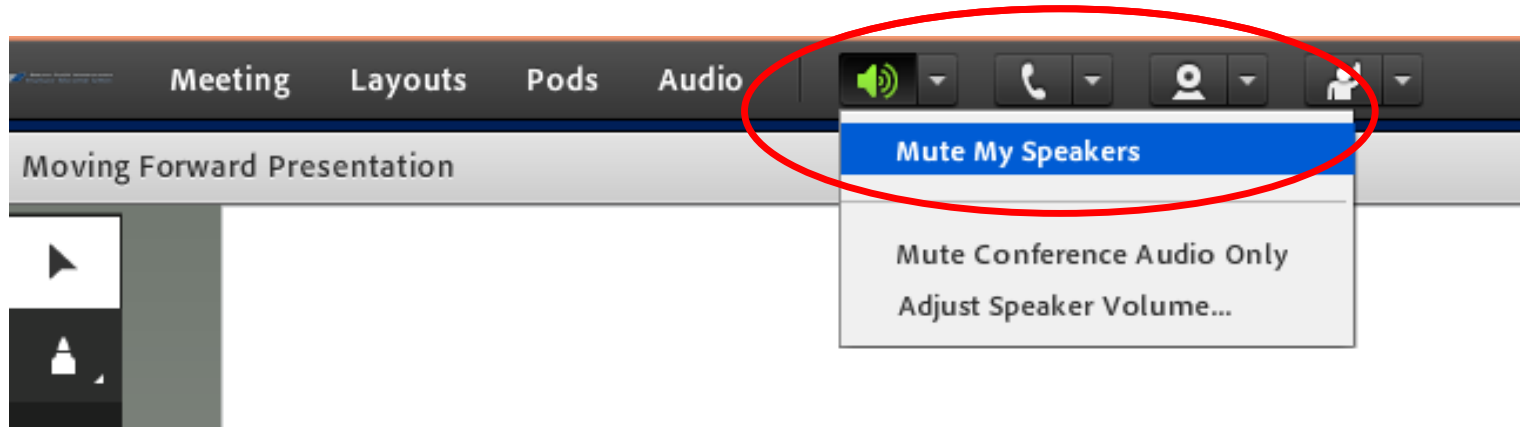


# Please remember to mute your speakers.



## VA Mobile Discussion Series

For audio, please dial in using VANTS:  
**1-800-767-1750 pc: 43950#**

Thank you for joining. We will begin shortly.

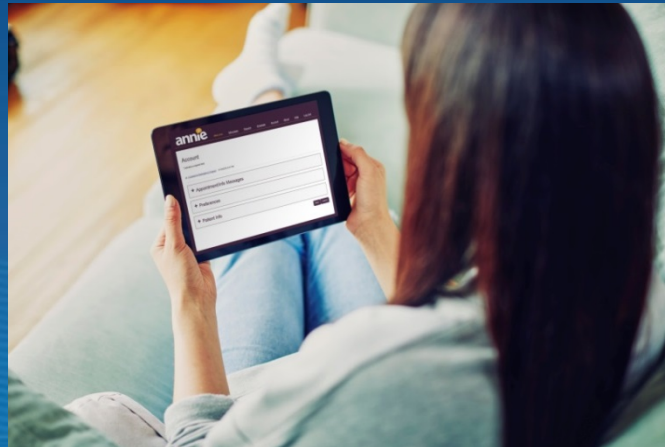


**U.S. Department of Veterans Affairs**

Veterans Health Administration  
*Office of Connected Care*



U.S. Department  
of Veterans Affairs



# *VA's Automated Texting Platform for Veteran Self-Care*



# AGENDA

- Office of Connected Care Mission
- Annie Overview
- Key Benefits
- Protocol Use in ANNIE
- Reports and Message History
- National Release Plan
- Next Steps
- Questions



# OFFICE OF CONNECTED CARE MISSION

**Access** and the **Veteran Experience** will be enhanced through information and communication technologies that are effectively **integrated** into the daily lives of Veterans and VA Staff.



**ACCESS TO  
TRUSTED RELATIONSHIPS**



**ACCESS TO  
TRUSTED HEALTH INFORMATION**



**IMPROVING THE  
CARE EXPERIENCE**





# INTERNATIONAL COLLABORATION: BRITISH NATIONAL HEALTH SERVICE AND VA



Annie is named for Lt. Annie G. Fox. She was Chief Nurse at Hickam Field during the attack on Pearl Harbor on Dec. 7, 1941 and the first woman to receive the Purple Heart for combat.

