DENISE KENNEDY: Hello everyone. Thank you, and welcome to our presentation today. Thanks for attending the VA Mobile Health Discussion Series. My name is Denise, and I'm going to run through a few brief technical reminders before we begin the discussion about the Mobile Blue Button and Summary of Care. Your phone lines are muted. We'll be taking questions through the chat feature. If you're experiencing any difficulties please use the chat function that is available to you at the right of your screen. To respect everyone's schedules we'll keep this moving. Today we welcome Gerry Markowitz, Program Manager with Booz Allen Hamilton. And as mentioned before, if you have any questions please use our chat feature. We're going to stop the presentation intermittently to answer those questions. If we don't get to your question we will send out an email following this webinar with any relevant answers. To download the presentation please click on the file name below the chat screen. With that, I'll turn it over to you Gerry.

GERRY MARKOWITZ: Thank you Denise. We're going to start by talking about how we deploy new VA mobile apps. In order to do that, I'm going to talk about how the apps are tested. Initially I want to explain the different types of apps that are currently in the mix and being developed. Some of these have already been released and some of them haven't, but I'll talk more about that in a minute. The point that I want to make on this screen particularly is that there are apps specifically designed for the Care Team, there are apps specifically designed for Veterans and then there are what we call general health apps.

These apps provide general information as well as some targeted information on dealing with specific ailments and problems. There are also self-help apps. For example, down at the bottom is the MOVE! Coach App which was designed to be an app to help folks lose weight, get moving and lose some weight. There are no credentials required to use an app like that, so it exists on the iTunes store and they're currently making an Android version.

Then there are the Veteran apps which can be identified by the lock on each one of the icons. That lock means that you must have credentials and be able to authenticate yourself in order to use the app because the app includes your personal or protected health information and your PII: Personal Identification Information. In order to access these apps, you must have a DS Logon, which will serve as your credentials.

There are also VA care team apps like the one that looks like kidneys, which is the Mobile Kidney App. That has a lock on it too, and in that case the lock is the VistA credentials. In order to use care team apps, you need VistA credentials. In order to use Veteran apps you have to have a DS Logon, and the other apps are open to the public and anybody can use them.

I want to explain how VA Mobile apps get tested and then how you may choose to use these apps for yourself and your patients. Then I'd like to discuss how to promote these apps for use and also how to provide feedback to VA on what you think about these apps because those things are really key to the success of the VA Mobile app program.

Here you see a list of all the apps that are currently in process of being either developed or field tested, and some of them have actually been released to a certain extent to a small group of folks just for use to make sure that they're working and give us feedback on them. But look at that big, long list of apps for Veterans. The apps with a star next to them have two sides: a provider side and a Veteran's side. For example, My VA Health Video is an app designed for the provider to request that his patient use their phone to create a video of the issue that they want to talk to the provider about and then upload it to

VA so that the provider can see it. There's a My VA Health Video for the provider, and there's a My VA Health Video for the patient.

As with My VA Health, Mobile Kidney has the same kind of functionality in that a nephrologist can have a patient record their daily vital information, and the nephrologist can then see it from their side of the app. All of these apps have been tested by a variety of people in different areas of VA, like Patient Safety for example, who have gone through and looked at all of these apps and validated them. We then put them out through a field test to selected folks who we asked to test the app, and then we evaluate the feedback and try to make them as good as possible. We don't release any apps that have not been fully tested and vetted, and all apps, for security purposes, are constructed to be impossible to hack. They are very well protected.

So how do we get the word out about these apps? That's where the VHA Connected Care Communications Team comes into play. Right now there are 20 apps on the VA Mobile App Store, and over a dozen apps are in development. The VHA Connected Care Communications Team puts together tool kits, create speaking engagements just like this one, the Discussion Series, develop all the training materials and create webinars.

The main audiences for these communications is of course VA staff, VA Care Teams and all the telehealth and the My Health*e*Vet coordinators. All of these folks are engaged to promote and make patients aware of these apps, as well as VHA Leadership and the Veterans Service Organizations. We count on these people to become the ambassadors to tell patients and others within VA about these apps and to share your experience with them. At the end of the day, we need clinical and non-clinical VA staff to help promote the apps. That's why we're spending a few minutes talking about how information gets put out there.

If you are a VA employee, and you are also a Veteran, then you can have DS Logon if you don't already have one. If that's the case, then you can go look at your own data using the Veteran-facing apps as long as you have an active DS logon. This is what the app store looks like. On the app store, you'll see a description of the app, a user manual, a quick start guide and further down is a video on the app. There's a lot of information that is presented for what these apps do and how to use them, training materials, FAQs and then a form for feedback.

The feedback is so important to us, especially coming from you folks who are VA, as you have a better feel for the patients and for what goes on. We're looking for not only positive comments or negative comments, but suggestions: What do you think is good? What do you think is bad? What do you think needs to be added? And we use that feedback to make adjustments and improvements to these products moving forward. That's what the whole feedback page looks like. It's not much, but as you can see there's a lot of open area down at the bottom there where you can just tell us whatever is on your mind. After looking at all the apps, the objective is to use them yourself.

