems of care*
- *Connected Health is powered by consumer health technologies that engage patients and connect them to their health care teams, enabling the extension of the health care relationship beyond the traditional in-person synchronous encounters that for so long have been the centerpiece of patient/provider interactions.*
- *Connected Health Office started 3 years ago to focus on integrating technologies across the enterprise to ensure a seamless user experience both for provider (healthcare team) and patient*
- *Listened to what Veterans told us they wanted –guiding the development of our services*

Access is about meeting Veteran needs

Transactions

- Fill my prescription
- Make / Request an appointment
- Pay VA bills online
- Submit travel claim online

Information Sharing

- Share data with my clinical team that I am tracking from my biometric and home monitoring devices
- Control my healthcare data – I can store it, I can send it, I can receive it, I can combine it
- Personalize care based on what you already know about me

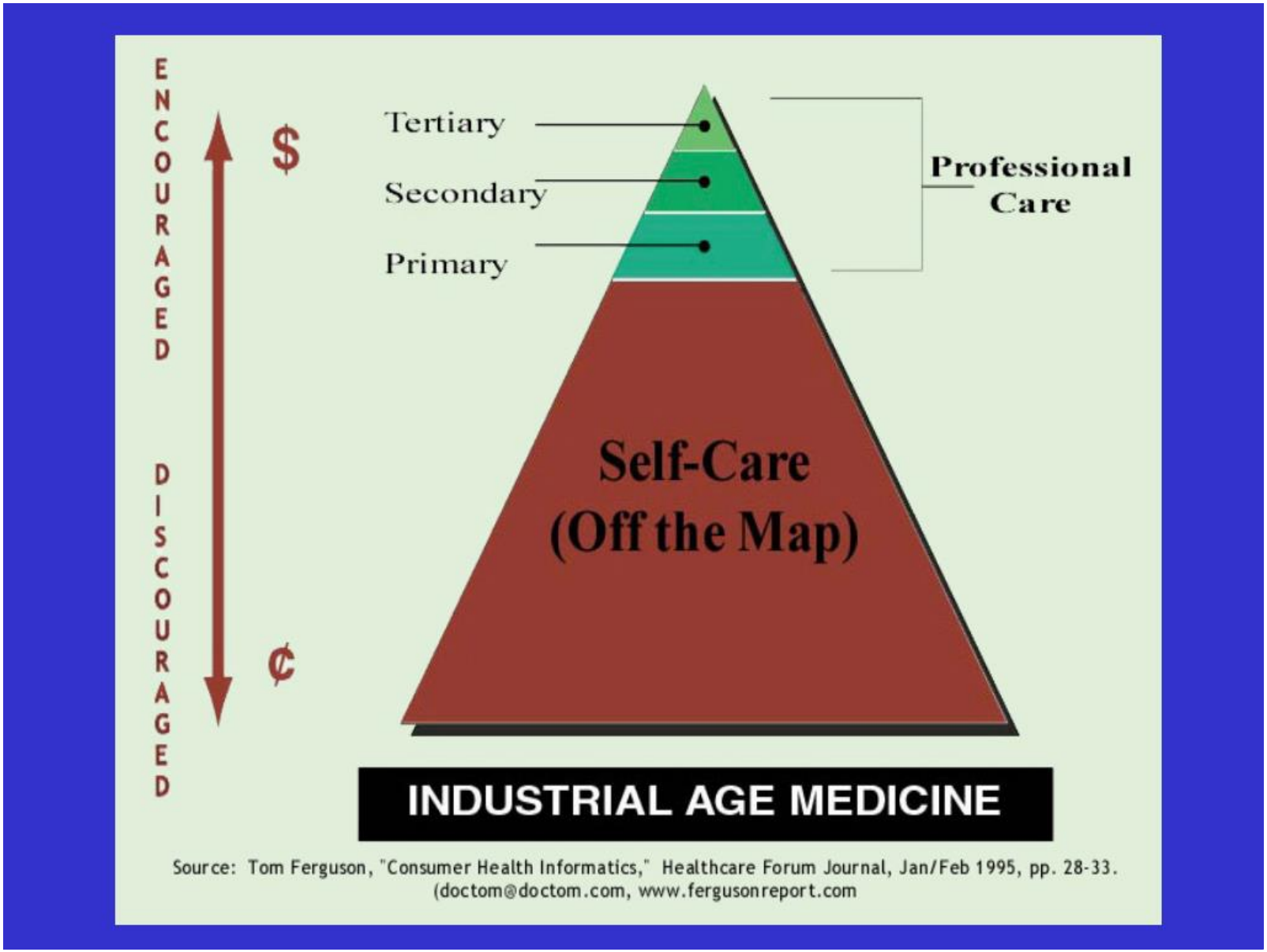
Expert Care

- Asynchronous and synchronous remote visits with providers
- In-home/mobile monitoring, video visits, and care coordination
- Problem solving support tools to help me with self-management
- Telephone call centers that use common triage tools

