

VA Mobile Discussion Series

Summary of Care App

VA's Mobile Discussion Series is a monthly webinar featuring a variety of topics focused around app development and mobile health at VA. This discussion covers VA's Summary of Care App

Denise Kennedy: Good afternoon everyone. Welcome, and thank you for attending our VA Mobile Health Discussion Series. My name is Denise and I am going to run through a few brief reminders before we begin the discussion about Summary of Care. Your phonelines are muted, but we will be taking questions through the chat feature. The chat is available to you at the right of your screen. If you're experiencing any difficulties, please use that chat box and someone will be in touch to offer assistance.

Today, we welcome Jerry Markowitz. Jerry's a project manager at Booz Allen Hamilton. As I mentioned before, if you have any questions, please use the chat feature, and we will get to those questions at the end of today's presentation. To download the presentation, please click on the file name below the chat screen. With that, I'll turn it over to you, Jerry.

Jerry Markowitz: Thank you, Denise. Good afternoon, everyone.

Today, we're talking about Summary of Care, a new mobile app. What's this mobile app for? The mobile app, this Summary of Care app, is to provide access to the Veterans Electronic Health Record on a smartphone. Period, that's what it does. It doesn't have all the information, and we're going to talk about that as we go through this. It doesn't have as much information as they may see on the My HealthVet Blue Button report. It doesn't have all the information that is available in VistA. It has a selection of that data that was designed by the folks at the Office of Connected Care and the clinicians that work in the Office of Connected Care to provide the most common, the most usually asked for information. And another really good use of this app is when the Veteran uses health care providers outside of the VA who don't have immediate access to their patient's Electronic Health Record that sits inside the VA. We'll talk more about that as we go.

The other thing that can be done with this app is you can print the information out. So, you would, as the user, be able to customize what you see and the period of time over which you see it. We'll talk about that in a few minutes. The newest features of the mobile apps for Veterans is that there are multiple ways to login, because obviously, this is protected information. It's information that only you as the Veteran can see, so you have to use one of your secure login mechanisms. You can use your My HealthVet account username and password; you can use your DS logon; or you can use your ID.me account. All three of those are available, and we'll talk more about that as we go forward.

So, where is Summary of Care? Well, the easiest way to get to Summary of Care is to go to the VA App Store, which is a little hard to see up here, mobile.va.gov/AppStore, and on the App Store are all of the apps broken into two categories. There's pages for apps for healthcare



providers and pages with links to apps that are specifically designed for Veterans. This Summary of Care, obviously, is specifically designed for Veterans. The Summary of Care app pulls its data from the CDW, the Corporate Data Warehouse. As such, that information is only updated every 24 hours. Any information that's put into VistA by a provider is not immediately available to the patient. It takes a day for that information to move from VistA into the Corporate Data Warehouse, so that it can be seen in the Summary of Care app.

When you open up the Summary of Care app, and I know I said a minute ago that it's available on the smartphone, but it's also available on a desktop. I'm showing you the desktop picture because it's easier to see than looking at this on a phone. I'm going to show you a phone image in a few minutes, but just so you understand that.

What is on the App Store? What's on the App Store is a launch button to open the app; there's a user guide, a user manual; there's a quick start quick, there's a user manual; and there's frequently asked questions. All of this supporting information, if someone wants to actually look at what's this app is about, to see how it's used and so forth and see the instructions, well that's all here on this webpage, which is actually the VA App Store.

Additionally, on the VA App Store, if you're not familiar with it, one of these tabs is the Feedback to VA, and this is important because we'd like to get feedback from our users. We want them to tell us what they like, what they don't like, if they're using the app, if they're not using the app, so forth. That feedback mechanism is built right into this same page. The point that I want to make about all of this is that the VA App Store is a significant piece of software that's part of the release and the display of mobile apps for Veterans. Because it has the description of the app, the training materials, these are all tabs in this page, the frequently asked questions and the feedback, and an easy launch button. Everything that you see here, you would also see that on a phone, but it's going to be scrunched down to the size of a phone, of course.

