VA Mobile Discussion Series

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Annie: VA’s Texting Platform for Veterans

- Trends
- Texting Goals
- Background
- Meet Annie
U.S. Adults and Cell Phone Use (January 2014)

Pew Research Internet Project
http://www.pewinternet.org/fact-sheets/mobile-technology-fact-sheet
Mobile Culture

- Constantly present even sleeping
- Users love convenience
- Search often, leads to action
- Check phones often
- Users don’t like 24/7 availability, costs
- Frequent use of multiple devices
- Don’t think it’s disruptive

The Good and Bad of Cell Ownership. Pew Internet Project
Traditional Healthcare Model

INDUSTRIAL AGE MEDICINE

(doctom@doctom.com, www.fergusonreport.com)
Information Age Healthcare Model


(doctom@doctom.com, www.fergusonreport.com)
Behavioral Opportunity

Constructs

- Pervasive (always on)
- Cue to action (reminders, texts)
- Self-efficacy (exploration, goal setting)
- Social support (networks)
- Self monitoring (tracking)
- Feedback (algorithms)
Appointment attendance, SMS vs. none

Mobile phone messaging for facilitating self-management of long-term illnesses (Review)

de Jongh T, Gurol-Urganci I, Vodopivec-Jamsek V, Car J, Atun R
Across the Pond
VA – NHS Partnership
NHS 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.”
Evaluation of ‘Flo’

Patients find Flo

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

Questions
VA’s Texting Program

VA system named:

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

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**Drivers for SMS Texting**
- 24/7, everywhere phones
- Population reach (basic cell phones)
- Care efficiency (visit attendance)
- Empower patient self-efficacy
- Connecting with Veterans
- Low cost
Clinicians “Prescribe” Clinical Protocols

![Clinicians Prescribe Clinical Protocols](image)
“Hi, Annie here. It is 10am and I haven’t seen your blood pressure reading yet. Can you send?”
Assigning a Protocol

Patient01, zztest

DOB: 05/05/1900
Age: 114
Gender: Male
Mobile Phone: 1-571-555-0001

Protocols

Protocols Not Found

This patient does not have any assigned protocols. Select "Assign New Protocol" to assign a protocol.
Protocol Assignment

![Protocol Assignment Image]
**Protocol Description**

**Protocol:** Diabetes Management Protocol

**Description:** To support the veteran who is living with diabetes and monitoring blood glucose values on a regular schedule. To provide an education overview of hypoglycemia prevention and management of sick day guidelines.

**Template(s):**
- Vitals: Glucose Before Eating - Every 6 hour (At 7:30 AM)
- Vitals: Glucose After Eating - Every 6 hour (At 9:30 AM)
- Motivational/Educational: Glucose Management Motivational Messages - Sun., Mon., Tue., Wed., Thu., Fri., Sat. (At 8:00 AM)

**Created On:** 06/01/2014

**Focus Area:** Diabetes, Hypoglycemia, Blood Sugar

**Status:** Active
Protocol: Blood Sugar before meals - schedule
Protocol: Blood Sugar before meals – alert to patient
Protocol: Blood Sugar before meals – education
Protocol: Blood Sugar before meals – message content

- Always wear an identification bracelet or necklace (ask your diabetes educator)
- Always carry a quick source of sugar with you
- Check your blood sugar before driving and never drive when your blood sugar is low
- Call your PACT Team or Telephone Advice Nurse if you have repeated low blood sugars
- If you faint from low blood sugar and are unable to swallow, please tell family, friends or co-workers to call 911
- Physical activity is a very good way of working off stress or anxiety but it can also lower blood sugar always carry a glucose source with you. Do you always carry...
Questions
About

Annie - v1.0.0

Use the Annie app to:

Clinical Administrators
- Create protocols and protocol templates

Clinical Staff
- Assign/edit protocols, view messages history and reports for patients

Veteran
- View messages history and reports

User Guide [PDF xx]
Patient Search

To view a patient's information, please search for a patient.

