

>> Kennedy: Hello, everyone, thanks for joining us.
We're going to give it one more minute and then we're going to get started.

Thanks so much for your patience.

>> Kennedy: Welcome and thank you for attending our VA mobile health discussion series webinar, my name is Denise Kennedy, I'm going to run through a few brief technical reminders.

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 so the session ends on time.

Today we welcome Shantia McCoy Jones, Devin Sharp and -- Devin and Damien, sorry, I got the names mixed up there.

As mentioned before, if you have any questions for our presenters, please use the chat feature and we will stop the presentation intermittently to answer those questions.

If we don't get to your question, we will send out an e-mail following this webinar with any relevant answers.

To download the presentation, please click on the file name at the bottom right below the chat screen.

And with that, we'll turn it over to you, Shantia.

>> Good afternoon, everyone.

I'm the specialist at the Michael J. crescent medical center in Philadelphia, Pennsylvania.

Today, I have two of our -- my wonderful colleagues joining me, I'll let them introduce themselves.

>> Good afternoon, everyone.

This is Devin Harrison, and I work for the Office of Innovation under the connected care program.

>> Yes, and my name is Damien Sharp.

I'm a contractor with MBL technologies working for Office of Connected care.

>> So just want to give you a brief overview of the pressure ulcer pressure injury resource mobile app.

So in 2011 the Office of Nursing services started to do the revision of the handbook, the pressure ulcer prevention handbook. 1180.02.

And this was of course in response to the veteran's health administration wanting to establish a comprehensive plan and procedures for the assessment and prevention of pressure ulcers for the Department of Veteran's affairs, veteran's health administration.

The biggest revision, as most of you, if you're working wound care have observed, is we included acute care, spinal cord injury centers,

community living centers, home based primary care and outpatient primary care.

The handbook itself provides the foundation for the development of the mobile app, and pretty much allowed us to set the foundation as we invited our colleagues across the VA between Philadelphia and Tampa and some of our other colleagues to assist us in the development of the pressure ulcer, pressure injury resource mobile app.

>> Thank you, Shantia.

So in 2013, well, 2013, the ulcers and innovation created a competition to identify pain points and areas of concern that needed to be addressed in regards to the pressure ulcer prevention, pressure ulcer wound care and pressure ulcer education.

And just to give a quick overview of the innovation program, under the VA innovation program, we collect new and innovated ideas from the employee and industry professionals to enhance VA care and delivery to be in use for mobile application software development or different training programs.

Next slide?

In this particular case, as I mentioned, the innovation that we was looking to address was dealing with pressure ulcers and pressure ulcer injury considering that was a key area for the competition in 2013, and with that we came up with the solution to create a mobile app to fight that particular problem that we were facing at that time.

Next slide?

The company that we hired to help us develop this mobile application, they worked with Shantia and other colleagues to develop requirement and do data gathering to ensure that we develop the best mobile application that was going to fit the of not only the veterans but the caregiver.

And the focus for the mobile app was to allow the veterans and the caregivers to use them at their homes specifically when it was specifically for veterans and caregivers in rural communities where it's not as easy for them to be able to go to community-based outpatient clinics or medical centers.

The mobile application itself will be available on both Android and IOS devices, so you will be able to use them on your iPhone, iPad, Android mobile phone or Android tablet.

During the development and testing of the mobile application, we tested at two facilities.

One was the Philadelphia VA medical center where Shantia is housed at and we also tested the application at the Tampa VA medical center.

>> When you first go into the mobile app, this is the launch screen that you'll see on your device.

And if you actually want to see what it looks like on -- right now, if you go into the Office of Connected care, their mobile app store actually has the app -- the information about the app, the user guide and so forth, so you can actually see this right now, in the

mobile store.

Let's talk about the app.

Once you go into the app, one of the tabs you will see is the home page.

I'm sorry, when you go right into the app you will see the home page, and the home page will have specific areas.

It has an area for journal entry where you can set reminders, you can find signs and symptoms and causes.