Now, these are the three logins. So, in other words, when you open this app, and you go to login to this app, you're going to see a question. The first thing that would be asked is, how do you want to login? Because you need to pick one. When you pick one, that's what you will get – you will get the appropriate screen to login with. You may pick ... get over here fella ... you get the idea. You may pick DS logon, and if you pick DS logon, you will get a screen specifically designed for DS logon entry of username and password. Same thing with My HealthVet; same thing with ID.me.

Once you've logged in, the first screen of the Summary of Care app is basically asking you, "What period of time do you want to see your data?" If you just click one year, you can easily click for the last 12 months, or the last 24 months. If that's not enough, and you say, "I want to see data beyond those two years," then you would push this select dates button up here, and what it would do is give you a date range to pick. As you can see what it says, you can pick up to six years' worth of data. That means you can go, just like it shows here, 2013-2017. Or you could go from six years ago, so you could go 2001-2006, because it's only going to be able to accumulate six years' worth of data, but it will look at all the data that's available to you as a



patient that's available on that CDW database. You can pretty much go back pretty far, depending upon how long you have been a patient of the VA.

Once you've selected the time period, you can then customize the report. You customize the report by just clicking on the things that you want on the report. At the moment, what you see is what Summary of Care is able to provide. The contact information that's at the VA, the allergies, problems, vitals, medication and lab results. You pick the things you want to see, and then over here, it's building that report for you. You can add or change these buttons. Maybe you're producing a report for a doctor outside the VA and you only want lab results, so you would click contact information and lab results. Doesn't want to see anything else, or that's all you want to build on your report. Then when you push this button up here, it would generate a PDF file for you to save, share, print, whatever you want to do with it.

This is what the pages look like. I've tried to put multiple pages together, so we didn't just keep going page to page to page to page, but this gives you an idea of what you would see on the contact information, what you would see if you asked for vital information. I'll leave that up for a second.

I'm going to look over here at one of the questions and I'm going to answer it right now. Which is, "Why would someone use this over the My HealthVet Blue Button report?" The simple answer to that is that this is specifically designed for the phone footprint; for the size of a phone. I'm going to show you a picture of that in a minute. That's reason number one. Reason number two, it's right there in your hand, right? It's in your pocket, you open it up, you're at another doctor's office, or you're home and you don't have access to a tablet, or you're at somebody else's home and you don't have access to a tablet or whatever. You want a quick, easy way to answer a question about your medicines or your vital information that was collected or anything else that's available through Summary of Care, it's right there on the phone. That's the answer. It's really just the way the screens are designed that make it useful.

Here's an example, lab results. When you look at lab results on the phone, it's basically going to ... did I do this? Oh, no ... It's basically going to put a box around this lab results and when it displays on a phone, that it's going to look easy to read. That's the answer: easy to read.

Here are the medications and as you can see, the medications are all presented here nice and vertically. When you look at the medications on the phone, this is what it's going to look like. What all this text up here is, that you would obviously scroll passed once you've looked at it, is it defines all the different VA terms of active and expired, and what's a non-VA med, what's a VA med, all of the explanation of the different statuses of a person's medications, and the prescription number, and the date it was last ordered, and the date it was last delivered, and so forth. All of that is here, just like it would be in My HealthVet Blue Button, but it's all arranged in a nice, neat fashion on a phone.

Some of the things that aren't included on Summary of Care would be anything that the Veteran self-entered into My HealthVet. Remember we're not going to My HealthVet for this, we're going to the CDW, which is an extract from VistA. Any reminders that they may have set



up in My HealthVet. Progress notes are not included on purpose. That was a decision made by the VA that progress notes would not be shown in this app. Things that are coming down the road, this is a list of all sorts of additional information that's going to be added over time. There's a new technology in place for the way these apps are built, and the way they're maintained, and that's going to allow for faster update and a quicker response time for adding. What you will see over the next x number of months, I'll say over the next six months, is you'll see these things that were not in that list of things that you can pick from being added to the Summary of Care app for viewing and reporting and so forth. Once again, they would all be selectable. In other words, you could select the things you would want seen on your Summary of Care report.

