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.
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
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.
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.
“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
“[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
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.
### 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 smartphone
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

Hi, it's Annie. Please take your Blood Pressure and send to me the result in the following format: BP 120 80

I've got it. Thanks for sending your blood pressure reading. I'll keep in touch. Annie

Hi, it's Annie. Please take your Blood Pressure and send to me the result in the following format: BP 120 80

BP 120 80

Your BP is low. The top is 90 or less. If it does not improve or you are not feeling well, notify your health care team. Annie

BP 90 68
Annie synthesizes reports from the readings sent by a patient. These may be viewed in graphical or tabular form.
### 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

<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>HTN 140 90 AM</td>
<td>02/08/2017</td>
<td>13:58:34</td>
<td>–</td>
<td>bp 130 95</td>
<td>Received</td>
</tr>
<tr>
<td>HTN 140 90 AM</td>
<td>02/08/2017</td>
<td>13:56:45</td>
<td>–</td>
<td>Thanks for sending your blood pressure reading to me. Annie</td>
<td>Sent</td>
</tr>
<tr>
<td>HTN 140 90 AM</td>
<td>02/08/2017</td>
<td>13:56:45</td>
<td>–</td>
<td>Systolic decreasing value alert.</td>
<td>Sent</td>
</tr>
<tr>
<td>HTN 140 90 AM</td>
<td>02/08/2017</td>
<td>13:56:45</td>
<td>–</td>
<td>Diastolic decreasing value alert.</td>
<td>Sent</td>
</tr>
<tr>
<td>HTN 140 90 AM</td>
<td>02/08/2017</td>
<td>13:56:45</td>
<td>–</td>
<td>BP 120 80</td>
<td>Received</td>
</tr>
<tr>
<td>HTN 140 90 AM</td>
<td>02/08/2017</td>
<td>13:54:22</td>
<td>–</td>
<td>Systolic decreasing value alert.</td>
<td>Sent</td>
</tr>
<tr>
<td>HTN 140 90 AM</td>
<td>02/08/2017</td>
<td>13:54:22</td>
<td>–</td>
<td>Diastolic increasing value alert.</td>
<td>Sent</td>
</tr>
<tr>
<td>HTN 140 90 AM</td>
<td>02/08/2017</td>
<td>13:54:21</td>
<td>–</td>
<td>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</td>
<td>Sent</td>
</tr>
<tr>
<td>Time</td>
<td>Activity</td>
<td>Details</td>
<td>Status</td>
<td></td>
<td></td>
</tr>
<tr>
<td>------------</td>
<td>---------------------</td>
<td>-------------------------------------------------------------------------</td>
<td>--------</td>
<td></td>
<td></td>
</tr>
<tr>
<td>12:00:00</td>
<td>Activity Engagement</td>
<td>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.</td>
<td>Sent</td>
<td></td>
<td></td>
</tr>
<tr>
<td>12:00:23</td>
<td>Activity Engagement</td>
<td>12:00:23 – Thanks, Annie.</td>
<td>Sent</td>
<td></td>
<td></td>
</tr>
<tr>
<td>12:00:23</td>
<td>Activity Engagement</td>
<td>12:00:23 – Mood 7</td>
<td>Received</td>
<td></td>
<td></td>
</tr>
<tr>
<td>12:00:51</td>
<td>Activity Engagement</td>
<td>12:00:51 – Thanks, Annie</td>
<td>Sent</td>
<td></td>
<td></td>
</tr>
<tr>
<td>12:00:51</td>
<td>Activity Engagement</td>
<td>12:00:51 – Effort Moderate</td>
<td>Received</td>
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<tr>
<td>12:00:53</td>
<td>Activity Engagement</td>
<td>12:00:53 – Practice deep, calming breathing. -Annie</td>
<td>Sent</td>
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<tr>
<td>13:21:47</td>
<td>Activity Engagement</td>
<td>13:21:47 – Mood 5</td>
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<tr>
<td>13:22:00</td>
<td>Activity Engagement</td>
<td>13:22:00 – Energy High</td>
<td>Received</td>
<td></td>
<td></td>
</tr>
<tr>
<td>13:22:00</td>
<td>Activity Engagement</td>
<td>13:22:00 – Thanks, Annie</td>
<td>Sent</td>
<td></td>
<td></td>
</tr>
<tr>
<td>01/29/2018</td>
<td>Activity Engagement</td>
<td>01/29/2018 – Activity Engagement</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

MESSAGE HISTORY: ACTIVITY ENGAGEMENT PROTOCOL
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:

- Licensed Practical Nurses
- Nurse Practitioners
- Pharmacists
- Physicians
- Physician Assistants
- Registered Dieticians
- Registered Nurses
- Social Workers
- Mental Health professionals
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
What future topics would you like to discuss?

Let us know by providing feedback at this link:

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