You can actually ask the medical team question and it actually has five shortcuts and I'll show you exactly what you can add to the screen so you have easy access into the app as opposed to having to go through all the different areas to find areas that are really important to you.

Either if you have an android or if you have an Apple device, at the very bottom, as you can see here, where it says learn, tools, and get help, depending on the type of the device you have, this will be at the top of your screen or will be at the bottom of your screen.

In journal entries, the veteran or caregiver will be able to create a journal.

They will be able to save the journal.

There's actually two videos where you can check skin TURGOR and check for Blanching.

You can take up to three pictures.

And this area is really unique, because it's more than just the areas that you see listed on the slide.

You will actually be able to identify on an actual body part by touching your phone, you'll be able to identify if it's in the front or the back of the body, a specific body location, and then it actually pulls into the journal entry and gives you the date and the location of the pressure ulcer.

You can identify the size, the shape, the smell.

You can -- the color.

All of these different areas.

And the app is really user friendly.

It's not written in a language that we would use as wound care specialists or providers or clinicians, MPs, or physicians or so forth, but it actually is written in a language where example, as you'll see when I go a little forward, you'll see a picture of the pressure ulcer and it's a picture of the apple where layers of the apple are removed to represent a pressure ulcer.

Very simple and very fun way to kind of have the caregiver veteran really look at journaling their pressure ulcer.

They can also set reminders, the reminders will allow them to set related to meals and snacks, changing position and also medication administration.

This area of the app actually links into the person regardless of what device they have, it links into your clock and it actually will come up on your screen based on how alarms are set on your phone or your pad, iPad or so forth, it will actually alarm using your settings that you use for your clock to actually alert you of the reminder.

And this is an example of what I was talking about.

You can actually type in the name of the drug.

When you take it how far apart.

It will set your clock for you.

Then also you can go into pictures.

I just lost my screen.

Okay.

Sorry.

I don't know what happened there.

You can change position, change position reminders, so you can set it in, every hour, every two hours or so forth, then you can actually turn it on or off, maybe, you know, you're wanting to set reminders for specific period of time for your family member or maybe you're educating a patient or resident about setting reminders, they can actually turn it off at times when they don't necessarily need to have it on.

And the find and search section of the app -- sorry.

This allows -- there's a whole list of different areas related to the skin.

And pressure ulcers, and each one of these area also take the person into an area of finding the symptom, it will give information related to how this symptom increases the risk of pressure ulcers or give them basic information about bottoming out for an example.

They can search a list of information, goes from B all the way down to Ts and Rs, and any area that's related there, they can actually search and get information, and the area is very, very detailed.

So for example, they can search for an area where it says diets, and in the diet section, they can choose my plate, and then this plate actually is a touch capacity, so if you touch on a fruit, the area fruit will highlight, and give you all different types of fruits.

It will give you the portion control, may even give the recipes, so this is actually -- in each one of these areas if you're educating a veteran or a caregiver about nutrition, they will be able to choose areas on the plate they typically would use for diet, and identify types of foods that will help them meet that necessary nutritional requirement.

Ask me medical team.

In this area, there are questions that are already listed and they're related to each one of these areas.

My pressure ulcer home based care, tests and procedures.

How to doctor's office works.

Cost of medical care.

Discharged from the VA.

And then after they select a question in any of these areas, they can actually -- once they click it and save it at the bottom of that specific screen, when they go back to where it says ask my medical team, they can view where it has all the saved questions.

Maybe they're at home and have a question about something specific related to the questions that are listed, they can save it in their phone when they bring it back to the office, if they're seeing provider, they will be able to have those questions.

So I know on the first -- at the very beginning on the home page, I mentioned there are five areas where you can add shortcuts.

So the shortcuts section allows the user to customize their home screen.

So, you know, for example, they may want to have information about doing exercise, and they don't necessarily want to have to search through the entire app to find different exercises related to walking or maybe being bed bound.