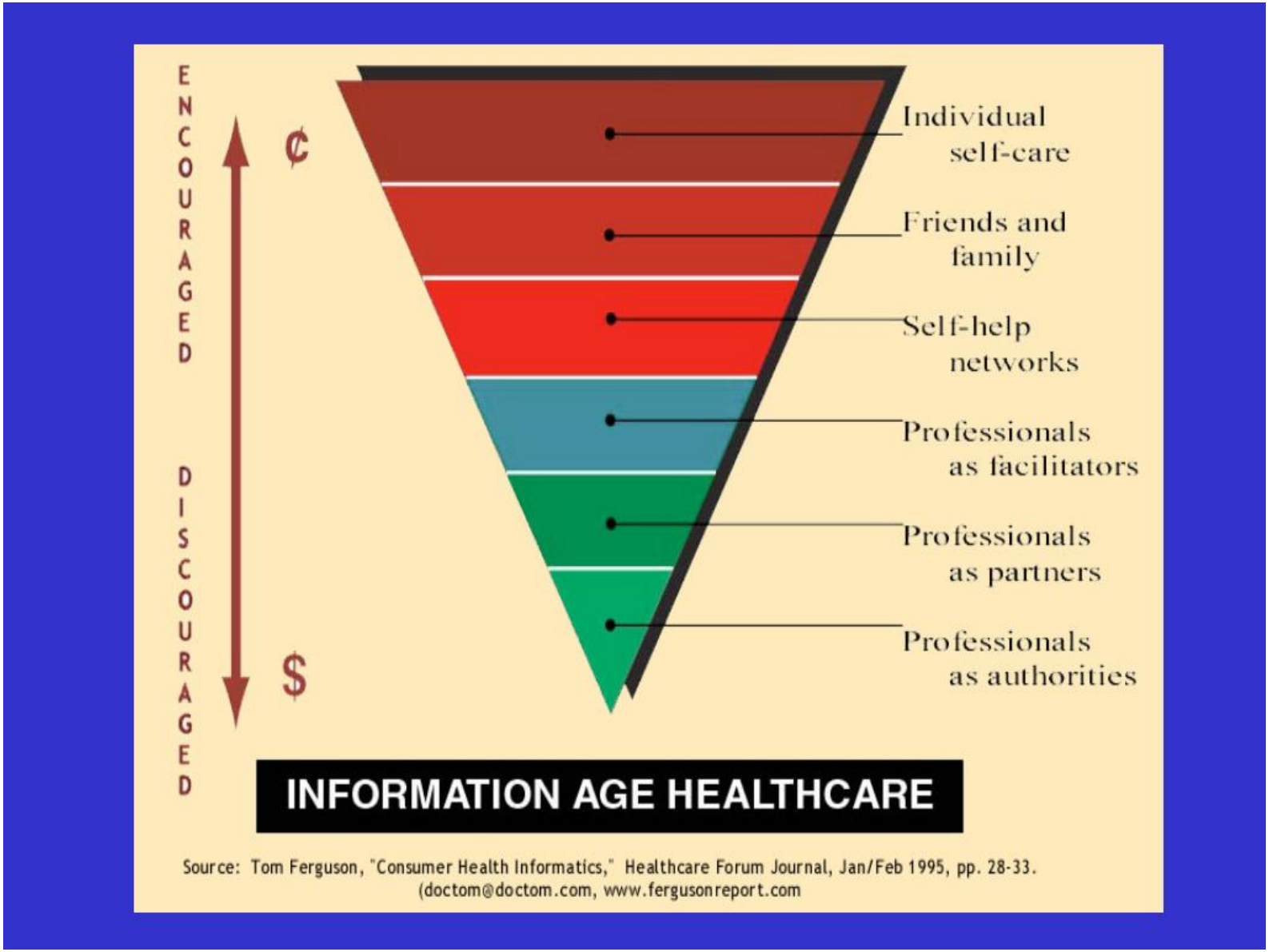
Communications

- Secure messaging with my healthcare team
- Text messages to support self-management

Traditional Healthcare Model



Information Age Healthcare Model



My Healthe*e*Vet

A personal My Healthe*e*Vet account provides Veterans with 24/7 online access to a variety of tools to manage their health care.

