VA Mobile Discussion Series

MOVE! Coach Android

Hannah Webster: Hello everyone. Welcome, and thank you for attending our VA Mobile Health discussion series webinar. My name is Hannah Webster, and I'm going to run through a few brief reminders before we begin today's discussion about MOVE! Coach Android.

Your phone lines are muted. We will be taking questions through the chat feature. The chat function is available to you at the right of your screen in the middle section. If you're experiencing any difficulties, please use the chat function, and someone will be in touch to offer assistance. To respect everyone's schedules, we're going to keep this moving.

Today, we welcome Lynn Novorska, MOVE! Dietitian Program Coordinator from the VHA National Center for Health Promotion and Disease Prevention (NCP) and Judy Mercado, Senior IT Specialist, from the Office of Information & Technology (OI&T).

With that, I'll turn it over to you, Lynn.

Lynn Novorska: Thank you very much for joining today's VA Mobile discussion series to hear the latest about the MOVE! Coach mobile app. I'll start off today, let's see, with a brief overview of the National MOVE! Program and how MOVE! Coach can help that Veterans in that program. Then I get to share some very exciting news about the soon to be released Android version of MOVE! Coach and how the new Android version can be used in parallel with the iOS version of MOVE! Coach. And finally, I'll briefly talk about some of the resources that will go along with the national launch.

For those of you who may be unfamiliar with MOVE!, it's a national VA program designed to help Veterans lose excess weight and to keep that weight off to improve their health. One of the most inspiring things about working in weight management has been the incredible life-changing success stories that we get to see year after year about these folks that have participated in MOVE!. The four individuals that you see on this slide have all lost more than 50 pounds, which each person having gained some additional health benefit. And these are, of course, just a few of the many success stories that we've seen in MOVE!.

You can find many more success stories as well as weight management information on the MOVE! Internet site and that is what's shown on the left side of this screen. MOVE! also has an intranet site that's dedicated to providing MOVE! program information that's directed more toward the VA clinicians and that's what shown on the right side of this slide. If you're interested in reading any of the additional materials or seeing some of the videos that are linked in MOVE! Coach, in the app itself, or if you would like to take a MOVE! 11 patient questionnaires to get an individual report, you can do that at these websites.

So, what is MOVE! Coach all about? Well, MOVE! is an evidence-based comprehensive lifestyle intervention that combines three core components: physical activity, the dietary and nutrition

piece, and behavioral elements. Since 2006, MOVE! has reached over 7,000 Veterans, emphasizing these three components and has helped a substantial proportion to achieve a clinically significant weight loss. MOVE! offers a curriculum that's guided by a national VA directive on weight management and by the joint VA and Department of Defense clinical practice guideline. MOVE! is also very aligned with whole health as a part of the healthy living programs supported by healthy living teams. And these teams are key components to empower and equip Veterans to take charge of their health and wellbeing to live their lives to the fullest.

Offering weight management at the VA continues to be extremely important because the burden of overweight and obesity is, quite frankly, tremendous. In 2017, more than four million Veterans that were receiving care in VHA, which is just over 80 percent, and were overweight or obese. Much like the general US population, this number has steadily increased over the last several decades. Our available data shows us that over 43percent of VHA users were obese with a body mass index of greater than 30. Approximately 36 percent were overweight with a BMI of greater than or equal to 25 and less than 30. And only a little over 20 percent, the smallest piece of the pie, is in the normal or underweight weight range.

Research demonstrates that reducing weight by at least five percent can lead to clinically significant improvements in health and reduction in risk for a wide variety of diseases, from anywhere from hypertension to some cancers. Also, diabetes, cardiovascular disease, stroke, dyslipidemia, obstructive sleep apnea, and orthotic conditions. We're seeing that with a five percent weight loss, measurable health improvements can include things like: reduced blood pressure, improvements and decreases of triglycerides and ADL cholesterol and healthier hemoglobin A1Cs, which is a blood sugar control marker. We have also had the opportunity to help Veterans who haven't yet become overweight, to adopt healthy eating and physical activity behaviors. We certainly want to strive to do that, to keep them out of the danger spot.