They can set this as a shortcut, once the shortcut is set, they can click -- touch right on that shortcut and the shortcut will go right into that area of the app, and it saves a lot of time, because the app contain as lot of information, and maybe every area is not necessarily important to that specific patient or veteran or caregiver at that time.

They may just need to get specific areas related to their wound care.

Maybe they want to have better access to the videos, that it will allow them to access that very quickly.

So this is an example of how before on the home page you saw where it just had the shortcuts, you can actually see now where there's actually different areas located, and one here, I put in get more protein and so forth.

So each one of these areas, the veteran will be able, or the caregiver will be able to going to give go into the app a lot more friendly.

There the learn tab, the learn tab actually has more information about pressure ulcer, pressure injuries, nutrition, exercise, medications, pain, vital signs, home safety and caregiver tips.

I just want to mention that this is the only pressure ulcer prevention app on the market that includes the caregiver, so the premise of this app was not just to be just for the clinician part, for the provider.

It was for the veteran and for the caregiver, so this is where you will see information designed for the caregiver, to allow the caregiver to have some tips to support them in the care of their veteran.

So on this one area, you can see that we select the pressure ulcers, and in the section you have all of these questions, as you select each one of these questions this will actually provide information related to each one of these areas.

So who is at risk?

And what we did do, what we did include, we did provide information and we did include the new national pressure ulcer advisory panel staging terminology.

So even if there may be some changes as the wound care specialist and I know there has been a lot of discussion about this new staging

system, you know, we wanted to make sure that we were consistent with the language that's happening -- occurring right now, and at any time that change, we can make edits to actually improve or remove any information.

So perfect example, you can see where it's an apple, for us wound care specialists, we don't typically look at an ulcer to describe a pressure ulcer, a pressure injury, but in this demonstration, you can see that this is providing information about a pressure ulcer, pressure injury, and it actually gives an apple.

Also, in this area, there's information about exercise.

As I mentioned to you before, they click on I can walk, I'm in a wheelchair, I'm bed bound, it provides very specific information and very detailed exercises related to this area.

So in the VA PUR tab underneath tools, this is where you will be able to access videos, the tutorials.

In the videos.

The videos actually have areas related to the Blanching and checking skin Turgor but also includes information related to transferring and moving back and forth between beds and wheelchairs.

It actually provides really good information.

This was done by our specialist in Philadelphia.

It actually provides other information related to the veteran and even them repositioning themselves while they're actually sitting in the wheelchair.

So say you're talking about repositioning with a patient or caregiver.

Now we have videos that actually provides really good examples, they're narrated and actually they will be able to access it at their own time.

Even if you're educating and they don't remember, they'll always still have information right at their fingertips.

They can also -- there's also a section of the app where they can get help.

So as we know, our veterans are living all across the United States, they're living in all of our different territories, and maybe they need to have some immediate information.

So they can actually click on one of these areas and we'll call 911.

It will give them quick access to our veteran crisis line.

They can program into the call Director of The call, the VA clinic the information related to their provider.

Also it will actually allow them to get directions.

They can put in their zip code.

They can put in the distance that they're looking for.

If it's 50 miles or 100 miles from the zip code, and when they do that, it will actually give them a whole map of all of the areas, all the clinics, all the service areas that's related to -- that provides service to veterans.

And this is an example of what I just previously mentioned.

So if they click on put in a zip code, it will actually give them the location of where they're at and all the VAs that are listed within that zip code area.

For this one we put in 20 miles, but they can go up as high as 200 miles.

At any given time.

Even if they are a family member, or they're not really sure what services are available to them, or where they need to go.

If they're using this app and they put in the zip code, they will be able to provide this information.

And again, there's some areas that are new, new vet centers, new CBOCs that we're establishing for the VA, and as we establish those areas, we will be updating the app to include those locations.

>> Excuse me.

This is Damien Sharp.

I'm sorry, I was responding to some questions that were being asked.

Thank you for the presentation.

I want to speak about testing and moving forward.