www.myhealth.va.gov

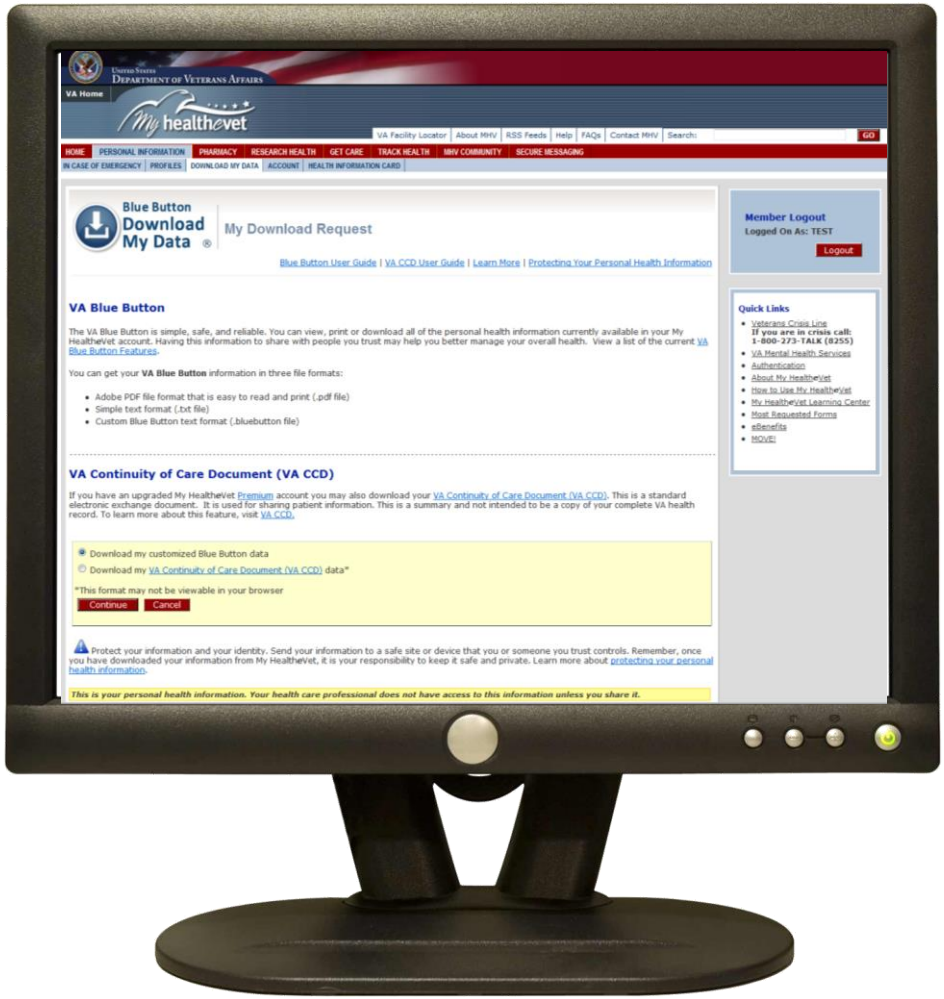
Communicate with Participating Patient Aligned Care Team Members

View Appointments and Health Information

Refill Prescriptions

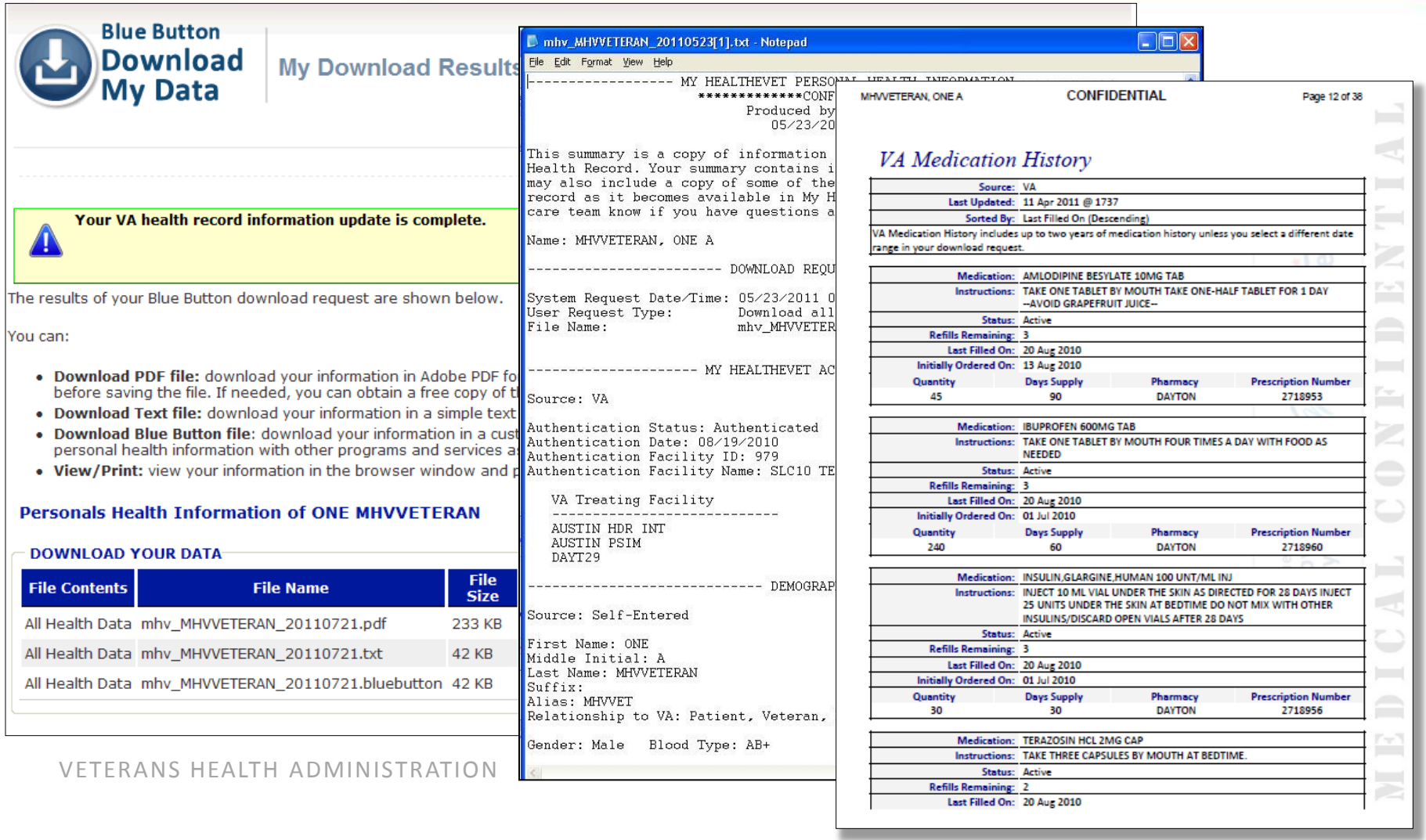
Download and Share Personal Health Record