MOVE! is available in an expanding number of modalities and formats. These include group or individual in-person visits. MOVE! can also be delivered to the community-based outpatient clinics using various clinical video, teleconferencing, or it can be provided using telephone lifestyle coaching for Veterans who prefer one-on-one contact with a designated weight management coach. The MOVE! Coach App gives Veterans the opportunity to take charge and manage their weight on their own. But the most successful use of MOVE! Coach has been seen at VA facilities that offer MOVE! Coach with Care. We'll talk about that a little bit more today. But this is where Veterans have periodic check-ins with a MOVE! clinician, usually through a brief telephone call or secure messaging.

Then there's TeleMOVE!, which includes daily interactions with in-home messaging technologies and the clinician contact as needed. It's an option for Veterans who may benefit from frequent reminders to stay on track with their weight management goals.

Then we have the Be Active and MOVE!, BAM, is actually a structured physical activity component that is delivered at facilities and to be community-based outpatient clinics typically using the clinical video teleconferencing.

The newest of the technology care options is the MOVE! Coach App. And many of you know that the iOS version was released nationally in the Apple App store in 2015. Soon, the Android version will be available in the Google Play Store. Right now, the app is in the final round of certifications - this is the Android portion - and it will be going to field test in early March. Once the field test has been completed and any necessary tweaks are finalized, then we expect that it will be released nationally in late March to early April timeframe.

On a few earlier slides, I talked about the importance of addressing the burden of obesity and about the many clinical health improvements that Veterans can experience using the MOVE! Coach App. But there are other ways that the app can assist Veterans and a big one is accessibility. Using the mobile devices makes services more accessible and it helps guide Veterans to be more active partners in their health care. So, in other words, going mobile leverages wireless and mobile technologies to improve Veteran health. It also expands care. The most obvious and immediate benefit would be the expansion of care beyond the traditional office visit. It can potentially reduce or eliminate travel time, especially for rural Veterans who frequently have very long travel times to the nearest VA facility. It eliminates the need for parking, which is often in short supply at many of our VAs. It can save appointment time so reducing the number of office visits needed for actual Veterans to be in the building. That allows more open slots for the clinicians. All of which ultimately increases access.

MOVE! Coach could be used as an interim care offering or as an option for Veterans that aren't comfortable with group settings. Or for those that simply want to try to tackle weight management in their own private way. Using the app can help coordinate overall MOVE! care and it gives Veterans, Caregivers, and family members tools to help all of them lead their lives healthier.

We've arrived at a brief stopping point and I'm going to turn it back over to Hannah to see if there were any questions that we could address at this point.

Hannah Webster: Sure. Thanks, Lynn. We have a few. It looks like some people are typing and we had one come through the chat, so if anyone else has any questions, please let us know now and we'll get to it now or at the end of the presentation. But the first question we have from Lisa, "What if a Veteran does not have a mobile device?"

Lynn Novorska: That's a good question because they do have to have a mobile device to participate in MOVE! Coach. That's why we offer MOVE! in so many modalities. This may not be the one for them. They may have to participate in something that's available at the facility itself. But we're not supplying either Android or iOS devices to the Veterans. So, they would have to touch base with their MOVE! coordinator at their facility to find out what options are available to them and probably look for a different one.

Hannah Webster: Okay, great. Thanks, Lynn. The presentation can be reviewed at a later time. We are recording this presentation, so you will be able to see the slides later. We have a couple of people typing. We'll give it just a minute. And then we'll turn it back over to Lynn to continue

on. But please continue to put any questions that you have in the chat feature and we'll be sure to get to them at the end of the presentation.

Lynn Novorska: That'd be great. Hannah, do you want me to continue?

Hannah Webster: Actually, I've had one more question come through. "So, how do Veterans register for MOVE! at their VA?"