I notice a lot of the questions to deal with that.

As Devin and Shantia have spoke in regards to the pilot locations, we use both Tampa and Philadelphia to do our -- not only our user acceptance testing, but our field testing, and the drivings for behind that was to make sure that we had not some app that we just pushed out there but a app of quality that the veterans, caregivers, family, staff, anyone that wanted to load down the app could utilize.

There is a user guide that is out on va.gov.

We're in the process of updating that.

Due to the remediation -- after the user acceptance testing and the field testing, there were remediation efforts.

We've added some additional questions, additional features to the app, for example, when we first developed the app, one of the items that we did not include was addressing vegetarians.

In terms of what are the plates or what are the proteins, but we needed to also speak in regards to vegetarians as well.

So we added that as part of the process.

So these are some of the remediation efforts that we are trying to finalize right now so that I can continue -- we continue to move this app forward to national release.

We also, in going through the field testing, using -- we probably used 20, 30 different veterans, nurses, and caregivers to do the testing, and as part of the feedback process, we had the product effectiveness department create a survey to send out.

They in turn have captured a lot of information that they're going to be providing to the team.

They're still trying to complete that, but providing us feedback from all the testers, which is great.

We need that feedback.

So, you know, in moving that forward in trying to get things understood, we had two videos that we're planning.

One has already been taken place, and what this first video, the Office of Connected care video shot in September was basically the progression of the build of the app, and, you know, for the office connected care, and the innovation process of how the evolution of the -- of the requirements and building of the app and moving forward with the app, all that -- how that all took place, and Shantia and the team did a great job as far as that is concerned.

This next video, the YouTube video productions, we're still in the process of doing this, and what this is is more so the marketing aspect, and of how to use the app, and, you know, where we are moving forward to having the app featured, if you will, so that when the marketing aspect takes place, it really gives a great value to it so that vets will definitely -- vets, caregivers, staff, whoever downloads the app, will utilize it.

So we're very excited about that.

We're still in the process of doing the YouTube video.

We're planning to wrap up any of the remediation that needs to be done on that by this Friday.

I'm talking about 11/4, not today.

When I complete all the remediation, we are then looking to move the app to national release.

What does national release mean?

National release means that this app will be -- once it's pushed in production, it will be available for the Google play store and the apple iTunes, so I'm trying to -- we're trying to push that, and we're trying to have that done by the beginning of the year .

I'm looking in the January time frame.

Early January of 2017, of having that rolled out.

So I'm really excited about it.

I don't think, in my opinion, even though this presentation was really nice, I don't think it really -- until you have the availability to get into the app -- does it justice.

It's such a great app.

I'm excited about it.

We've developed a lot of the apps. This has been one of the best.

So I'm looking forward to getting that out there, because I think from all the veterans, all the caregivers that we have talked to, they have continually praised us, and that's important because the whole idea is to make sure that the apps we put out there are utilized for the veterans so I'm really excited about this one.

With that, I'll turn it back over to you, Denise, and Harold.

>> Kennedy: Thanks, Damien, read my mind there.

So I know that we're going to T up a video.

Just before we do that, a couple of reminders, the first thing is that in order to hear the video play, we are going to ask that you unmute your computer, if you're muted.

And there might be a little bit of a delay to get that up.

I know that Damien has answered some of the questions on the chat,

but for those of you who -- excuse me.

Who maybe have not been following along on the chat, because I know that sometimes it's a little hard, I wanted to tee one of the questions up, and I think one of the questions that was asked that I don't know if it was touched on or not, is does the information uploaded into the journal, uploads CPRS, I thought it would be useful if we could get an answer to that while Harold loads the video.

>> Yeah, this is dech Devin.

I can answer that one.

No, the information will not be uploaded to CPRS and that also segues into another question I saw on the chat about secure messaging.

Secure messaging is a component we're working on, it's in development.

But right now that's not a function that's going to be available with the first version of this app when we roll it out.

But that is in the works.

That is a part of plan about what we do with it.