VA Blue Button



- Enhances Veteran access to personal health information from the VA Electronic Health Record and other key data sources
- Fosters patient engagement
- Encourages activation
- Supports patient-centered care
- Includes “Open Notes” as of January 2013

VA Blue Button: Download Results



Blue Button Download My Data

My Download Results

Your VA health record information update is complete.

The results of your Blue Button download request are shown below.

You can:

- **Download PDF file:** download your information in Adobe PDF fo
  before saving the file. If needed, you can obtain a free copy of t
- **Download Text file:** download your information in a simple text
- **Download Blue Button file**: download your information in a cust
  personal health information with other programs and services a
- **View/Print:** view your information in the browser window and p

Personals Health Information of ONE MHVVETERAN

DOWNLOAD YOUR DATA

File Contents	File Name	File Size
All Health Data	mhv_MHVVETERAN_20110721.pdf	233 KB
All Health Data	mhv_MHVVETERAN_20110721.txt	42 KB
All Health Data	mhv_MHVVETERAN_20110721.bluebutton	42 KB

mhv_MHVVETERAN_20110523[1].txt - Notepad

File Edit Format View Help

---------- MY HEALTHEVET PERSONAL HEALTH INFORMATION

**********CONF

Produced by

05/23/20

This summary is a copy of information
Health Record. Your summary contains i
may also include a copy of some of the
record as it becomes available in My H
care team know if you have questions a

Name: MHVVETERAN, ONE A

---------- DOWNLOAD REQU

System Request Date/Time: 05/23/2011 0
User Request Type: Download all
File Name: mhv_MHVVETER

---------- MY HEALTHEVET AC

Source: VA

Authentication Status: Authenticated
Authentication Date: 08/19/2010
Authentication Facility ID: 979
Authentication Facility Name: SLC10 TE

VA Treating Facility

AUSTIN HDR INT
AUSTIN PSIM
DAYT29

---------- DEMOGRAP

Source: Self-Entered

First Name: ONE
Middle Initial: A
Last Name: MHVVETERAN
Suffix:
Alias: MHVVET
Relationship to VA: Patient, Veteran,

Gender: Male Blood Type: AB+

MHVVETERAN, ONE A CONFIDENTIAL Page 12 of 38

VA Medication History

Source:	VA
Last Updated:	11 Apr 2011 @ 1737
Sorted By:	Last Filled On (Descending)

VA Medication History includes up to two years of medication history unless you select a different date range in your download request.

Medication:	AMLODIPINE BESYLATE 10MG TAB
Instructions:	TAKE ONE TABLET BY MOUTH TAKE ONE-HALF TABLET FOR 1 DAY --AVOID GRAPEFRUIT JUICE--
Status:	Active
Refills Remaining:	3
Last Filled On:	20 Aug 2010
Initially Ordered On:	13 Aug 2010

Quantity	Days Supply	Pharmacy	Prescription Number
45	90	DAYTON	2718953

Medication:	IBUPROFEN 600MG TAB
Instructions:	TAKE ONE TABLET BY MOUTH FOUR TIMES A DAY WITH FOOD AS NEEDED
Status:	Active
Refills Remaining:	3
Last Filled On:	20 Aug 2010
Initially Ordered On:	01 Jul 2010

Quantity	Days Supply	Pharmacy	Prescription Number
240	60	DAYTON	2718960

Medication:	INSULIN,GLARGINE,HUMAN 100 UNT/ML INJ
Instructions:	INJECT 10 ML VIAL UNDER THE SKIN AS DIRECTED FOR 28 DAYS INJECT 25 UNITS UNDER THE SKIN AT BEDTIME DO NOT MIX WITH OTHER INSULINS/DISCARD OPEN VIALS AFTER 28 DAYS
Status:	Active
Refills Remaining:	3
Last Filled On:	20 Aug 2010
Initially Ordered On:	01 Jul 2010