Many of these apps are web apps so they'll work on a browser, so you can try them out on your desktop or on a tablet, or even the browser on a mobile device. If you want to do it on a GFE iPad you must meet PIV exemption requirements to look at staff-facing apps. If you want to look at Veteran-facing apps, those are open to the public, but you can only get onto them if you have the DS Logon. Otherwise, all the apps will work on any computer device with a browser. One thing that's important for VA staff that's special about these mobile apps is that there is a requirement for two VistA secondary menu options that are shown here, OR CPRS GUI chart and the DVBA CAPRI GUI. This is the way the system works, so

you must have these in your VistA secondary menu options in order to be logged in using your VistA credentials to a provider app.

If you're using VA for your own health care, you can open up a Veteran-facing app using a DS logon. If you need any help or you're having an issue with your logon, there's a phone number for the mobile app help service desk. Because VA staff apps are handled by one group, and Veteran apps are handled by a different group, there are two different places to call to get assistance.

So we talked a little bit about the promotion of these apps. Are there any questions at this point before we go on to the Mobile Blue Button App?

DENISE KENNEDY: No questions right now, just a reminder to everyone listening in to use the chat feature on the right if you have any questions as we move forward. Gerry, I think we can turn it back over to you.

GERRY MARKOWITZ: Okay. On the first page when you go into the VA App Store are icons for all the apps that are out there. If you click on Mobile Blue Button it would take you to that page that I showed earlier. Mobile Blue Button does not go into VistA to get its data, it goes to the Corporate Data Warehouse (CDW). That means there's a 24 hour lag between the time something occurs and the time data gets updated in VistA and the CDW. That is explained in the description of the app.

You have to use a DS Logon in order to use the system. You have to be in DEERS, the Defense Enrollment Eligibility Reporting System, in order get a DS Logon. To get help with your DS Logon, you can call 800-983-0937. The purpose of Mobile Blue Button is for patients to be able to print and share their medical information on a limited basis.

Mobile Blue Button's report provides a condensed version of a patient's medical information and provides a way to customize the report so that you get exactly what you want to see on it. The first thing that you do with Mobile Blue Button is you select the dates that you want to see. You can choose to show all the information for the last year, the last two years or you can enter a range of dates for up to a six year period. Then once you do that, this list of options comes up on the left-hand side, and you can click on whichever categories of information that you want to see, which is what will be extracted from the CDW and put on the report on the right-hand side.

You can either pick categories individually, such as allergies, medications, surgeries, vitals and so forth and then build your report as you click on those buttons, or you can just click to include all. If you click all, it would just put everything out there for the time period that you selected. Then in the upper right-hand corner, the PDF button will light up, which is grayed out until the report is finished being produced. If you push that button, it will create a PDF on that device. Then you can do whatever you want to do with it, share it, save it or print it. A little reminder here, only share with people you trust or people who manage your health care. Good uses for this would be for Veterans who use both VA and their own providers and want to share the VA data with another provider or with a family member.

The app store has a quick start guide, it has a user manual, it has training materials which include videos, it has frequently asked questions and of course it has the feedback page. Every app that we put out on the VA App Store has the same structure, the same collection of training materials and the same feedback mechanism.

There is actually an app for DS Logon called the DS Logon Education App, which explains what one needs to do to get a DS logon. This is different from a My Health*e*Vet logon, and if you go to mobile.va.gov/dslogon or go to the VA App Store, you can access the DS Logon Education App. There's a lot of friendly material in there to explain what needs to be done in order to get the DS logon. No DS logon? No access to these apps.

The Mobile Blue Button App provides easy access to a patient's medical record. It doesn't have all the details that you would find in a My Health*e*Vet report, but it's customizable, secure and hopefully it leads to a better-informed patient, and better health care relationships. Okay, do you want me to take a minute and answer some questions, Denise?

DENISE KENNEDY: That'd be great. We had a question just as you were ending your intro part, and that is if you could talk a little bit about how to use the apps if you're non-VA staff and a non-Veteran.

GERRY MARKOWITZ: Well the answer to that question is if you're not VA staff and you're not a Veteran, the only apps that are available to you for use are the information apps, like MOVE! Coach, Ask a Pharmacist, PTSD Coach or CBT-i Coach. You can't go into VA and look at patient data unless it's your data, which means you're using the DS logon, or you're a provider of care which means you would have VistA credentials.

DENISE KENNEDY: Alrighty, and is there a 72-hour delay for lab information to be available?

GERRY MARKOWITZ: That's a good question. Whatever goes through the CDW has at least a 24-hour delay, but I'm not sure about the 72-hour delay. I have to find that out.