>> Kennedy: Excellent, thank you for that.

On the top of your screen, that little button, make sure you're unmuted.

>> Video: Innovation program allows critical health care innovation to emerge from the field, evolve based on constructive and collaborative review, and to be piloted in a safe harbor environment.

The VA pressure ulcer resource app is a primary example of the integrated nature of the Office of Connected care.

>> So back in probably about in 2011, the Office of Nursing services started working on the pressure ulcer handbook, and we're in the process of doing the revision for the pressure ulcer handbook.

We wanted to ensure that we were looking at every aspect of care and how that would impact the veteran, especially the veteran that didn't have necessarily easy access to the VA.

So one of those things that we looked at was the innovative awards that the VA was typically doing in various different areas.

So the nurses services gathered experts.

They were part of the innovative award process for selecting and looking at the applications and developing, you know, how this was going to move forward and they decided, you know what, we want to do a mobile app.

>> Some of my impressions were, wow... nobody thought of this yet? You know, this is a great idea.

>> It's more convenient.

It's accessible.

And it's easy to utilize and to find information that I need.

>> We wanted to make it innovative, but pull in the caregiver, because it is the only mobile app on market for pressure ulcer pressure injury, that is for the veteran and the caregiver, which is huge for providing continuous care to the veteran in the home setting.

>> Well, it keeps me on schedule and on track for the last position he was in, and for the medication so that I make sure that

his medications are administered on time.

>> Well, use an app for me, it does relieve a lot of stress, and it's helping me out a lot.

It's helping me to help others.

>> Prior to utilizing the app, I wasn't as diligent with turning and repositioning him as I am now that I'm able to utilize the app.

>> A lot of times you're trying to explain to a caregiver how you should be transferred and you can't find the right words for it.

You can show them a video.

>> Also like the feature there's like an emergency, you can call 911 and different things like that.

>> It's putting the VA a little bit ahead of the curve.

I don't know anybody else that's really doing it.

>> So by having the mobile technologies, it allows the veteran to be an active participant in their care.

>> I saw that there were some other apps on there from the VA and I was like, wow, they have a lot more than, you know, than what I'm testing here.

>> And they can look through it at their own pace and become very comfortable with accessing technology without being overwhelmed.

>> It made me happy at a time when I was really depressed.

It gave me something to do.

It gave me something to take my mind off of all of the negativity that was going on.

It makes me want to stay with the VA, you know, because it gives me more faith...

>> Kennedy: Great.

And for those of you who may have not heard that or wanted to watch that again, my colleague, Karen, just put the YouTube link in the chat feature for you.

Shantia, we do have a couple of other questions.

For the benefit of the group it might be useful to go back through them.

The first one that we wanted to tee up here was a question around how does ask my medical team work.

I don't know if you wanted to talk to that or pass that off to someone else.

>> Okay.

Sure.

The ask my medical team.

It actually is pre-selected questions that are actually already in the app.

So with the person, what they're pretty much doing is when they go into the app itself, they can actually for example, something related to pressure ulcer, a question may be is the pressure ulcer, pressure injury Healing pgh or what else can I do?

Like a question related to test and procedures.

Maybe do I need to have this test to confirm or disapprove?

Support or do I approve this progress of my health?

Will the test results change any of my medications.

So these are just some basic questions.

One thing I do want to make sure I mentioned.

I don't know if I mentioned before, is that the pressure ulcer injury resource mobile app, a portion of it, I say 20% of it is pressure ulcer, about pressure ulcers, pressure injury.

The other 80% is about prevention.

The other 80% is the other.

The thing that we work really hard at ensuring that we communicate to our veterans and caregivers, sometimes gets lost in translation or are easily forgotten.

So you will see areas that talks about pressure ulcer, pressure injury, but we have a huge area related to nutrition.

We have where you can -- where they can look at what protein is and they can make shakes.

There's recipes.

So there's things that's related to the app that helps you use the app and not just in pressure ulcer, pressure injury prevention, but also in continuance maintenance of the veteran's health.