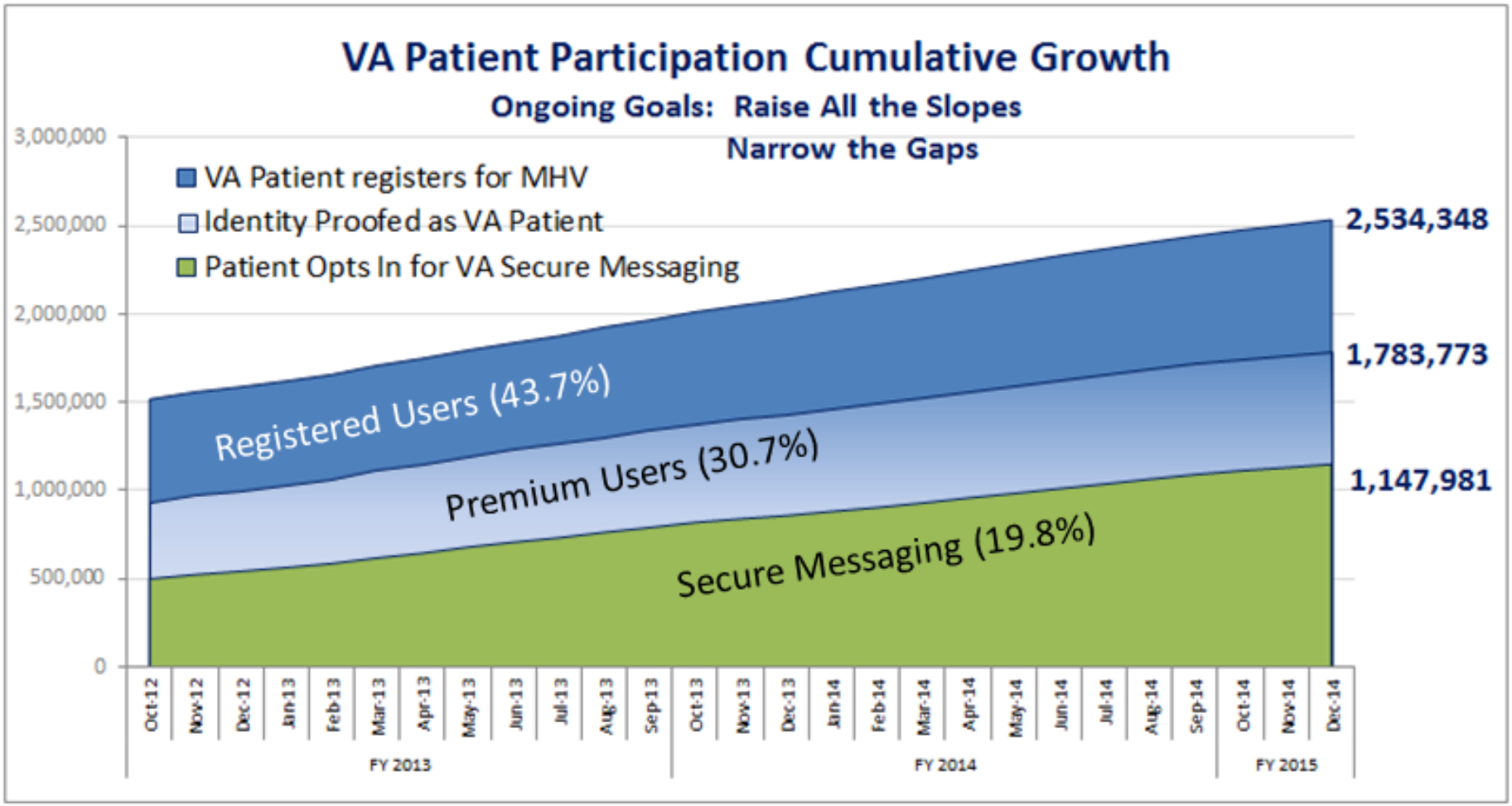
Quantity	Days Supply	Pharmacy	Prescription Number
30	30	DAYTON	2718956

Medication:	TERAZOSIN HCL 2MG CAP
Instructions:	TAKE THREE CAPSULES BY MOUTH AT BEDTIME.
Status:	Active
Refills Remaining:	2
Last Filled On:	20 Aug 2010

MEDICAL CONFIDENTIAL

VETERANS HEALTH ADMINISTRATION

Growth in My Health*e*Vet Adoption by VA Patients



Importance of Connected Health Technologies

Video Visits

Global market for Video Visits is expected to increase tenfold by 2018, expanding into a $13.7 billion market

50% reduction in readmissions with Video visits/monitoring, a study found

Remote Monitoring

Forecasted savings from remote patient monitoring 36 billion over the next five years

22 million households are expected to use virtual care solutions in 2018, up from one million in 2013

Mobile Health

By 2018 mHealth is forecasted to increase by 61% to be a $26 billion market

Text appointment reminders reduced no-shows by 20-90%

VA Connected Health Technologies

- Clinical Video Telehealth
- Home Telehealth
- Store and Forward Telehealth
- Telemental Health
- SCAN-ECHO
- VA Point of Service Kiosks
- Mobile Health
- My Health*e*Vet
- Secure Messaging
- Mobile Apps