Lynn Novorska: That is a very complicated question. So, because it varies at the various facilities, because MOVE! is offered in a number of different fashions, your best bet would be to find someone with the MOVE! team, preferably the MOVE! coordinator because they would have the most knowledge of how things run at that facility. And they could give you some more clear guidance about getting enrolled in MOVE! and what the offerings are at that facility.

It's just a little bit tricky for me to give you a real firm answer about how to do that because it does vary from one facility to another.

Hannah Webster: Okay. Great. Thank you. And I think we can go ahead and move on, but we'll keep track of the questions and answer some additional questions at the end of the presentation.

Lynn Novorska: Absolutely. Let's just move forward here with the slide. So, since the iOS release, Veterans have been very clear that having an Android version of the MOVE! Coach App is absolutely necessary. You can't imagine how many emails that I have received about this. We have seen that the app can help the clinicians provide proactive patient-centered care and now with both versions, the iOS and the Android, it'll be much easier for clinicians to offer it across the board as an option. So, we're hoping to see a rise in that.

Once this field test that is coming up is completed, the app will be available to provide the same 19-week, self-guided program as the iOS version currently provides. Of course, it will be accessed the same as any other public-facing app through the App Store for iOS and for the Play Store for the Android version.

Both of the apps provide effective evidence-based resources and guidance to these individual health goals. The bulk of the resources are seen in videos throughout the self-management guides that are in the app and in links to a variety of MOVE! handouts. The health goal guidance is also found in the self-management guide videos and in the diaries that are used to track the daily food intake, physical activity and weight loss over time. So all of these diaries also offer graphs and reports to track progress.

Recently, we have been asked how the Android app is different from the iOS app. When you begin to use the Android app, you will notice some changes right away, especially if you've seen the iOS version. It has a very clean look and feel to it. We're very proud of the work that the OINT development team has down. One very different item is the ability to access something that's called a fan menu. You can see this in the upper right portion of this slide. And with this

the user can go from one diary to another from the main page, on each of those various diaries. You can see here that the fan is open and it's showing the five areas where the user can select to go and process a daily entry. You can go from the weight entry, finish that, hop over to the diet entry. You can then go to the physical activity entry and so on. This has helped simplified the diary access and made navigation easier. You will not see this in the iOS version.

Another change is the expansion of social media for sharing progress. If you hadn't had a chance to download the iOS app but would like to hear the previous discussion series about the iOS app, you can also access that by using the link that's provided here on the bottom of this slide.

Generally, the content of MOVE! Coach Android is the same standardized content that was used to create the iOS version. This slide shows the self-management guide section which is one of the three, what we call, three main sections that can be accessed from the home screen. When you select the self-management guides, you're presented with a guide listing, and that's what you see here on the left side of this slide. There are 11 guides. Each guide has a specific topic and each guide is organized to include guide objectives, coursework, chapters, and the chapters vary depending on the guide itself. There's a summary. There's a get ready for the next guide, and then there are related handouts. So, there is a structure to the self-management guides.

On the right portion of this slide, you see the first screens of Guide 1: Getting Started. You see that there are videos built into the guides. There are also other interactive or game pieces and some text sections that can be filled out by the individual using the app. And you see one of those here on the right.

The use of videos has been extremely helpful when trying to provide text heavy patient education pieces. It makes the app way more engaging and it covers things in sufficient detail for learning. So, we're happy to have substituted a lot of that text with some videos. Our brilliant, seriously, brilliant mobile development team came up with the idea to allow the videos and the text content that's in the app to be stored separately so the MOVE! business office, our office, can make adjustments to these if and when they'll be needed without being required to go back to a development team for code changes. So obviously, we haven't had a great opportunity to do this yet but we do look forward to this feature for future updates. We think it's going to be a real positive thing to help in keeping the app up to date.