The other part of the app is the same thing -- the same information that's provided to the veteran, their caregiver can access, so even if the veteran is going to -- the veteran is going to use the app themselves, their caregiver can download the app, and they can use the app at their own leisure, and there's a section that says caregiver that actually has information that's also relevant to the caregiver.

So I just wanted to make sure that I included that part.

There is a print component to the app also, so the app was developed with three things in mind.

The app itself, that can be accessed through mobile technology.

The other part is we have a print aid that I have shared.

The print aid was developed -- we finished the development of the app I want to say end of 2014, 2015, and Damien and Devin can correct me, but we've done a lot of things behind the scenes as we move forward.

And one of the other areas is there's a DVB for the video, so even if the person may not be able to access the app itself, we actually have a DVB that comes with the mobile app also.

So there's -- there's other resources that we can have available T print aid can come in large form or small form.

There's some VAs that are actually using the print aid, and we're using it here, even though the app hasn't been released yet, and then also the videos will also be available too for use.

Those questions, to answer those questions, those questions are already embedded in the app, and as we roll out in 2017, we will be updating, so once we get information back -- when you go go into the Office of Connected care and you have access to the user guide and also the frequently asked questions, if there's a problem with the app or someone has a question or needs some assistance, they're calling the tech line and our colleagues and IT and the help desk will be able to help them related to the app on the tech line.

Once we've identified there are issues to be addressed, like most apps, we send out updates, we're going to be consistently updating on the back end.

Even though we may be releasing it early next year, we will still be actively working on ensuring that the app continues to develop as our health care develops for us and for our veterans and for our caregivers.

>> Kennedy: Great.

That leads nicely into the next question.

There was a little bit of discussion on the chat side around whether future iterations of this would consider integrating with secure messaging.

Is there any plans for that now or anything you want to touch on or talk about there?

>> Devin, I think you mentioned -- you talked about that.

>> I did.

I did.

Thanks Shantia.

There's a secure messaging component that was developed with this mobile app, and the secure messaging component was a patient generated where the physician or the nurse could achieve that information that was given from the mobile application.

That feature is still under development.

We're working closely with the group in mobile solutions to stand that platform up, and once that platform is stood up and stable, then that will be available with the app at a later date.

>> Excellent.

Thanks for that.

We also had a question about the user guide.

It was, well, you had scenarios build into the new user guide, and followed up by a question.

Have you found other issues besides vegetarianism in UAT?

>> So at this time, we're not going to have any scenarios in the user guide.

The user guide basically walks -- it's very detailed and it's in color.

And it walks you actually through the entire app, so that when -- so that if someone has a question about how to use, for instance, the ask question or how to add shortcuts, it actually walks you through the whole process of adding shortcuts or accessing different areas of the app .

So like I said, as we move forward, at this time that is not our plan to add any scenarios, and the app is used at the person's leisure.

You know, what will work for them, what may not work for them, things we may need to add, things we may need to cut back on.

As we release it, we will definitely get an idea of things we may

want to change in the future.

Karen, what was the other part of your question?

>> The other part of the question was -- was have you found other issues besides vegetarianism in UAT?

[Chuckling]

>> Whew, you can't even imagine.

Poor Damien.

Damien, you want to answer that one?

>> I'm sorry, could you repeat the question?

Forgive me.

>> The question was about have we found other issues with pretty much -- you know, things that we've remediated, like...

>> Well, through our field testing and user acceptance testing, yes, we did find some issues.

We got some feedback that, you know, say one of the veterans said, you know, change this, this might be more useful for example. Don't take it literally.

I don't have something specific, but we took into consideration the feedback we got.

And we started making those remediation changes.

One of the main things that we changed is that the national pressure officer advisory panel wanted it -- because the app -- you see the app right now.

It tells you that it just says pressure ulcer, but the national advisory panel pressure officer wanted it changed so that it's pressure ulcer/injury.

