Skin Check App
User Manual

VA HEALTH CARE | Defining EXCELLENCE in the 21st Century

User Manual

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Overview

The Department of Veterans Affairs (VA) Skin Check mobile application (app) allows members of VA care teams to complete skin assessment documentation. With the app, the VA health care team (including providers and nurses) can conduct a skin check, assess risk for pressure ulcers (PU), choose the proper preventive measures and add information into their patients' medical records. The app is designed to be a single, easy-to-access location for finding information about skin care and to help VA clinical staff comply with the Veterans Health Administration's (VHA) Pressure Ulcer Prevention Handbook 1180.02. **NOTE:** While this app enables you to document a patients' risk for skin breakdown and care related to skin conditions (e.g., bruises, rashes), it does NOT allow you to assess wounds. Should a Veteran have a wound, it must be assessed elsewhere.

Although the app is meant to provide you with comprehensive and targeted information regarding the specific health care needs of Veterans, the information it contains is not intended to be a complete nursing care documentation tool or a substitute for clinical judgment.

This app is available for iOS, Android and Windows operating systems, and is supported by these Internet browsers:

1. Internet Explorer 10 and higher
2. Safari 7 and higher
3. Firefox 24 and higher
4. Google Chrome 30 and higher

This user manual is an in-depth, step-by-step guide for using the Skin Check App.

The Basics

Prerequisites

To use the Skin Check App, you must be a member of a VA care team with Veterans Health Information Systems and Technology Architecture (VistA) credentials.

Logging in

When you access the Skin Check App, you will first see the Provider Login screen. Enter your VistA Username > Enter your VistA Password > Begin typing in a VA Hospital Location > A list of matching facilities will appear in a drop-down list > Tap **Sign In**.

Getting to know the screen

When you access the Skin Check App, you will first see the Home screen, which gives you an overview of the app's main functions, including a:

- Search feature – in the upper left corner with a magnifying glass icon that allows you to search for a patient by patient name or ward
- Patient Information feature – in the upper left corner next to the file icon with the patient's name, date of birth, age, gender and social security number (SSN)
- Menu – with a three-line icon that slides in and out from the left side of your screen and offers three sections: About, Skin Assessments and Exit
- Progress Note feature – in the upper right corner with a notepad and pencil icon that allows you to enter information into your patient's medical record (i.e., CPRS)

Finding more information about the App

Tap the menu button with the three-line icon in the upper left corner of the screen > Tap **About** from the slide-out menu that appears > A pop-up box will appear with more information about the app. To close the About box, tap the **X** in the upper right corner.

Logging out or accessing the VA Launchpad

Tap the menu button with the three-line icon in the upper left corner of the screen > Tap **Exit** from the slide-out menu that appears > Tap whether you would like to **Logout** or access the **Launchpad**.

