

VA Telehealth Anywhere to Anywhere

- John Peters, Deputy Director, Telehealth Services, VA Office of Connected Care
- November 27, 2018

Disclosures

Presenter has no interest to disclose.

AMSUS and ACE/PESG staff have no interest to disclose.

This continuing education activity is managed and accredited by Affinity CE/Professional Education Services Group (ACE/PESG) in cooperation with AMSUS. ACE/PESG, AMSUS, planning committee members and all accrediting organizations do not support or endorse any product or service mentioned in this activity.

Learning Objectives

At the conclusion of this activity, the participant will be able to:

- 1. Describe how VA leverages telehealth to enhance access, capacity, and quality**
- 2. Describe VA's three telehealth modalities**
- 3. Describe VA's VA Video Connect anywhere to anywhere telehealth service**

CE/CME Credit

If you would like to receive continuing education credit for this activity, please visit:

<http://amsus.cds.pesgce.com>

**Hurry,
CE Certificates will only be
available for 30 DAYS
after this event!**

VA

Anywhere to Anywhere VA Telehealth:

Connected Care: Focus on the home



AMSUS
The Society of Federal Health Professionals

November 27, 2018

VA



U.S. Department
of Veterans Affairs

VA Telehealth Definitions:

■ Telehealth:

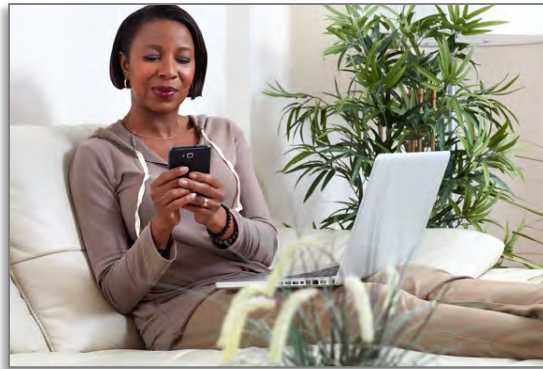
- The use of electronic information or telecommunications technologies to support clinical health care, patient and professional health-related education, public health, and health administration at a distance.

■ Telehealth Modalities:

- Clinical Video Telehealth
- Store-and-Forward Telehealth
- Home Telehealth (aka Remote Monitoring)

Vision

VA will leverage telehealth technologies to enhance the **accessibility, capacity, and quality** of VA health care for Veterans, their families, and their caregivers anywhere in the country.



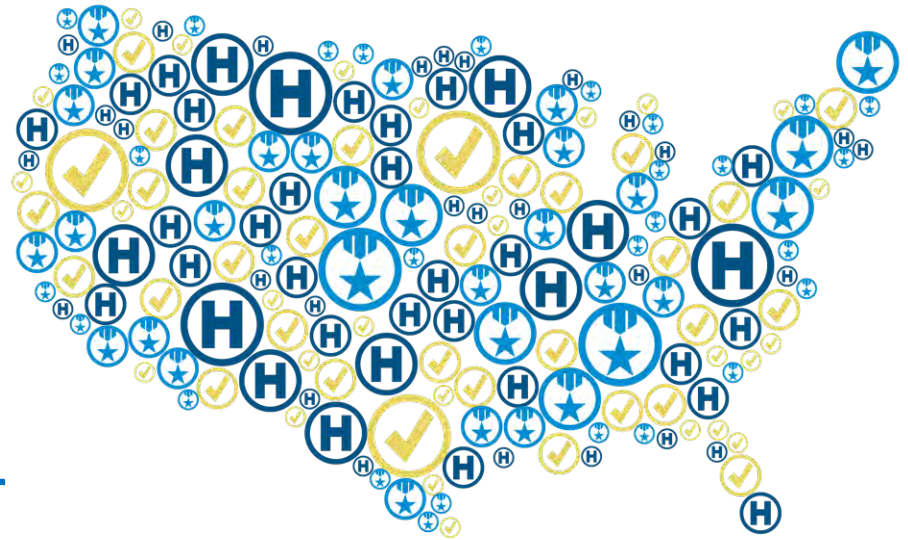
Priorities

- Accessibility
 - Bring care to the Veteran
- Capacity
 - Match clinical supply and demand
- Quality
 - Provide the right care at the right time