Another main section is how to solve problems. This helps participants stay motivated and it encourages them to continue making progress by using a variety of resources and support to overcome various barriers. There are ten selectable areas in this section with a wide range of items offered. You'll find direct links to topic-specific MOVE! handouts. You can set up social support or set up support using your personal contacts. Participants can also go here to get ideas for physical activity or ways to reduce calories or you can even go here and do a relaxation exercise.

So, these are two screens found in self-management guide one chapter three and while they do look complicated, they have a great deal of help right on the screen. So, any place in the app that you see a question mark with a circle around it, as you do on these two screen captures in the upper right-hand corner, you'll find more details about that particular page. Any place you see a small circled eye, you'll find more information on that item that it is sitting beside. Our usability testing and our user acceptance testing with Veterans indicated that they saw this guidance as very helpful, so we kept it in the Android version and we're hoping that it helps to make the use of the app smooth and easy for them.

The app provides daily diaries for the users to record their weight, diet and physical activity. These screenshots are the main pages for weight entry, diet entry and physical activity entry, where the participants can, of course, enter their individual information. Earlier I talked about a fan menu and here you can see it sort of in the context of the app's screen. It's open and on the main activity entry screen. So this is probably the place in the app that I would recommend people spend some time doing their entries and learning how to maneuver through the entry screens. To get familiar with it initially is going to be a help as you try to enter foods and your activities along the way.

So, what you see here is an example of the second page of the guide one summary. And as users complete each of those 11 guides that I showed you earlier, a five-screen summary of information is captured. This is part of that information and this information is then stored for the individuals to refer to under My Goals and Progress in the app. As these guide summaries can be printed. They can be emailed. They can be copied. And they're often shared with providers or others as the Veteran chooses. This is their own specific information, so they are the only ones who can share this information.

The third main section off of that main page is the goals and progress section which is split into My Diaries, My Goals, Graphs, Calculation Tools, My Summaries and My Reports. This is the main access point to generate reports and to review any entered data. The reports come from information that individuals have entered into their diaries or any entered goals and graphs of those entries. And certainly, a great deal of information can be found here and generated here. The sample reports shown on this slide are a nutrition report, which gives some specific nutrients information. There's a physical activity pie graph and a stacked bar diet graph.

Earlier I mentioned the social media integration. With MOVE! Coach iOS, a user can share progress using Facebook, Twitter, email and iBook. They can print. They can copy. They can use iCloud and so much more. With the new Android, it's the same. There's Facebook. There's Twitter. But there's also a multitude of other ways to easily share using Bluetooth, Cloud, Gmail, Google Plus and many more. There's certainly no shortage of ways to share information with others if one chooses to do so.

The app can be used independently or with a clinician partner. Everyone should understand that both iOS and Android MOVE! Coach Apps will be available and download for use by anyone. Any family, Caregiver, friend, or others can use the app in an independent fashion. Because research tells us that intense and sustained intervention is a big key to successful

weight loss and maintenance, here's where the use of the app can differ. So to increase the app's effectiveness, MOVE! Coach can be significantly enhanced by incorporating check-ins with Veterans that are using the app. The addition of a check-in, and by that, I'm talking about a telephone call or a secure message, allows the clinician to monitor progress and provide support along the way. This enhancement is what we call and what you've heard me refer to as MOVE! Coach with Care.

MOVE! Coach with Care is a clinical program in which the Veteran is using the MOVE! Coach App and can partner with a clinician. This partnering provides a way for Veterans to receive feedback, coaching and support in an intense and sustained fashion. The app, by design, reinforces the intense and sustained treatment through the 11 sequential self-management guides. The guides open at a rate of one guide per week for the first three weeks and one guide every other week for the next eight guides. A total of 19 weeks of actual programmed care.

The spacing out of the guides gives the participants time to thoroughly read through handouts or watch or even re-watch any of the video resources that are offered. But, even more important, is it gives time for the participants to create habits. Habits of entering their daily dietary intake, their weight, and their physical activity. Creating these habits and continuing them over time is where there are the most weight loss and weight maintenance success. Now that the app will be available for both the iOS and the Android devices, we hope to see MOVE! programs adding the Care portion to the use of MOVE! Coach, which will significantly boost the app's effectiveness simply by incorporating those check-ins with the Veterans that are using the actual app.