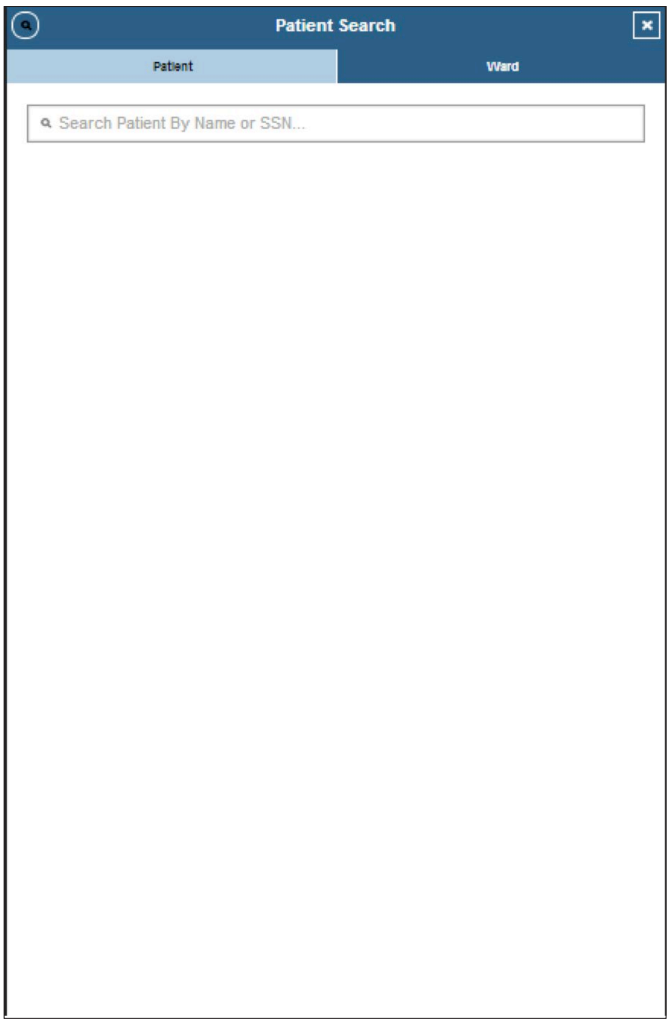
Patient Search

Quickly find information about a patient by searching with the patient's name, social security number or by the ward where he or she is receiving care.

Searching for a patient

Tap the magnifying glass icon in the upper left corner of the screen > A pop-up box will appear that gives you the option to search by patient or ward. Searching by patient will be the default option, and you can always return to the option by tapping **Patient**.

> **NOTE:** The patient whose name appears in the upper left corner of the screen is the patient within focus throughout the app until a different patient is selected.



Searching by patient name or SSN

Begin typing in the your patient's last name or SSN > Tap **Go** on the bottom right corner of your screen > A list of matching results will appear in a drop-down list > Tap the name of the patient you would like to view > A pop-up box with the patient's basic information (last and first name, date of birth, gender, location receiving care and social security number) will appear > Tap **Select Patient** to bring the patient within focus throughout the app.

Searching by ward

Tap the **Ward** tab on the Patient Search screen > Begin typing in the name of the ward > A list of matching results will appear in a drop-down list > Tap the name of the ward you would like to view > A list of patients in the drop-down menu will appear, along with a search box to further filter your search by patient's name > Either scroll through the list of patients, or enter a patient's name in the Filter Patient List box > Tap the name of the patient you would like to view > A pop-up box with the patient's basic information (last and first name, date of birth, gender, location receiving care and social security number) will appear > Tap **Select Patient** to bring the patient within focus throughout the app.

Patient Details

After you've found the patient whose information you would like to view, you can readily access an overview of their data.

Reviewing a patient's information

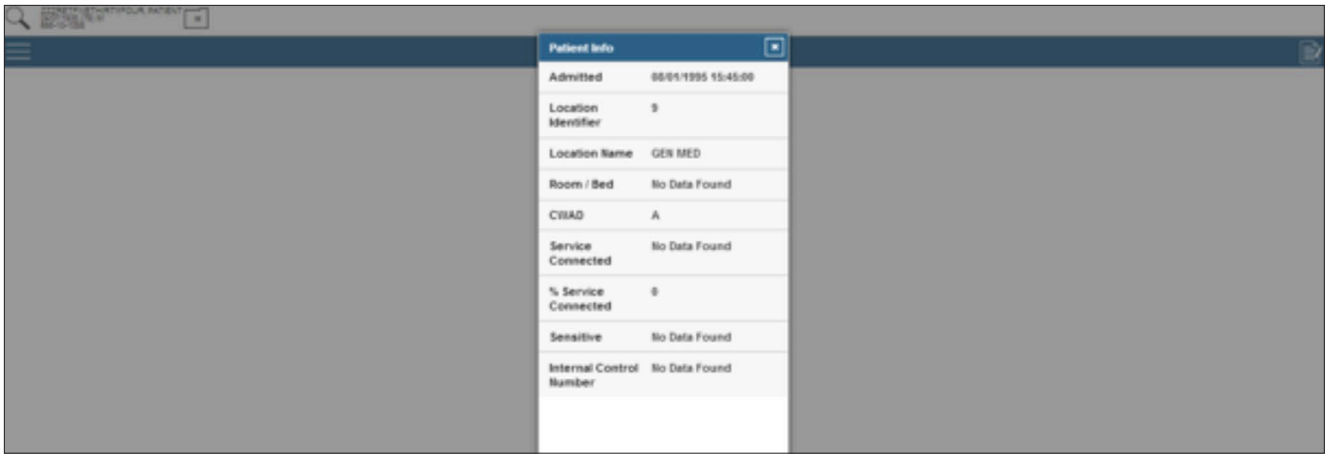
After you've selected your patient, his or her name will appear in the upper left corner of the screen, alongside a file icon and a quick reference of the patient's identifying information:

- Last name
- First name
- Date of birth
- Age
- Gender
- Social Security Number

To view more detailed information, tap the file icon **>** A pop-up box with your patient's information will appear that includes:

- Admitted – date and time admitted to the facility
- Location Identifier – number assigned to the VA facility
- Location Name – name of facility at which the patient is receiving care
- Room / Bed – detailed location within a VA facility
- CWAD – Crises, warnings, allergies and/or adverse reactions and directives
- Service Connected – notes about service-related conditions
- % Service Connected – percentage of patient's disability according to eBenefits requirements
- Sensitive – Protected by the Privacy Act and Health Insurance Portability and Accountability Act. Proceed only if you have a need to know.
- Internal Control Number – Individual number assigned to a person by the VHA. It is unique to the person in the same way that a SSN is unique to a person, but it only has relevance inside the VHA.

To close the Patient Info box, tap the **X** in the upper right corner.

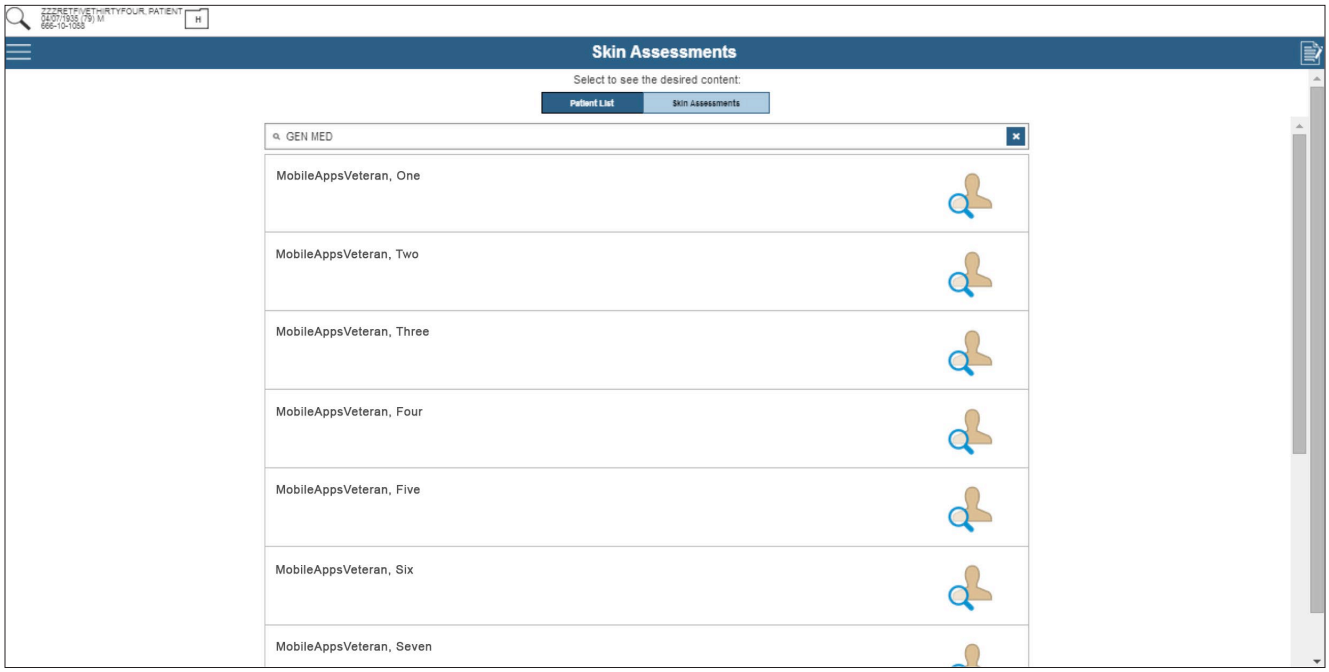


Skin Assessments

Make sure you're giving the most comprehensive skin assessments by going through the checklists and information provided in the Skin Check App. Then use the education section to guide you in providing explanations, treatments and resources to both your patients and their Caregivers.