Search for Patient

Go
Patient Search

To view a patient's information, please search for a patient.

zztest

**MobileAppsVeteran, One**
- DOB: 05/05/1900
- Age: 114
- Mobile Phone: 1-571-555-0001
- Gender: Male
- SSN: 999-99-9901

**MobileAppsVeteran, Two**
- DOB: 10/05/1900
- Age: 113
- Mobile Phone: 1-703-333-4444
- Gender: Male
- SSN: 999-99-9902

**MobileAppsVeteran, Three**
- DOB: 10/05/1900
- Age: 113
- Mobile Phone: 1-703-333-4444
- Gender: Male
- SSN: 999-99-9903
First Name *
One

SSN *
555-55-5555

Mobile Phone *
222-222-2222

Middle Name

DOB *
05/05/1955

Gender *
Female

Last Name *
MobileAppsVeteran

Time Zone *
Eastern (GMT-05:00)

Home Phone

Preferences *
How Patient will Receive Messages from Annie
- Has Basic Cell Phone
- Has Smart Phone
Blood Pressure

Due at:
8:30 AM
Once
Starting: 08/19/2014
Hello, just a quick reminder that your readings are due. Thanks.

BP 170 over 68

Your reading is fine
### Message History

#### Protocols

- All

#### Status

- All

#### From

- 11/16/2013

#### To

- 09/08/2014

<table>
<thead>
<tr>
<th>Protocol</th>
<th>Date</th>
<th>Time</th>
<th>Alert</th>
<th>Message</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blood Pressure Protocol3</td>
<td>09/03/2014</td>
<td>13:40:44</td>
<td>–</td>
<td>Hello, just a quick reminder that your readings are due. Thanks.</td>
<td>Sent</td>
</tr>
<tr>
<td>Blood Sugar After Eating</td>
<td>09/03/2014</td>
<td>13:46:44</td>
<td>–</td>
<td>This is the last day for you to send in responses for the Glucose After Eating. The protocol will no longer be active AFTER Sep 3, 2014.</td>
<td>Sent</td>
</tr>
<tr>
<td>Blood Sugar After Eating</td>
<td>09/03/2014</td>
<td>06:54:04</td>
<td>–</td>
<td>Please take your Blood sugar after you have eaten and record</td>
<td>Sent</td>
</tr>
<tr>
<td>Blood Pressure Protocol3</td>
<td>09/03/2014</td>
<td>06:54:04</td>
<td>–</td>
<td>Hello, just a quick reminder that your readings are due. Thanks.</td>
<td>Sent</td>
</tr>
<tr>
<td>Test Protocol</td>
<td>01/03/2014</td>
<td>18:38:14</td>
<td>–</td>
<td>Thank you. You are not subscribed to any protocols at this time.</td>
<td>Sent</td>
</tr>
</tbody>
</table>
Reports

Blood Pressure
Add Protocol

Add Template(s)

Select from either vitals, reminder, motivational/educational template, or create a custom template.

- Vitals
- Motivational/Educational

Custom
Select multiple templates to create a custom protocol.

- Vitals
  - Quantity: 3
- Motivational/Educational
  - Quantity: 2
Blood Pressure Protocol 3: Audit Trail

<table>
<thead>
<tr>
<th>Edited On</th>
<th>Edited By</th>
<th>Edited Time</th>
<th>Audit Trail/Comment(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>06/03/2014</td>
<td>Neil Evans</td>
<td>10:53 AM</td>
<td>Field: Status set to Active.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Field: Start Date set to 2014-06-03.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Field: End Date set to 2015-07-03.</td>
</tr>
</tbody>
</table>
Annie Next Steps

- Completing development
- Finalizing training materials
- First phase testing planning
- Initially - early 2015
Support VA Mobile Health!

Vote for Connected Health Co-Director Dr. Neil Evans for FedScoop50’s Most Inspiring Up & Comer

http://fedscoop.com/events/fedscoop50/#up-and-comer
What future topics would you like to discuss? Let us know by answering our survey below!

https://www.surveymonkey.com/r/YQJ5T5G

A recording of this session will be available on the VA Mobile Health website
http://mobilehealth.va.gov

We hope you join us for our next presentation in November