Areas of Focus

- Redesign of My Health***e***Vet: architecture, movement to cloud, navigation, responsive design, coordination with Kiosk, integration with Web & Mobile Apps
- Development of Web & Mobile Apps that are connected to enterprise data and Patient Generated Database (PGD).
  - Annie, VA's Text Messaging System for Disease Management
- Legacy Data from My Health***e***Vet that is unstructured and initially set up as owned by Patient
- Kiosk (Veteran Point of Service) expand from Business Check in Services and coordinated with other products
- Need Uniform Experience – e.g., Banking/ Airlines

VA Mobile Health

VA Mobile

Behavioral Opportunity

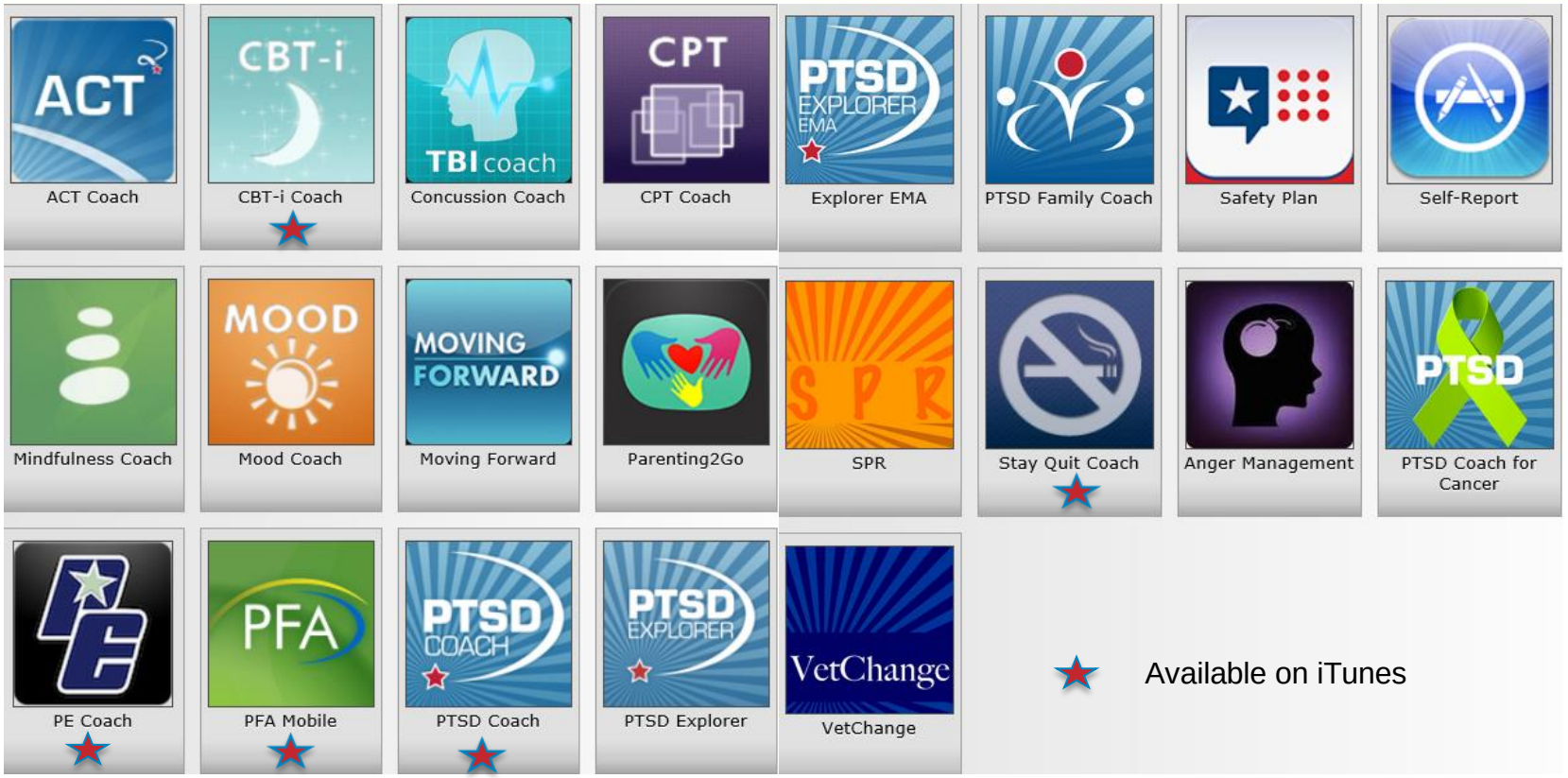
Constructs

- Pervasive (always on)
- Cue to action (reminders, texts)
- Self-efficacy (exploration, goal setting)
- Social support (networks)
- Self monitoring (tracking)
- Feedback (algorithms)

VA's App Store

- Accessing VA's App Store is easy. Visit: mobile.va.gov/appstore
- CURRENT STATUS: Initial phased/targeted roll-out to assure adequate capacity.