So we went back through the entire app and changed everything so that it says pressure ulcer/injury, you know, because it is really an injury as well.

So --

>> It's not that they wanted it.

They didn't want it.

We wanted to ensure as the VA and as being a member of the pressure ulcer/injury prevention committee, the VHA injury committee, we wanted to make sure the language we're using was the language that was -- that we're moving to internationally and nationally.

We know that there is some push back, and we noted there's some controversy, but regardless if it exists or not, we dependent want to release the app that wasn't including like mucosal or device related pressure injuries.

We wanted to make sure we included that language, because these are things that we are dealing with in our clinical, in our veteran populations in regards to pressure injury.

So, you know, one thing, one of the biggest things we've been working on recently is the references.

I mean, to be honest with you, we started the development of the app almost four years ago, and -- three years ago, excuse me.

And our references have changed.

I mean we're updating references.

We're updating language.

We're updating specific areas.

And then what we did was we included some of our wound care colleagues across the VA to actually go back into an app and look at the language of pressure ulcer pressure injury into the app.

We asked our nutrition colleagues, our nutritionists and dietitians to actually go into the app and look at the language we were using on top of our PTOT.

When we say interdisciplinary, we worked with wound care specialists, physical therapists, occupational therapists, our spinal cord injury colleagues.

We actually worked with our nutritionist and our dietitians.

You know, we wanted to ensure that the mobile app wasn't just coming from one perspective, and also we -- so our testers, those people that we -- that I just mentioned that help with the development of the mobile app were also -- were some of our colleagues and our veterans that actually tested the mobile app.

We did the testing of the mobile app in Philadelphia, and upon completion of the testing, the Office of Product effectiveness, which I didn't even know that department even existed in the VA.

I can tell you right now I've learned so much about the VA, you can't even imagine.

There's an entire division of the VA that helps to look at how products are used and they can assist you in developing questions and surveys, and they actually help to develop questions and surveys and then they went out.

They contacted all of our testers, and then they work with them.

They submitted -- testers submitted all their comments to them, they're working on a report to come back to us to talk about the effectiveness of the product, how they're seeing it.

And we're still doing evaluations.

As of last week, you know, we had people that went back and looked at the app again, and we're going to -- I know dime again is going to -- Damien is going to kill me soon, but we continue to go back looking to ensure that we're moving forward and we are representative of the patient population and what we're doing at the VA.

And pressure ulcer pressure injury is a huge component of what affects our veterans and also the other key, key part is what effects it has on our caregivers.

So that's one of the biggest parts I'm very proud of is that caregiver component.

>> Kennedy: Excellent.

Thanks so much.

And it looks like I just want to say Shantia, and Devin, and team, we really have just a lot of great feedback here on the -- on the chat box and a lot of excitement around this app.

It looks like we don't have any more questions coming in.

I want to thank you, Shantia, and Damien, and Devin, for a great presentation.

And also want to mention that if you see on your screen, there should be a link for some feedback.

Please let us know what you liked, what you didn't, what we can do better, if you have any topics in the future.

And any last words from you?

>> Yeah, I was reading the aspect of marketing, and I will tell you all, and you know, all of us who have been part of this process, we are going to market to all the above.

So I refuse, and my colleagues refuse, and the developers and our testers and so forth, refuse to not allow this to be marked.

Office of Connected care has been phenomenal.

Office of Connected did the first video.

EES is assisting us with doing the functionality part of the video.

We have two huge offices that are assisting us with the marketing on top of ONS and also other areas of the VHA that will assist us in the marketing.

So if you -- you guys, my name is my e-mail address, Damien's name is his e-mail address and so is Devin, so if you have a question or you have an area you want to ensure that we're marketing to, just feel free to shoot us a question and ask.

We'll ensure we answer the question or find someone that can answer the question for you.

>> Kennedy: Excellent.

And it is 2:45.

So we'll let everyone get back their Friday and have a good weekend.

And again, please fill out the included below, and let us know if there's