VA's Annie was developed through international collaboration and is modeled after a similar award-winning platform in the United Kingdom. The British National Health Service's program is called "Flo", after Florence Nightingale, found of modern nursing. Australia and New Zealand have also developed national versions of the program.







# A MOBILE APP PROVIDING INTERACTIVE AUTOMATED MESSAGES FOR SELF-CARE



*“Annie really **promotes patient autonomy**. It’s about maintaining your self-care and being active in tracking and monitoring where you are. Veterans are saying they feel **more connected to their care team** because they are being checked in on and are participating in their own care on a regular basis.” – Dr. Jennifer Roth, a graduate psychologist at the St. Cloud VA Medical Center in Minnesota*



# A MOBILE APP PROVIDING INTERACTIVE AUTOMATED MESSAGES FOR SELF-CARE

*“[VA providers] should be whole-heartedly enthusiastic about using [Annie]. [It] **allows us to reach our patients in ways we couldn’t previously.** All providers should use this. It can have an impact on the way we practice and ultimately we’re going to see our **outcomes improved.**” – Dr. Lynn Kataria, Chief of Neurology Education, Washington DC VAMC*





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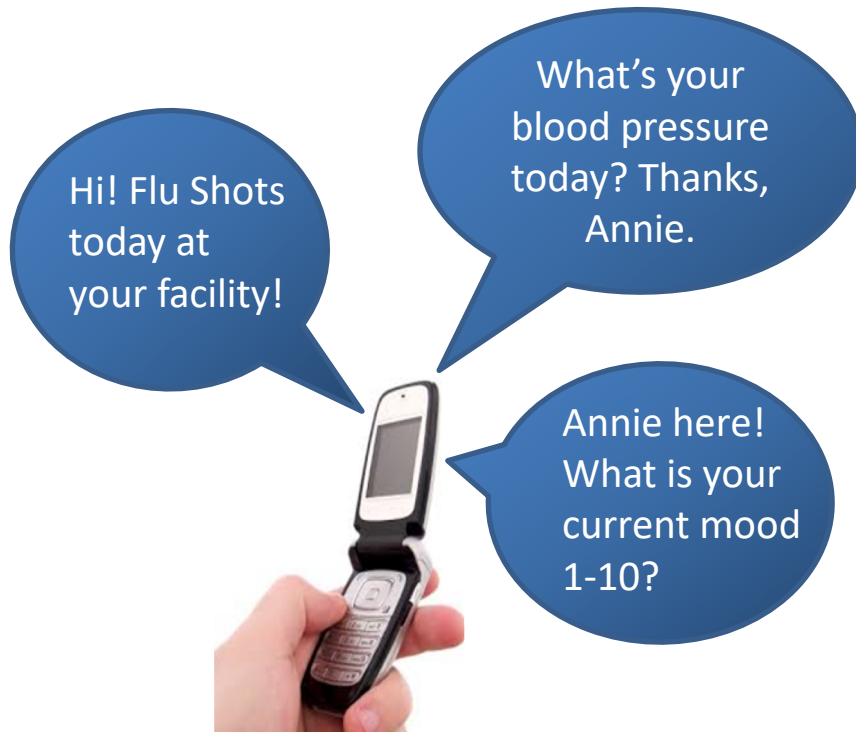


# The Details





# A MOBILE APP PROVIDING INTERACTIVE AUTOMATED MESSAGES FOR SELF-CARE



- **Automated texting** to and from Annie allows Veterans to track and monitor their own health
- Clinicians can **create and assign automated protocols** and view graphed or individual Veteran responses
- Assignment of a clinical protocol **requires a clinician to obtain Veteran consent**
  - VA teams will have access to enroll a Veteran, clinicians will be able to obtain consent, and specific staff will have access to create protocols
- Use is voluntary and has 2 forms: **facility broadcast messages and automated clinical protocols**
- **Annie messages are automated. Annie is NOT direct messaging between Veterans and clinicians.**



# ANNIE BENEFITS – VETERAN & STAFF

## Care Team Benefits

- **Enables collection and synthesis of clinical data outside of office visits**, reducing the need for staff interaction between visits and making care decisions easier
- **Provides automated clinical feedback**, increasing patient safety and education
- **Provides automated treatment prompts and information**, reducing calls/questions about the care plan
- **Assists with review and documentation** for chronic disease management
- **Reduces need for care team phone reminders** to patients