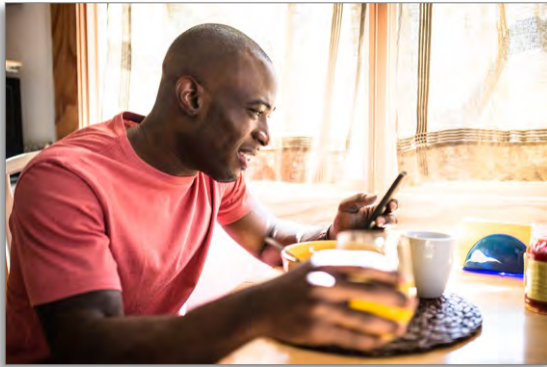
Telehealth Data 2018:

- >2.29 million episodes of care
- >782,000 Veterans served
- ~13% of Veterans received an element of their care through a telehealth modality
- 900 VA sites of care
- 88-90% Satisfaction
- >50 specialty areas
- <1% of Veteran received care in their home or non-VA location



Initiative: Video Care To the Home

- Providers will integrate clinical telehealth in the home (or home communities) into routine operations to enhance the accessibility of VA healthcare care for Veterans, their family members, and/or their caregivers.



- **AKA: VA Video Connect (VVC) Expansion Initiative**

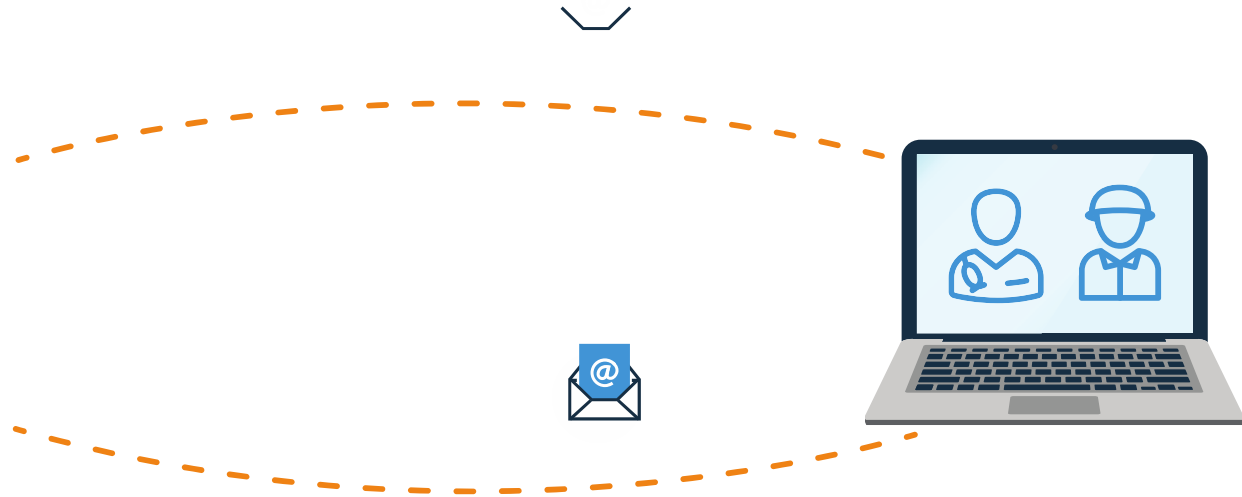


What Is VA Video Connect?

- Videoconferencing tool
 - Web-based
 - Secure and simple
- Connects provider and Veteran
 - Any device (Veteran's personal or VA loaned)
 - Any location



How it works



1. Schedule
VA Video Connect visit

2. Open
email and click on link

3. Join
virtual medical room

How it looks



Future State Press Release

- *“Today, VA announced that, across their entire health care network, **all Primary Care and Mental Health providers are capable of delivering care to patients both in-person and virtually.**”*
- *“Every Veteran now has a choice to schedule an in-person, telephone, or video visit with their providers, depending on **their preferences for health care delivery.**”*

Core Initiative Components

- VVC Capable Providers
 - Telehealth Technology
 - Training/Competency
 - Clinic Grids
- VVC Capable Front Line Schedulers
 - Software
 - Training
- Veteran technology support
- Innovative Clinical Process Redesign
 - Transform our care delivery model
 - **Make something Amazing for Veterans!**

~~“Just do it”~~ Work hard to make it **Amazing!**

- *What work is needed to **seamlessly integrate** this new capability into our care delivery model?*
- *What efforts are needed to ensure our Veterans have a **flawless experience** with the technology?*
- *What is needed to inspire provider service **innovation** in a way that is meaningful and exciting for Veterans?*

Share Good News!