DENISE KENNEDY: Excellent. Another question is, the Mobile Blue Button App goes back six years. On My Health*e*Vet, VA notes are available for patient review only back to January 1, 2013. Earlier than that I was told the patient would need to go to the release of information for information. Is it different at different VAs?

GERRY MARKOWITZ: Well, once again, it has nothing to do with different VAs. It has to do with what's on the CDW. The six years is going to be a six-year increment of your choice. In other words, you could request data, let's say from 2009, and if it's there it'll display. I don't know how much data is actually retained on that CDW and how many years of data is retained on the CDW, but you could put in any six-year range and whatever is there will show up.

DENISE KENNEDY: Excellent, thanks Gerry. There's a question here: What is the benefit of the Mobile Blue Button versus the My Health*e*Vet Blue Button?

GERRY MARKOWITZ: The Mobile Blue Button is condensed and more to the point. In other words, if you're going to see a physician outside of the VA and you want to get a record of your vitals that were captured at the VA, you could just print a report of the vitals or email it to the doctor. It's a good way to get a summary of information and allows you to be more selective in how you pull that information out of your electronic health record and display it.

DENISE KENNEDY: Excellent, thanks for that. And Gerry, just for clarification here: The DS Logon toll free number is separate from the Help Desk number correct? That's the number just around DEERS?

GERRY MARKOWITZ: That's correct. If you need to apply from scratch, that's the place to start. You can either apply online, or if you run into trouble, you can call the DEERS folks. The Help Desk will help answer questions about the app and help with any connectivity issues you may have if you already have a DS Logon. I see a question mentioning that you can do a lot of that customization with My Health*e*Vet, but this is just different. It's going to be easier to read and look better on a phone or an iPad. These apps were designed to be used on a phone, which is what makes this truly different.

DENISE KENNEDY: Excellent, thanks for that. Let's move on to rolling out the Summary of Care App and tackle more questions at the end.

GERRY MARKOWITZ: The Summary of Care App is a deeper dive into the electronic health record for the Veteran. Once again, it is located on the VA App Store and has all the same goodies as the other apps have as far as training materials and so forth. This app is different in that you can do a little more drill down in the data that's available. When you go into the Summary of Care App, there's a menu of choices in the upper left-hand corner. On the right side, you get an overall view of medications, allergies, upcoming appointments and just a general overview of information to start. In the menu, you can choose different types of information to view, such as vital signs, and then you can look at specifics like blood pressure, pulse and respiration. Over on the right you can see the results in a table.

You can also look at things in a graph. If you want to see how your information such as your vitals, labs or tests are changing over time, you can request a graph instead of the table. You can change the date range by clicking on custom, which opens up a calendar, and you can choose your time frame, be it three years or six years, and it will draw the graph for you. If you click on any point on the graph, the actual value will pop up.

Unlike the Mobile Blue Button App, this is not designed to print a report. This is designed to allow the patient to look at their medical record and drill down to see things in detail and especially to be able to produce these graphs as they want to see their information over time. This is the exact same thing that is done in the Patient Viewer application for staff where you can get graphed results for patients. The other thing that's in Summary of Care is consults, so a patient can look and see the status of consults that were ordered. I believe this is the only app where they can do that.

There is a webinar on VA Pulse, which is only available to VA employees and contractors, where you can also get a complete overview of the Summary of Care App as well as the Mobile Blue Button App. These webinars go into a little bit more detail of what's available in the apps.

The biggest thing I wanted to accomplish here is to give you an overview and understand what these two apps are for, why they're there, and more importantly, to talk about how important your role is in understanding the apps, learning a little bit about them so that you can talk about them, if appropriate, to your respective patients. That's it Denise.

DENISE KENNEDY: Thank you. Do you have any parting thoughts, Gerry, as we wait for final questions?

GERRY MARKOWITZ: The only parting thought is that there is a whole lot coming. There is a lot of work being done to produce a long list of new apps, so keep an eye out for them as they roll out.

DENISE KENNEDY: Excellent. Are these two apps available for use now?

GERRY MARKOWITZ: No, they're not out yet. They've been thoroughly tested and reviewed, but we're moving it into a new environment that's being created in order to handle a potential high volume of use. So they're ready but they're not released yet for general use.

DENISE KENNEDY: Is there a target date for release? Is the release you're talking about a national release or a pilot release?

GERRY MARKOWITZ: It would be a national release. We've already done the pilots and the field testing, so it will hopefully happen within the next couple of months. I can't be more specific than that; I wish I could.

DENISE KENNEDY: Excellent, well thank you so much Gerry. I don't see any other questions coming in. As always, if you have any questions feel free to email someone on the team, and we will try to get back you as soon as possible with an answer. Thanks everyone for participating today and for your time and for your questions. And with that I think we'll call it a wrap. Gerry, anything final?

GERRY MARKOWITZ: Nope, thank you everyone.

DENISE KENNEDY: Thanks everyone. Have a good day and a good weekend. Thank you.