## Veteran Benefits

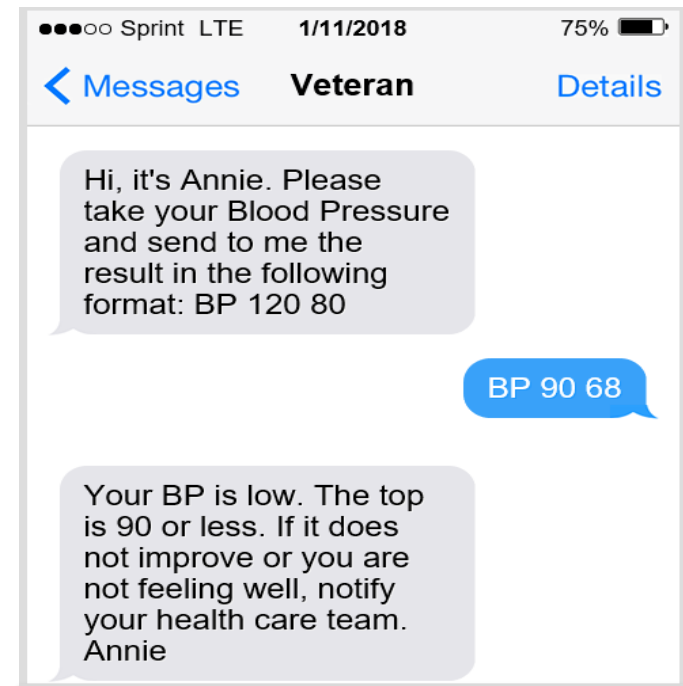
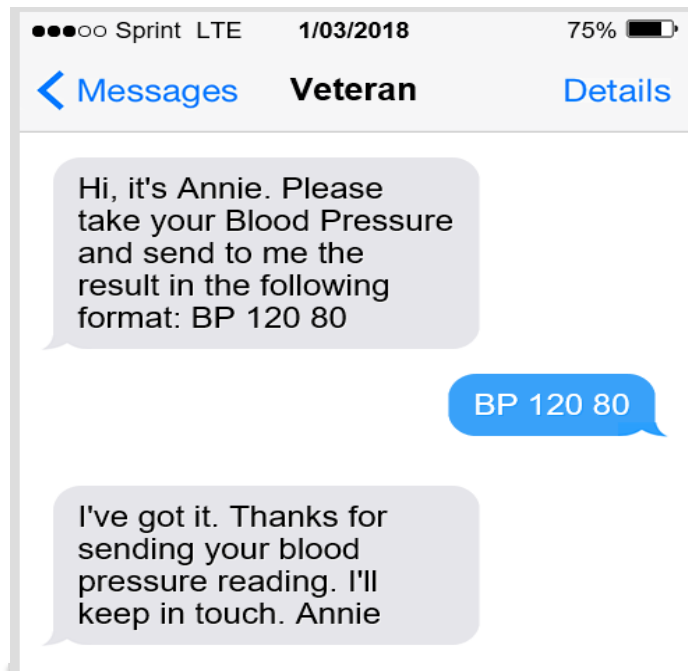
- **Empowers Veteran self-care, enhancing active partnership with the care team**
- Veterans **feel more connected** to their care teams
- Veterans are **supported** in completing health tasks and achieving improved outcomes
- Sends **facility broadcast messages** and/or **automated, personalized clinical protocol messages**
- Allows modification of data parameters, messages, and timing to **fit individual clinical needs and lifestyle**
- Veterans are **empowered with their own data** that is then also visible to their care team
- Veterans can choose to use **SMS text messaging** to send and receive messages with the Annie system, or they can use the Annie app on a smart phone