Finding patients by ward

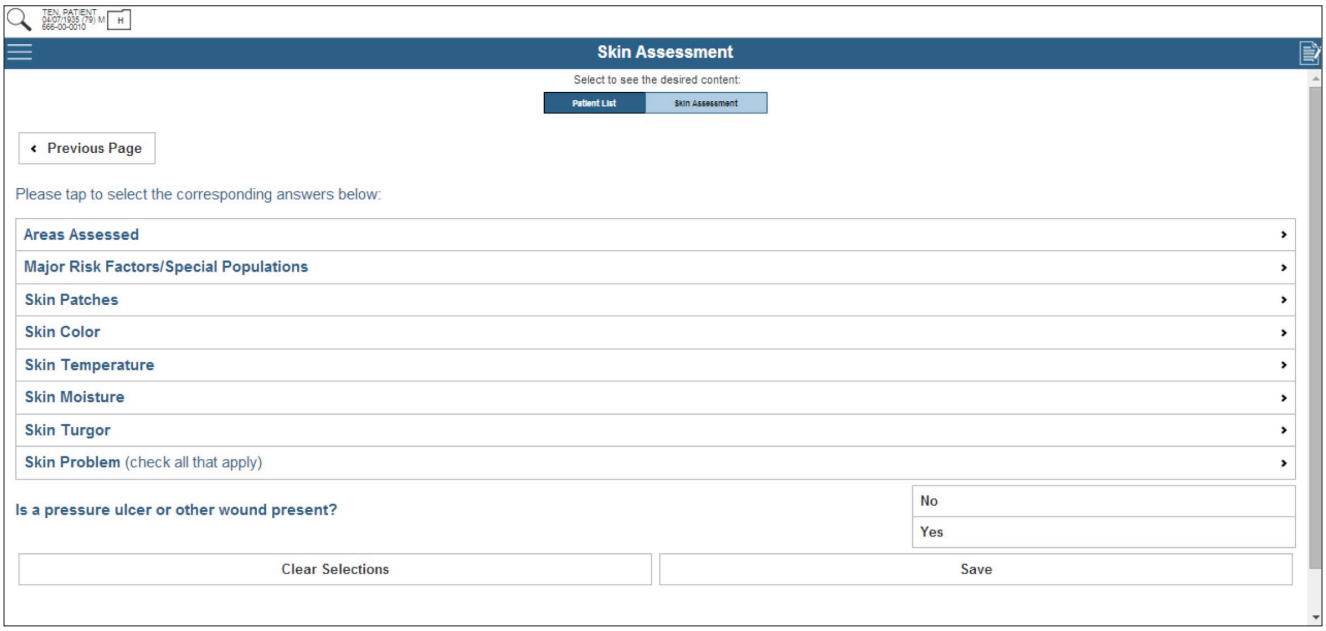
Begin typing in the name of the ward into the Search Wards box on the Patient List tab > A list of matching results will appear in a drop-down list > Tap the name of the ward you would like to view > A list of patients in the drop-down menu will appear > Tap the name of the patient you would like to view > A pop-up box with the patient's basic information (last and first name, date of birth, age, gender, location receiving care and social security number) will appear > Tap **Select Patient** to bring the patient within focus throughout the app.



Administering a skin assessment

Use this section to walk through the initial phase of a comprehensive skin assessment. Tap the menu button with a three-line icon > Tap **Skin Assessments** from the slide-out menu that appears > Tap the **Skin Assessments** tab > You will see a list of subcategories > Tap the **Skin Assessment** subcategory > Tap on each of the following sections to expand the contents:

- Areas Assessed
- Major Risk Factors/Special Populations
- Skin Patches
- Skin Color
- Skin Temperature
- Skin Moisture
- Skin Turgor
- Skin Problem