There are a number of resources set up to help staff as well as Veterans. Because MOVE! Coach is a fairly large app with a great deal of information, I talked about those help screens that are built into the app, participants can view help right on those screens in context of when they have the question. And as I mentioned before, you want to look for the circled question mark and small circled eye if you do have a question about a particular thing on a screen.

There is also information on our public facing MOVE! internet site to help all the users of the app. MOVE! Coach's Learn More page is currently in transition, so you can see things now but expect to see changes over the next 60 days. Right now, you'll still find all of the iOS information but there is much more coming for the Android version. Other materials are housed on the VA Mobile Health Care Training site. Alan Greilsamer and his team have been instrumental in creating materials for all of the VA mobile apps, including things like a quick start guide, a slideshow and FAQs are available for iOS. With much more to come on the way for Android. In fact, very soon. It may be up today.

The same team are responsible for today's call and have been a great support to MOVE! Coach, so thank you very much Alan, Sarah, Leah, Hannah Webster and so many others. I also wanted to add here that it's great that we have a help desk. A place where clinicians can direct users to call for technical and usage questions. That information is available on the VA mobile page as well as the MOVE! webpages. So please use this great resource. That's why we have our help desk.

Let's see here. So, the MOVE! Coach Android field test is just around the corner. Soon, an email will be sent to recruit testers and was maybe even sent today. I'm not sure. The Android field test will consist of two different segments. The first field test is a collaboration with VA Mobile Health Care.

If you have an interest in being a Beta tester and you own an Android device, please visit the link provided on this slide so that we can get you in the queue to participate. The second field test is a collaboration with VA Mobile Service Desk and the MOVE! field itself, who will be providing direct Veteran recruits for testing. We're looking forward to all of the information that we get out of these field tests and we always welcome input from users as we work to refine and improve the app.

Hannah Webster: Thank you so much for that, Lynn. We have some questions that have come through the chat. So, we'll jump into those. But that was great. Okay. So, the first one says, "It sounds like there are some great outcomes that are coming from MOVE!. How would someone find out more information about biometric outcome data and how that's gathered?"

Lynn Novorska: So, the thing is, we need to have the actual programs in place to be gathering that data. We do not have a great deal of that information. Right now, our information about the app is through success stories. It's through some information that's being collected at the sites that are using MOVE! Coach with Care. We hope to really set up some look see in the future to capture more of that information, especially now that we'll have it not only in iOS but Android. Good question. It's more to come on that piece.

Hannah Webster: Okay, great. Thanks. The next question, "Is the VA storing any data that Veterans enter into the app?"

Lynn Novorska: No. The VA is not storing any data that they're entering into the app. The only place that data might get stored is certainly with the Veteran's approval. If they're part of the MOVE! Coach with Care type of setup, frequently what they do is have the clinicians will have the Veterans send them reports that are generated out of that My Goals and Progress section. So that information may be captured in a medical note in their chart. But it's only if the Veteran chooses to share that information with their provider.

Hannah Webster: Okay. That sounds great. Thanks. The next one, "How are you planning to let patients know about this new Android option? Is that something that the MOVE! coordinators would be working with directly with patients? Are there other ways? I know we've got some communication materials in the works."

Lynn Novorska: Yeah, so it's very interesting when you're getting ready to roll out an app because everything is like, hurry up and wait. We are currently thinking of the process of having it fully evaluated and vetted in so many different fashions. There's the 508, there are human factors, there are various avenues that have to approve it before it actually makes it to the app store. And while you don't want to be too far ahead of the curve, you also don't want to be too

far behind either. Which is why we're doing this piece today. We want to get the word out there so people start, "When is it coming? When is it coming?" There will be a training that will happen with the MOVE! staff, the field staff for MOVE!. So they will be well aware of the details of when it's coming out. But right now, it's a little bit of a moving target because we still have some entities to clear. But in a week or two, we will know a whole lot more, which is when we're going to start that field test.