# PROTOCOL USE IN ANNIE

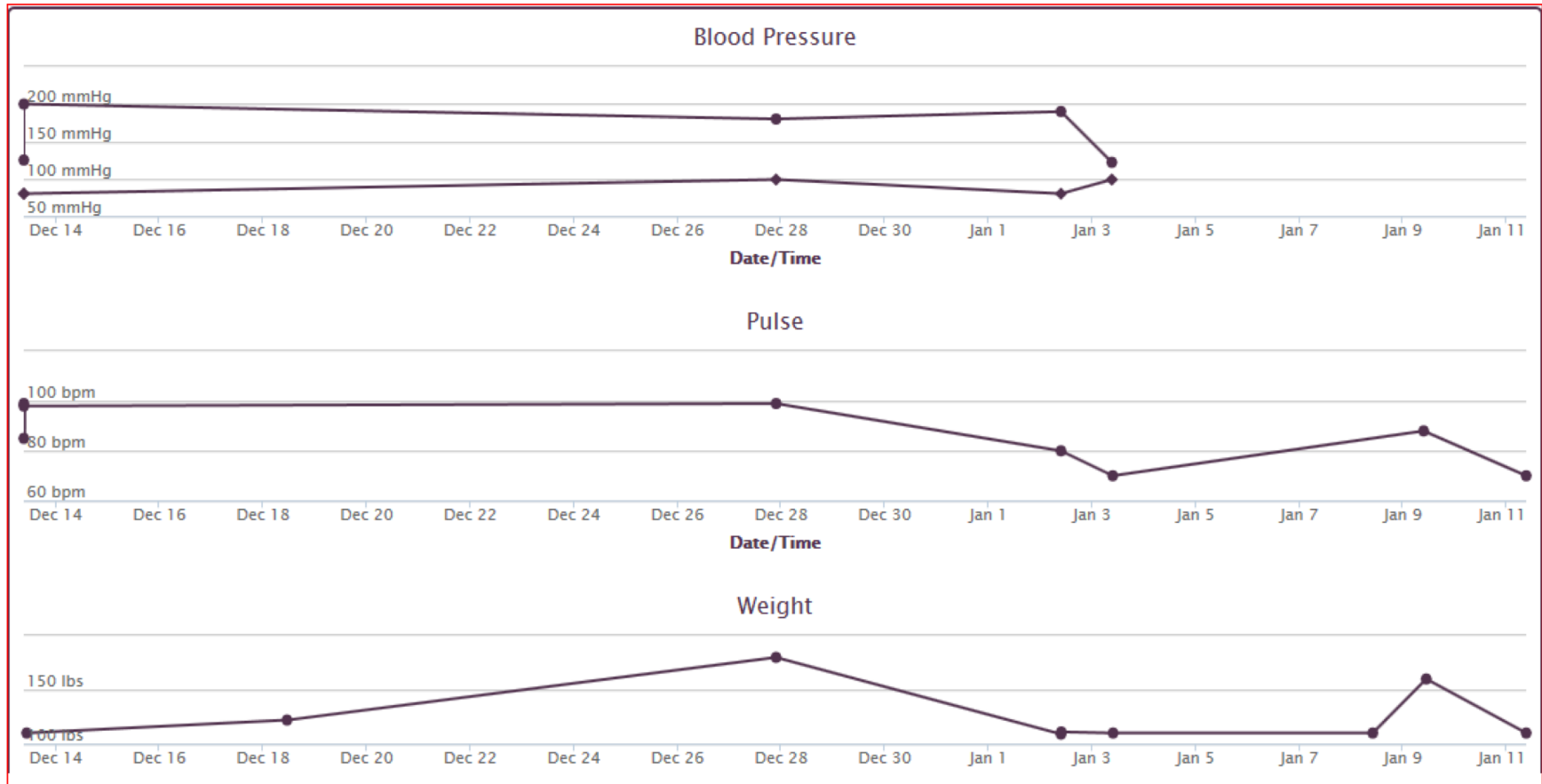
## Protocols provide the ability to put medical guidance into a personalized, automated plan

- Providers have the option to tailor preset protocols to individual patients
- Customizable aspects of protocols include:
  - Schedule Settings
  - Reading/Alert Settings
  - Message Settings
- Annie can chain templates together
  - Example: A weight template can be set up to trigger a caloric intake template





# REPORTS: SYNTHESIZED DATA SAVES CLINICIANS TIME



## Reports

Annie synthesizes reports from the readings sent by a patient. These may be viewed in graphical or tabular form.





