









And so it's little changes like that, based on the feedback from observing our Veteran users, we were able to significantly improve our task completion success rate and significantly improve the rated usability of the mobile application. And throughout, Veterans were always very enthusiastic about using the mobile application and really interested in being able to use this tool.

During our usability testing, we also conducted interviews with the Veterans and got a lot of great information from the Veterans about how they viewed using the mobile application. And there was a lot of general enthusiasm for the mobile application. People were really interested in being able to track their health measure. But we also learned some things about the expectations of Veterans regarding using a mobile application like this for something like cardiac rehab. One of the first things we learned was that people had the expectation that they would have some sort of introductory training. One of the Veterans gave an example, he said that when he learned how to use Excel spreadsheets, he took a class in order to learn how to use that, and he would basically expect the same thing for an application like VA FitHeart. He would expect someone to sort of walk him through the features and the functions and how to use it.

And then Veterans also very much were interested in sharing data with their providers. They thought that it would be very helpful to share this information with their doctor, and it being something that would be done easily rather than printing out sheets of paper or trying to attach PDFs and sending them through My HealtheVet.

Based on the usability testing and the Veteran feedback, we created a number of tools to help Veterans use the mobile application. So first, we created this SharePoint site that collects all this information and puts it in one place. We also have training materials, and some of these are training materials that we developed and some of these are the user manuals and user guides that the Office of Connected Care and DCG put together. And then we put all of this information into a toolkit to help providers help their patients use VA FitHeart. And I think at this point, we are going to stop and take any questions that people had.

*Leah Krynicky:* Great, thank you. We have had one question come in so far. So Teresa asked if the patients will be given a tablet.

*Dr. Beatty:* So for our project, we have not been giving patients tablets. We've been having patients use the mobile application on their own devices. And this also brings up a very good point that I forgot to mention earlier, which is that this app is actually a mobile web app. It's basically a website that is optimized to be viewed on smaller screens like on smartphones and tablets, but it can also just be viewed on a web browser. And so Veterans can use this app either on a smartphone or on a tablet or on a desktop computer even. We haven't been giving people tablets, but I know that there are some programs within the Office of Connected Care where they are giving patients tablets for participating in programs that use mobile apps.

*Leah Krynicky:* Terrific, thank you. That's it for questions right now. Thanks, Teresa, for sending that in, and other folks on the line, please send in your questions and we will address them at the end of the presentation.

*Dr. Beatty:* Great. So we took all of this information that we got from our usability testing and we used that to create materials to help us embark upon limited field testing. We conducted limited field testing with Veterans actually using the mobile application out in the real world. And we found that we had generally positive feedback from this limited field testing. People felt like it was actually helping them do what they were supposed to be doing and keeping track of things. They had good feedback about the app usability, but we did learn some lessons from this initial field testing experience.

The first lesson we learned was that the initial training that we had developed based on the usability testing feedback was well-received and it seemed to be able to help the Veterans learn how to use the mobile application. However, we did have some challenges. One of the big challenges was with DS Logon. And if you've never heard of DS Logon before, it's the Logon that was originally used to have Veterans log in to VA mobile apps. And it's a DOD (Department of Defense) logon, and it's a bit of a challenge to get set up with DS Logon. So if the Veteran doesn't already have a DS Logon set up, we found that it took about 45 minutes to sort of walk Veterans through that whole process of getting the DS Logon set up. And then it only took about 10 or 15 minutes to actually train them how to use VA FitHeart. And so we found the DS Logon to be a challenge. We also learned very much that the Veterans really did need to share their data with providers, so we didn't get a whole lot of traction with using the app on an ongoing basis because we didn't have CR Pro available in our initial field testing.

And so we've found that for the next steps, we really needed to be able to test along with the CR Pro, the provider-facing application. And the way I kind of view this whole program is that we have our home cardiac rehab program and then we have a number of extensions to that. So one of the extensions is VA FitHeart, one of the extensions is the VA FitHeart toolkit that helps you be able to use VA FitHeart and undergo the training you need to use VA FitHeart, and then we also have CR Pro as another piece of the puzzle.