So, there will be a lot of emails. We'll have something out on My Health*e*Vet. We will certainly release something from the National MOVE! Office. We have a toolkit that's been designed. That will be rolled out the same way that there was a toolkit for the iOS version. There will be some wonderful things available in that toolkit. We're handling it a little differently in that we're not drop shipping them to the facilities. But the facilities, once they're available in the depo are going to be able to order these items. They're promotional pieces so they can use them at health fairs or in the library or in their outpatient settings to let folks know that the app is here.

We do have some marketing ahead of us and hopefully, you will like it. Unfortunately, we tried to load some of the latest, the Android, our little Android robot today and our new MOVE! Coach logo but for whatever reason, it did not want to allow us to do it in Adobe Connect, so you'll be seeing those things and we'll be getting them out widely.

Hannah Webster: Okay. Great. Thank you.

Lynn Novorska: Sure.

Hannah Webster: The next question, "Can non-VA people get copies of the MOVE! manuals?"

Lynn Novorska: I'm not sure if the question is about the MOVE! manuals pertaining to the app itself? We have a number of different MOVE! manuals. But yes. Since we're talking about the app, yes. Those are going to be available, too, because the links will be on the internet site and they can download it just like anybody else could.

Hannah Webster: Okay. Great. "Does the app have a barcode scanner for the food diary portion?"

Lynn Novorska: It does not, to my dismay. Not yet. But that doesn't mean that it won't in the future. We are very happy to be at the point that the Android is going to be released. That was a new feature that was not available on iOS so we have to do some coordination of the update in iOS and Android and we will probably try to do that at the same time.

Hannah Webster: Okay. Great. Thank you. Just have a couple more on additional questions. Please continue to put them in the chat. We'll go another several minutes to get through some of those. Next question is, "Which nutrition database is the food log pulling information from?"

Lynn Novorska: So, I see Judy has typed in there that we have the USDA Super Tracker Food and Physical Activity Databases. And yes, indeed, the USDA Super Tracker database is not going away for us. It's going away for USDA on their website, so we will still use the database, the existing database that we have. That doesn't mean that we won't have to look for something in the future because databases do get outdated. But right now, it's not going to do any harm. It's not going to slow us down in terms of the app itself. We still have the database available to us.

Hannah Webster: Okay. Great. Thanks. And the last question we have now, but I see some typing, "Are there plans to incorporate fitness trackers such as FitBit?"

Lynn Novorska: We have a whole list of things that we'd like to do to enhance the app. Whether that happens or not is a whole other fiscal question. But we certainly have that on our list of we would like to be able to do something like that, yes.

Hannah Webster: Okay. Great. And then, I have one question from Natasha, "What offices develop VA apps?"

Lynn Novorska: I can tell you that this particular app was developed with OINT developers. The majority of the VA apps, and you can probably give more of the details on this, are developed through VA Mobile. And so, it's a little different avenue and I think it's probably because we were one of the first apps.

Hannah Webster: Sure, of course, yeah. And Natasha, if you have some specific questions about that, we can follow up with you afterwards to make sure we're answering any questions about the wider app development process.

Lynn Novorska: Excellent.

Hannah Webster: Okay. Well, that was very informative. Thanks so much, Lynn. Thanks everyone for participating in today's webinar. On the screen now and in the chat shortly, you're going to see a link to a survey. You can tell us how you're doing, what you thought of today's presentation, and if there are any other topics you'd like to see us cover in the future. Thanks all for joining and we hope to see you next time. Thanks.

Lynn Novorska: Can I give you one quick reminder?

Hannah Webster: Of course.

Lynn Novorska: For the folks who are online, periodically check back with the VA Mobile webpage because there will be new things put up and we want to be sure that everybody is on top of when this app comes out.