# MESSAGE HISTORY: DETAILED PATIENT RESPONSES

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18

	Protocol	Date ▼	Time	Alert	Message	Status
Ⓢ	HTN 140 90 AM	02/08/2017	13:58:34	–	bp 130 95	Received
Ⓢ	HTN 140 90 AM	02/08/2017	13:56:45	–	Thanks for sending your blood pressure reading to me. Annie	Sent
Ⓢ	HTN 140 90 AM	02/08/2017	13:56:45	–	Systolic decreasing value alert.	Sent
Ⓢ	HTN 140 90 AM	02/08/2017	13:56:45	–	Diastolic decreasing value alert.	Sent
Ⓢ	HTN 140 90 AM	02/08/2017	13:56:45	–	BP 120 80	Received
Ⓢ	HTN 140 90 AM	02/08/2017	13:54:22	–	Systolic decreasing value alert.	Sent
Ⓢ	HTN 140 90 AM	02/08/2017	13:54:22	–	Diastolic increasing value alert.	Sent
Ⓢ	HTN 140 90 AM	02/08/2017	13:54:21	–	Your BP is high. Normal is usually less than 140 over less than 90. If your BP does not improve for 1 to 2 weeks, make sure your health care team knows. Annie	Sent

## Message History

Details in the message history include:

- Protocol name related to the message
- Date and time of message
- Message text
- Received or Sent Status



# MESSAGE HISTORY: ACTIVITY ENGAGEMENT PROTOCOL

Ⓢ	Activity Engagement	01/29/2018	13:22:02	–	Take a walk in nature. -Annie	Sent
Ⓢ	Activity Engagement	01/29/2018	13:22:00	–	Thanks, Annie	Sent
Ⓢ	Activity Engagement	01/29/2018	13:22:00	–	Energy High	Received
Ⓢ	Activity Engagement	01/29/2018	13:21:49	–	What is your energy level? Low, Moderate or High? Please text ENERGY and your response like this; Energy Moderate. Thanks, Annie.	Sent
Ⓢ	Activity Engagement	01/29/2018	13:21:47	–	Thanks, Annie.	Sent
Ⓢ	Activity Engagement	01/29/2018	13:21:47	–	Mood 5	Received
Ⓢ	Activity Engagement	01/29/2018	12:00:53	–	Practice deep, calming breathing. -Annie	Sent
Ⓢ	Activity Engagement	01/29/2018	12:00:51	–	Thanks, Annie	Sent
Ⓢ	Activity Engagement	01/29/2018	12:00:51	–	Effort Moderate	Received
Ⓢ	Activity Engagement	01/29/2018	12:00:25	–	What is your effort level? Low, Moderate or High?. Please text EFFORT and your response like this; Effort Moderate. Thanks, Annie.	Sent
Ⓢ	Activity Engagement	01/29/2018	12:00:23	–	Thanks, Annie.	Sent
Ⓢ	Activity Engagement	01/29/2018	12:00:23	–	Mood 7	Received
Ⓢ	Activity Engagement	01/29/2018	12:00:00	–	Hi! It's Annie. Please rate your current mood, with 1 being the worst and 10 being the best. Text MOOD and your response like this: Mood 6.	Sent



# ANNIE CONSENT PROCESS

## **Patients using Annie should understand and agree to the following prior to use and each assignment of a protocol:**

- Annie is for self-care
- Use of Annie is voluntary. All data VA collects is subject to federal law.
- Healthcare teams do not regularly monitor responses sent to Annie
- Patients are responsible for their health, and must contact their healthcare team for medical issues. In an emergency, call 911.
- Text messaging is not secure and may incur additional costs. Inform the healthcare team about any cell number changes.
- Texting 'Start' and 'Stop' begins and ends the use of Annie.
- As well as, the facts, including benefits, of using a particular protocol.

## **Only Licensed clinicians, such as the following, practicing within the licensure that they hold, may solicit verbal consent from a patient to assign a protocol:**

- a. Licensed Practical Nurses
- b. Nurse Practitioners
- c. Pharmacists
- d. Physicians
- e. Physician Assistants
- f. Registered Dietitians
- g. Registered Nurses
- h. Social Workers
- i. Mental Health professionals





# NATIONAL RELEASE ROLLOUT AND TRAINING PLAN

**National Release** will be a 2-pronged approach

## **Specialty/Program Office Rollout**

- Outreach to the first cohort of specialties listed below to provide demonstration and training, seek protocol approval, and facilitate clinical adoption

- Primary Care
- Mental Health
- Medicine
- Nursing
- Emergency Medicine
- Surgery
- Pharmacy
- Social Work
- Cardiology
- Endocrine
- Pulmonology
- Neurology

## **VISN Rollout**

- Geographic plan to be guided by VISN interest

***\*Additionally, limited research and evaluation support will be available on an as-needed basis***





# Annie Demo



# QUESTIONS





THANK YOU!

What future topics would you like to discuss?

Let us know by providing feedback  
at this link:

<https://www.surveymonkey.com/r/AnnieSurvey>