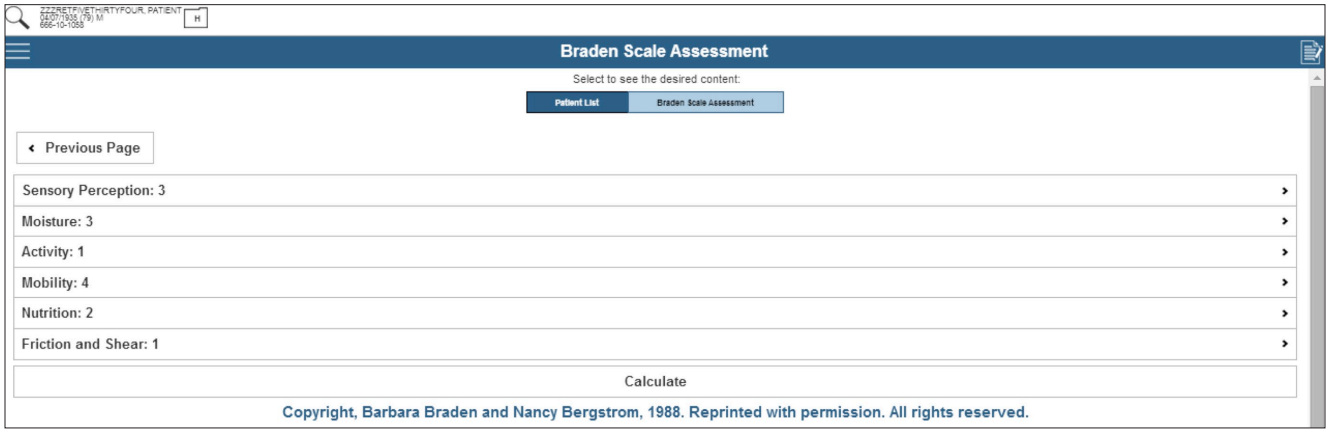
To complete each section, either tap on an applicable answer or enter in the required data. In some sections, you are able to enter a comment. To collapse the contents, tap on the heading of each section. To save your answers and comments, tap the **Save** button at the bottom of the screen. Information you save will be available for entry into a note. To return to the Skin Assessments screen, tap the **Previous Page** button with the back arrow in the upper left corner.

Administering the Braden Assessment

The Skin Check App has built in the Braden Scale to analyze the six main categories that help assess ulcer risk. Tap the menu button with a three-line icon > Tap **Skin Assessments** from the slide-out menu that appears > Tap the **Skin Assessments** tab > You will see a list of subcategories > Tap the **Braden Assessment** tab > You will see a list of six main areas of the Braden Scale Assessment:

- Sensory Perception – measures whether the patient responds to voice commands, and any deficit in the ability to feel pain or discomfort
- Moisture – measures the moisture level of the skin
- Activity – measures the patient's activity levels, frequency of movement and ability to walk
- Mobility – measures any limitations on the patient's ability to change position unassisted
- Nutrition – measures the patient's nutritional intake
- Friction and Shear – measures the amount of assistance a patient needs while moving, and the level of friction movement causes against a patient's skin

Tap on each of the sections to rate your patient on a scale from one to four in each of these areas, except Friction and Shear, which is rated on a scale from one to three. Explanations of each rating level can be found by tapping the **i** button next to each number. To collapse the contents, tap on the heading of each section. Tap **Calculate** to see the Braden score. To return to the Skin Assessments screen, tap the **Previous Page** button with the back arrow in the upper left corner.



Considering additional risk factors

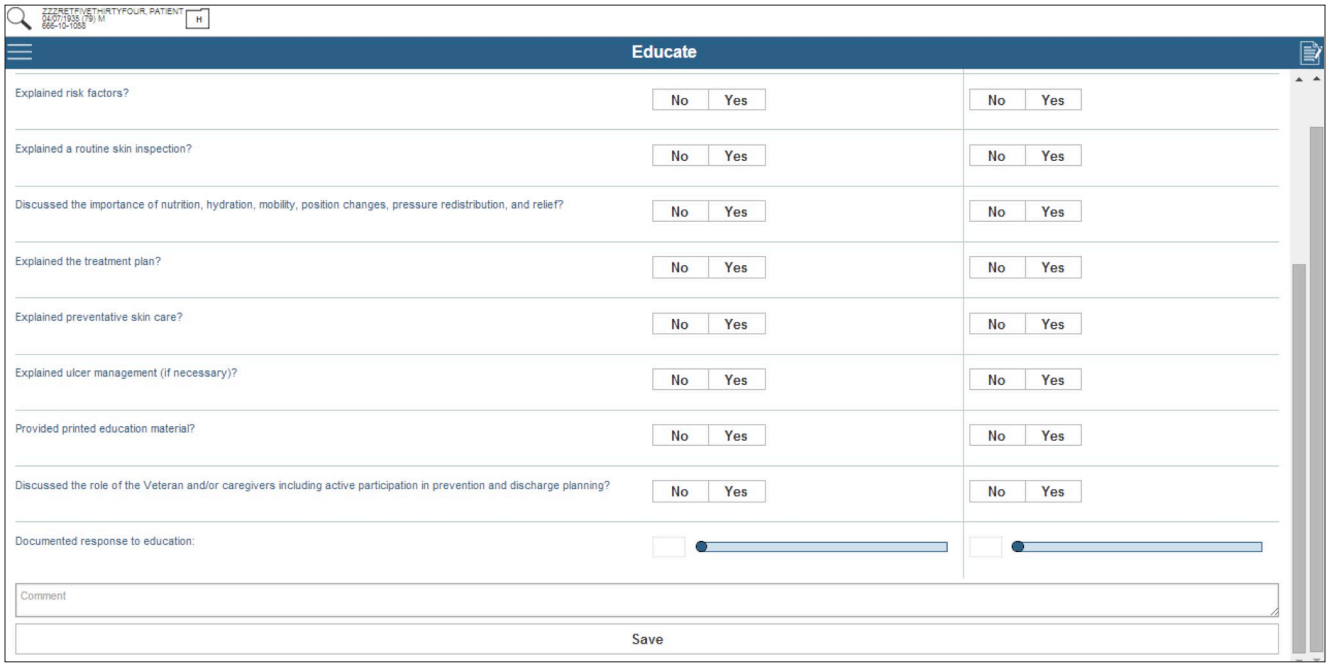
For the most comprehensive assessment, the Skin Check App includes a list of other factors that might contribute to wound and skin care. Tap the menu button with a three-line icon > Tap **Skin Assessments** from the slide-out menu that appears > Tap the **Skin Assessments** tab > You will see a list of subcategories > Tap the **Additional Risk Factors** tab to see a list of risk factor categories:

- Alterations in Sensation
- Alterations in Mobility
- Friction or Shear
- Alterations in Nutrition or Hydration
- Moisture
- Other Diagnoses
- Devices and Equipment

Tap on each of the categories to see a list of risk factors > Tap on any risk factors that might apply to your patient. To collapse the contents, tap on the heading of each section. After you have entered information in each category, tap the **Save** button at the bottom of the screen. Information you save will be available for entry into a note. To return to the Skin Assessments screen, tap the **Previous Page** button with the back arrow in the upper left corner.

Educating Veterans and Caregivers about skin assessment results

After you've assessed your patient on his or her skin issues, the Skin Check App provides you with a checklist to ensure you have educated Veterans and Caregivers properly by explaining issues, treatment needs and reference materials. You also may document their responsiveness to remember how well they seemed to grasp the information and how willing they seemed to follow instructions. To get to the education screen, tap the menu button with a three-line icon > Tap **Skin Assessments** from the slide-out menu that appears > Tap the **Skin Assessments** tab > You will see a list of subcategories > Tap the **Educate** tab > You will see two sections on your screen, one for Patients and one for Caregivers. You will see a series of questions that allow you to either rate the way both patients and Caregivers respond to information on a scale of one to five by moving the blue circle on the sliding scale or tapping either **Yes** or **No** to ensure you have provided them with any necessary information. You can also leave a comment to add additional information. After you have entered information in each category, tap the **Save** button at the bottom of the screen. Information you save will be available for entry into a note. To return to the Skin Assessments screen, tap the **Previous Page** button with the back arrow in the upper left corner.