VA Mental Health Apps



Apps are native and do not connect to VA

VA Mobile Text Messaging System

VA Mobile

Text Messaging System

NHS England Implemented Flo – Simple Telehealth

Named after Florence Nightingale

- "The service has altered my life. I feel supported...It's great."
- "I was astonished at how Flo changed my medication habits."
- "Flo found I had a heart problem and my [GP] saw me quickly and now checks on my progress."
- "I now feel that I am not on my own."

Patients found Flo:

- Flexible and easy to use
- Can build confidence
- Can provide comfort and companionship
- Acceptable for reporting blood pressure vs. other means

Cottrell E, McMillan K, Chambers R. A cross-sectional survey and service evaluation of simple telehealth in primary care: what do patients think? BMJ April 2012

VA's Text Messaging System

Annie G. Fox

August 4, 1893 – January 20, 1987

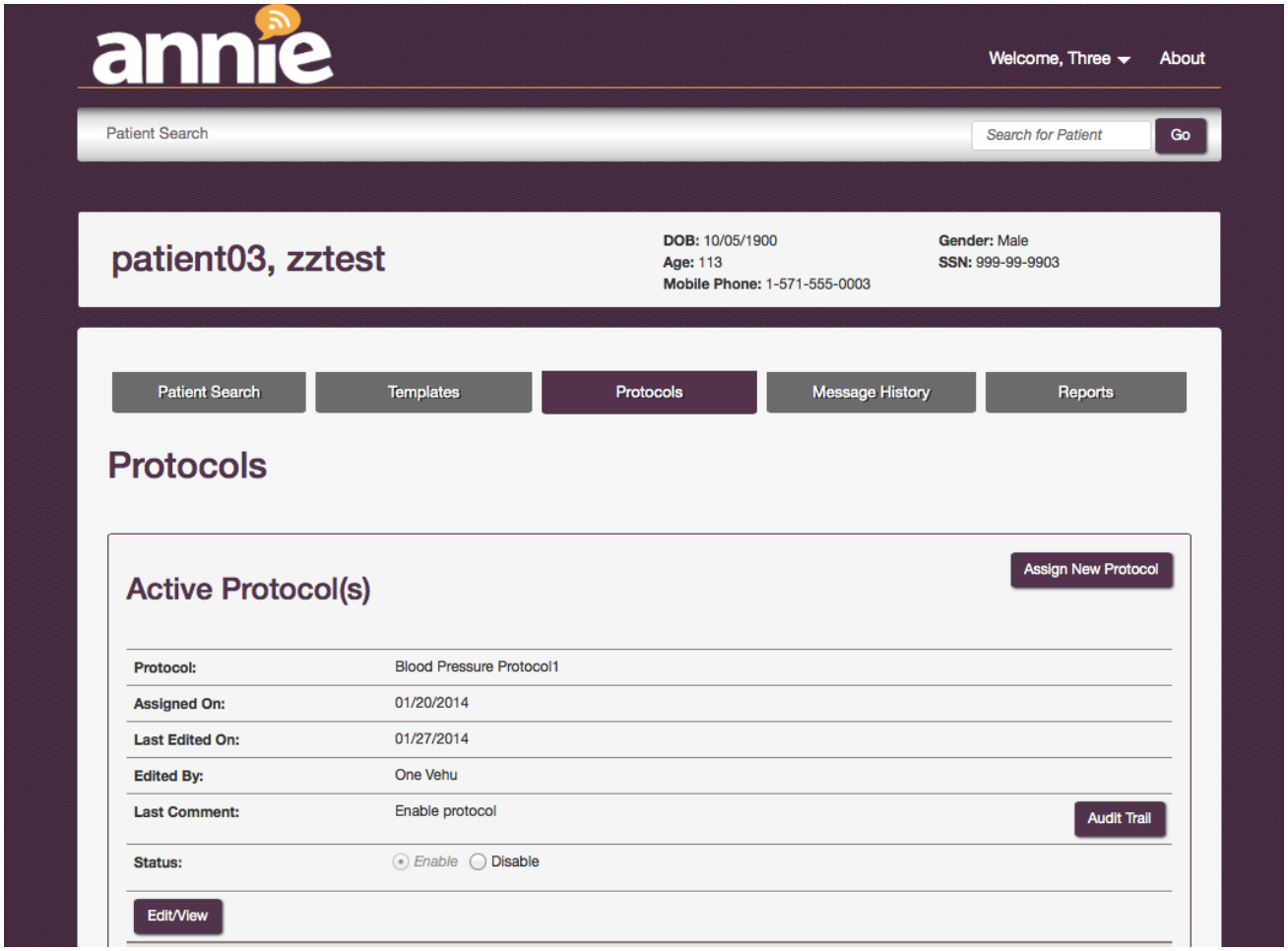
- First woman to receive Purple Heart
- Chief Nurse in Army Nurse Corps at Pearl Harbor