The way VA announces the availability of this app is through these various channels: VAntage Point and the Veteran's Health articles, and My HealthVet articles, and you can read that for yourself and see the various ways that this information comes out. So that when this app is ready to be used – it's not available at the moment; I'm explaining what's being built and what's going to be prepared in the next couple of months to go out for people to actually use – and when it's ready, these are the channels through which the VA, through the Office of Connected Care Communications Office, will release that information.

These are the exact links to access that page on the App Store for Summary of Care and the login information page that talks about all the different login mechanisms and what one, like a Veteran, would need to do in order to acquire the proper login credentials if they didn't already have, say a My HealthVet login.

The real people, the real way to communicate the availability of these apps is from VA staff. It's the VA staff that's going to tell Veterans that they have this available to them, and it's not just Summary of Care. There are a number of other apps that are coming. Some are available now; others are coming down the road, like My VA Health Journal, which is a mechanism for patients to enter their own medical information for things that they do themselves, like if they're taking their own blood pressure readings, they'd be able to enter that into My VA Health Journal. And similarly, their provider, their care teams would be able to see that data inside the Patient Viewer App, which is for staff access to patient-entered data. There's a lot of things coming down the road, not just this app for a patient to use to see their own medical record. There's apps for patients to enter their own data. That's coming also within the next few months.

This is a simple summary of what we talked about. You know, promoting these new mobile apps for Veterans has to come from within VA. It has to come from the care teams who are going to work with their patients to have them using these apps as a means for contributing to their own health care. The new way to login, covers all different types of login scenarios that are available to the Veterans: the DS logon, the My HealthVet, the ID.me. We really want to encourage them to use the feedback form on the VA App Store to give us feedback, so we know what's working, what people like, what they don't like, and what they would like to see in the future.

So, now, I'm going to answer the questions that I see on the screen.



Denise Kennedy: Great Jerry, do you want me to tee those up? I think you answered most of them. One was, "Is this the renaming of the Mobile Blue Button app with the addition of an ID.me login option?"

Jerry Markowitz: The answer is yes, it is. We're taking away the Mobile Blue Button app. It is gone. There was too much confusion between Mobile Blue Button and Blue Button inside My HealthVet. So, Mobile Blue Button is gone. The way of the future is going to be Summary of Care with the focus just like I explained it, and the addition of all those other data elements to make it a more complete app, a more useful app, and just keep it a separate app for Veterans.

Are you including non-VA meds? The answer to the non-VA med question is, if it's there. That's the answer. It's not being excluded, non-VA meds are not being excluded, but if they are available through the CDW, then they will be there. That's the answer.

There are no documents viewable in this app. So that would include progress notes, or anything that's been scanned and entered, are not going to be visible in this app.

Correct, if they want to view progress notes, they have to go to My HealthVet site. That is correct.

Denise Kennedy: And Jerry, I think that is all of the questions that I see. I think we've done so many of these, you're really good at following along with the chat box on that, as well. So, I'll give you one last call and then we can wrap it up and keep it a short day today.

Well, I don't see any additional typing. Thank you so much Jerry for walking us through the Summary of Care app and for answering the questions. If you're looking at your screen, I want to thank everyone for participating in today's webinar. If you use the link that's on the screen to tell us how we are doing and if there's any other topics you'd like us to cover, we will take that information forward for future Mobile Discussion Series. So, thank you all very much, and Jerry, again, thank you so much, and I hope you all have a great day.

Jerry Markowitz: Thank you, bye-bye.