- *Care team for remote Veteran farmer without internet access conducts visit using local Veterinarian WIFI obviating 5 hour trip for a 15 minute appointment!*
- *Mother of several children schedules her mental health video visit during her autistic child's therapy. She receives therapy from her car when her child is in the scheduled appointment!*

Example Use Cases

■ Provider Video Visits

- Mental health needing regular follow up
- Veterans with barriers to travel (distance, caregiver/work responsibilities)
- Remote review of the home environment: dementia, functional assessment, post-discharge
- Family meetings (new/complex diagnosis)
- Virtual urgent care requiring visualization of physical signs

■ Nurse Video Visits

- Hypertension video visits, post-discharge video visit, wound care follow up by video

■ Clinical Pharmacist Video Visits

- Medication reconciliation, chronic disease management, medication instruction
- Extension of services into contracted clinics

■ Staff Supporting Home Care by Video

- Mental Health Intensive Case Management, Skilled Nursing, HBPC, Prosthetics, Physical Therapy

Overcoming Barriers

■ Overstretched providers

- Implement initially with enthusiastic providers in multiple disciplines, engage entire care team
- Provide hands on assistance
- Share specific examples of situations where similar providers have found VVC to be helpful

■ Clinic Bandwidth

- Use the bandwidth map to plan your local expansion
- Prioritize upgrades for national modernization effort

■ Provider Delays or No Shows

- Help providers configure their appointment lists to include video visits
- Establish consistent virtual care time
- Incorporate video visit check-in process to mirror clinic's existing workflow

■ Quality Visits/Veteran Support

- Arrange test calls with Veterans
- Set up information desks at the hospital
- Encourage Veterans to utilize the VVC test call service and Telehealth Technology Help Desk

Why Transform?

Direction of the Health Industry

■ “We are rethinking health care delivery for the 21st century, starting with technology. In 2017, more than half of our care visits were done virtually, & we plan to increase this option to provide our members with convenient, & most importantly, affordable access to quality care.” -Bernard J. Tyson, CEO

- By 2022, 30% of primary care encounters in the U.S. will be delivered virtually.
- By 2025, 20% of all care in the U.S. will be delivered virtually.



Gartner.

We can make VA **Amazing** for Veterans!

- *“The wife and caregiver for my 86 year old patient with progressive dementia and behavioral challenges was burned out...The whole family had a video visit **together**, with participants **spanning 5 states**, to agree upon a care plan.”*
- *“VA Telehealth to outside prosthetists allows our Veteran amputees the benefit of **unparalleled access** – having a “real time” video conference that includes the entire amputee clinic team...”*
- *“Veteran...has paranoid schizophrenia. Before VVC, he refused to be seen in person... VVC is an **amazing** asset for complicated mental health patients.”*
- *“I saw a Veteran of mine last week by video for a lesion under his eye. He felt that he was participating in **cutting edge** medical care. He loved the experience....”*
- *“I am currently working with someone who was in a severe motor vehicle accident, and is wheel chair-bound...VVC makes it easier to focus on the therapy content and allows patients **more options** to access needed care in a format that fits their individual needs.”*

Questions?

Back-Up Slides:

Legal Authority

**DEPARTMENT OF VETERANS
AFFAIRS**

38 CFR Part 17

RIN 2900–AQ06

**Authority of Health Care Providers To
Practice Telehealth**

AGENCY: Department of Veterans Affairs.

ACTION: Final rule.

(b) Health care provider's practice via telehealth. (1) Health care providers may provide telehealth services, within their scope of practice, functional statement, and/or in accordance with privileges granted to them by VA, irrespective of the State or location within a State where the health care provider or the beneficiary is physically located. Health care providers' practice

<https://www.federalregister.gov/documents/2018/05/11/2018-10114/authority-of-health-care-providers-to-practice-telehealth>

1. Anywhere to Anywhere Telehealth Legislation signed into law as part of the VA MISSION Act on June 6, 2018. The June 6 law and the June 11 regulation/rule (see 2. below) will eventually merge.
2. Anywhere to Anywhere Telehealth Regulation published as final in the Federal Register with effective date of Monday June 11, 2018.