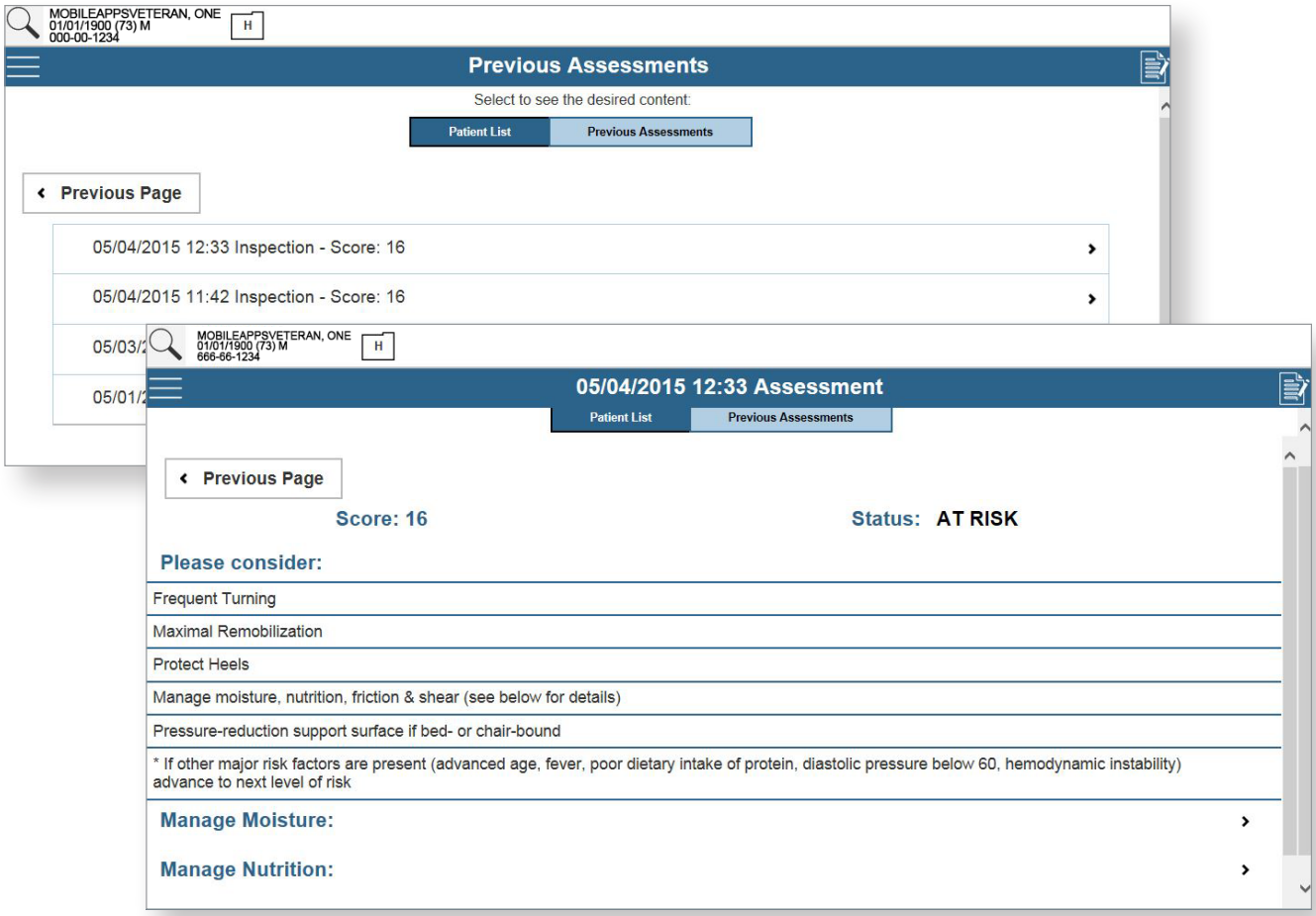


Finalizing your assessment as a Progress Note

After you have gone through all the assessment areas and have educated both your patients and their Caregivers, save the assessment to your patient's medical record as a Progress Note. Tap the **Finalize** tab at the bottom of the Skin Assessments screen and a Progress Note draft will appear. See Creating a Progress Note below to learn how to enter a Progress Note.

Reviewing previous skin assessments

If your patient has undergone previous skin assessments, you will be able to search and find the information by tapping **Previous Assessments** at the bottom of the Skin Assessments screen. NOTE: When looking at previous assessments, you will see previous Braden total scores, dates and times of the assessments. To see the patient-specific recommended intervention(s), tap an arrow on the right side of the screen. You will be taken to a screen that shows the recommended interventions > Tap the arrows on the right side of the screen to expand each section and see recommendations > Tap the arrow to close a section. Tap the **Previous Page** button with the black arrow in the upper left corner to return to the Previous Assessments screen.



Progress Notes and Encounters

Not only does the Skin Check App guide you through a skin and risk assessment, you can submit your answers and comments directly into VistA as a Progress Note in your patient's medical record.