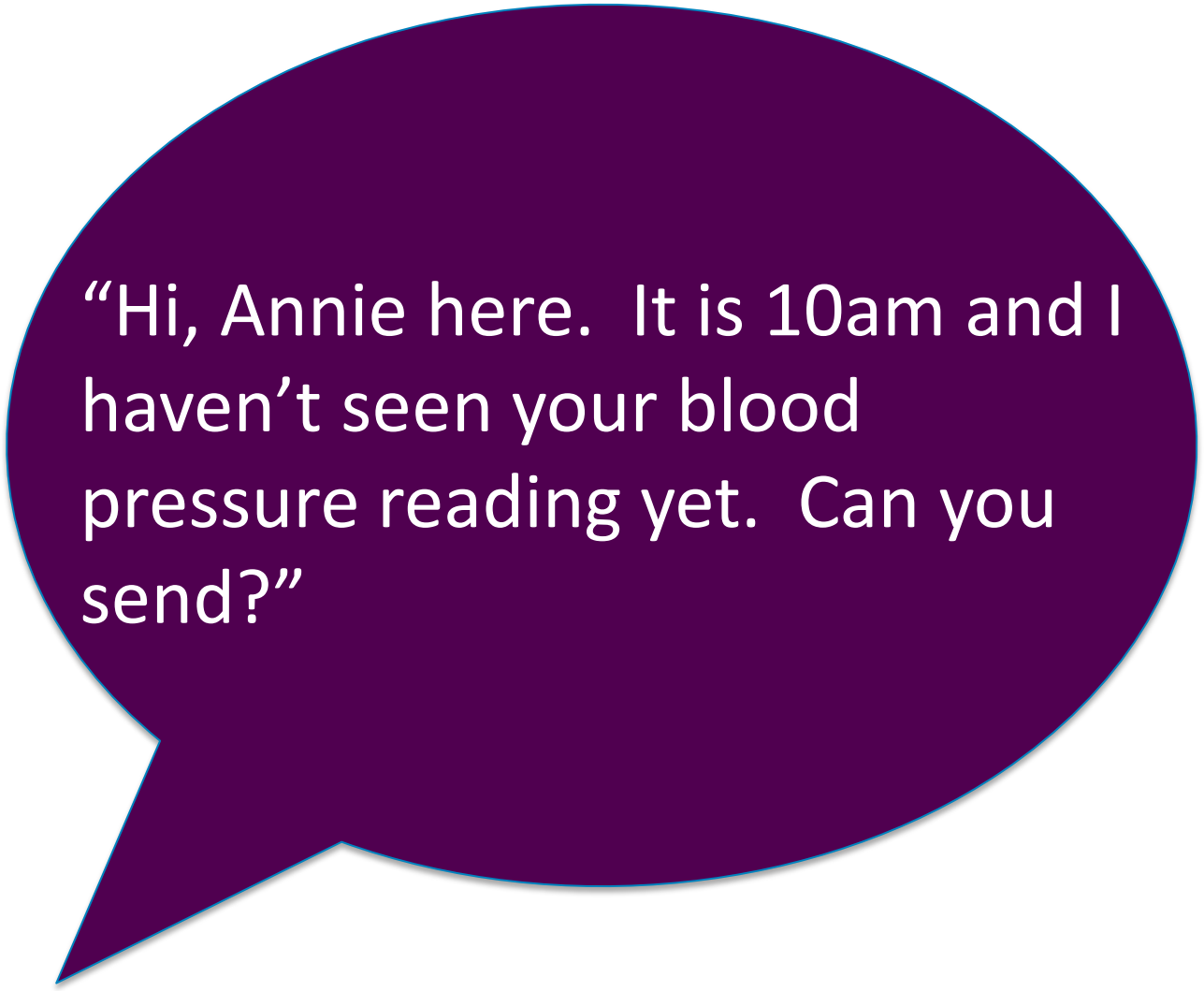
Annie – VA Text Messaging Program

- **Protocol Messaging:** Automated messages for specific clinical issues and conditions
- **Broadcast Messaging:** Tailored messages to people/groups (age, facility) - “flu shot ready”
- **Provider to Provider :** Staff messaging

annie

Clinicians "Prescribe" Clinical Protocols




“Hi, Annie here. It is 10am and I haven’t seen your blood pressure reading yet. Can you send?”

What We Have Learned

- Barriers to Use
  - Low computer literacy
  - Access problems with credentials
- Facilitators to Use
  - Availability of support
  - Easy to use interface
  - Knowledge that Healthcare Team is involved
  - Trusted Invitation to Participate

Critical Factors for Success

- Senior leadership commitment to “care at a distance”
- Intelligent design and implementation
  - User-centered development and design
  - Ease of use!!!
  - Integration with core IT systems and data
  - Accounts for provider and patient workflows
  - Informed by pilots, with rapid-cycle corrections
  - Adequately resourced implementation
- Effective Communication to patients about the value of these technologies
  - Extension of the relationship
  - Personal invitation to participate
- Accessible user support and low barrier to entry

Success Relies On

- Virtual Access **MUST**:
  - Be fully integrated into the next generation of VA's electronic health record;
  - Focus on empowering the Veteran with the tools, data, and access they need to self-manage their health and wellness;
  - Take advantage of present and future communication technologies;
  - Be sustainable from a cost perspective; and
  - Include connections with other providers and health systems.
  - Focus on the Veteran experience of care, independent of device.

Contact Information

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