CR Pro is a provider-facing mobile application for cardiac rehab. It lets providers view the patient goals that they have set, view the patient's generated fitness and health data, and then take all of that data and create a nice vista-friendly text report that can then be exported to CPRS as a progress note. In the CR Pro app, the provider can come in and can select a patient list or just search for patients using the search text box and the standard first letter of the last name and last four of the social security number fashion. And then you select the patient, and then you can come in and see the patient's dashboard, see their progress towards their goals, see their latest measures of weight, heart rate, blood pressure, etc. And then you can also drill down into the fitness, health, and mood tabs to see additional details and graphs and tables of the fitness, health, and mood data. And then finally, the last section is this report, which you can use to create a cardiac rehabilitation progress note, which can display the physical activity



goals and the physical activity entries for the Veteran. And then you can generate the report and click on the 'Export to CPRS' button and send that report to the electronic health record as a progress note.

As I mentioned earlier, CR Pro is very, very, very close to being in the field testing. It's awaiting some of its final checkoffs and review before being installed in the environment where we can conduct limited national field tests. And so VA FitHeart has already been through its first phase of limited national field test, and then VA FitHeart and CR Pro will be tested together in a limited national field test. I put May 2018, but that's probably me being a little optimistic because it probably won't happen until June. It's going to happen on the horizon here. And then, ultimately, based on the feedback that we get from Veterans and providers from this field testing, we'll make any needed changes to the apps, and then proceed with national release, hopefully in the coming months. And I wanted to share with everybody the resources that we do have out there for this, and some of the links. So these are the links for the FitHeart and CR Pro app on the VA mobile beta app store. And then we also created a SharePoint for VA staff that has a lot of the toolkit materials in it, including the training materials, training protocols, user guides, a few training videos for VA FitHeart, and then also some implementation aids for quick reference, some tools and tips on incorporating the app into home cardiac rehab care and some suggestions for peer support, which we don't do through the app right now.

At this point, I'd be happy to take any questions. Here's my contact information, and I also want to make a number of acknowledgements to all the people who have been instrumental in helping the development of this app, including the Veterans and all of our sponsors here.

*Leah Krynicky:* Great, thank you Dr. Beatty. We have some questions that have come through, and it looks like some other folks are typing. So first question is from Karen. Does the note go into CPRS under the 'Progress Note' tab or into 'Vista Imaging Display'?

*Dr. Beatty:* Thanks, Karen. So the note will go into CPRS under the 'Progress Note' tab, just like a progress note and it doesn't go in as a scanned picture into Visa imaging.

*Leah Krynicky:* Okay great, thank you. We also have a question from Kelly who wants to know if these apps will be moving to NextGen to allow additional sign-ons other than DS Logon.

*Dr. Beatty:* That's a great question, Kelly. We certainly have been asking to be moved into NextGen to allow additional sign-ons other than DS Logon, but I have not gotten any confirmation that that is definitely going to happen, but I'm hoping that it will. If you have any influence with anybody and want to tell them to make us go into NextGen, I'd be happy to take that influence.

*Leah Krynicky:* Terrific, thank you. Okay up next, the question from Chris. Do you have a screenshot of what the CPRS note will look like and the document title?



*Dr. Beatty:* I don't have a screenshot that I can easily share with you at the moment. The note title is set up to be so there is a mechanism within the app for selecting a note title based off of the note titles that you have at your facility. And so if your facility has created a note title that is, "GA FitHeart Progress Notes," then it would go in under that note title. But it can go in under any note title that you select through the app that's one of the available note titles at your facility.

*Leah Krynicky:* Okay great, thank you. It doesn't look like we have any other questions that are coming in, but I know that Dr. Beatty provided her contact information. So thank you, everyone, for participating in today's webinar, and thanks again to our presenter Dr. Beatty for all the great information about VA FitHeart and CR Pro. To all of the attendees, on the screen and in the chat box, shortly you will see a link for you to tell us how we're doing and if there are any topics that you would like us to cover. Thank you everyone.