Creating a Progress Note

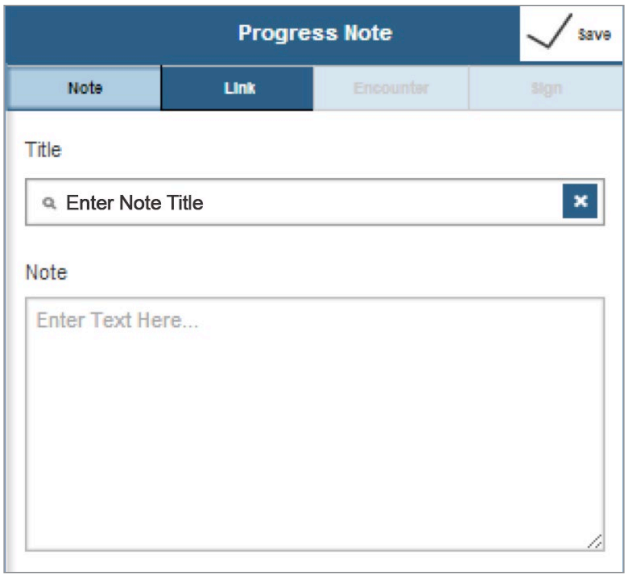
Tap the upper right corner with a notepad and pencil icon > the Progress Note draft will appear > Tap the **Note** tab to create a new note, or tap the **Link** tab to link the note to a Clinic Appointment, Hospital Admission or New Visit > Begin typing a title in the Enter Note Title bar, and tap one of the matching titles from the drop-down search results list that appears > Type your comments in the Note section. NOTE: All Progress Notes need to be anchored to either a location or a visit. If a patient is inpatient, link to the location and write the note. If a patient is outpatient, either create an encounter or link to an existing encounter to write the note.

Entering an Encounter

Tap the upper right corner with a notepad and pencil icon > the Progress Note draft will appear > Tap **Encounter** to add details about your patient's visit. NOTE: The Encounter details can only be filled in once you write a comment in the Note section on the Note tab. You can specify by the following.

- Visit Type – the type of visit
- Providers – who cared for the patient
- Related To – options to categorize the visit if the assessment was related to your patient's service, Agent Orange, radiation, Southwest Asia conditions, military sexual trauma, head and/or neck cancer, combat or shipboard hazards and defense
- Diagnosis – either select from official names and codes or enter your own
- Procedures – search for possible procedures

Tap **Sign** to authorize the note > Tap the **Save** button with the check mark in the upper right corner to save the note. NOTE: You must sign the note for the data to be written to VistA.



Help and Additional Information

Additional training materials for the Skin Check App

More resources, such as a Quick Start Guide, Slideshow and FAQs, can be found on ***mobile.va.gov***.

Help Desk information

If you need help with the Skin Check App, dial **1-877-470-5947** to speak with a VA representative. The Help Desk is open weekdays from 7 a.m. to 7 p.m. CT. For TTY assistance, dial 711.

Emergencies

You should never use this app in an emergency. If you encounter an emergency, call your local medical center or dial 911. If you feel your information may have been compromised, contact your local VA facility to obtain the contact information for your Privacy Officer. To locate your local VA facility, visit VA's Facility Locator: ***va.gov/directory/guide/home.asp?isflash=1***.

Appendices

Appendix #1: Project References

This app was developed by Agilex [www.agilex.com] according to an approved concept paper. The app was tested in a demo environment to ensure optimal functionality. Subject matter experts who served in the Skin Check App's creation are: Storm Morgan, MSN, MBA, RN; Linda Cowan, PhD, ARNP, CWS; Shantia McCoy, MSN, RN, CRNP; Christine Bennett, MSN, ARNP-BC, CWOCN; and Charlene Demers, MS, GNP-BC, CWOCN.

Appendix #2: Glossary

App – an application or software program that can be accessed through a website or mobile device and is designed to fulfill a particular purpose

Braden Assessment – a scale developed by Barbara Braden and Nancy Bergstrom in 1988 to predict pressure ulcer risk based on sensory perception, moisture, activity, mobility, nutrition and friction

CPRS – Computerized Patient Record System

CWAD – crises, warnings, allergies and/or adverse reactions and directives

eBenefits – an online portal that allows Veterans, Servicemembers and their families to research, find, access and manage their benefits and personal information

Military sexual trauma – sexual assault or repeated, threatening sexual harassment that occurred while a Veteran was in the military

VA – Department of Veterans Affairs

VA Mobile Health – an initiative that aims to improve the health of Veterans by providing technologies to expand care beyond the traditional office visit and includes the creation of secure mobile apps to leverage the popularity of wireless technologies to support Veterans, Caregivers and VA clinical teams [More at: mobile.va.gov]

Veterans Health Information Systems and Technology Architecture (VistA) – VA's computerized patient record system