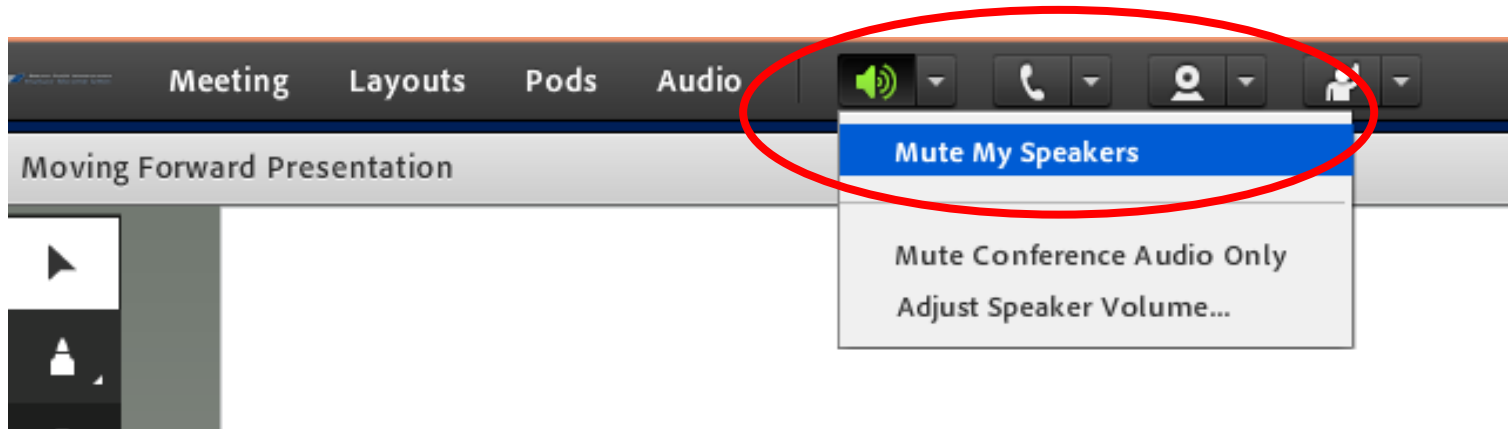


Please remember to mute your speakers.



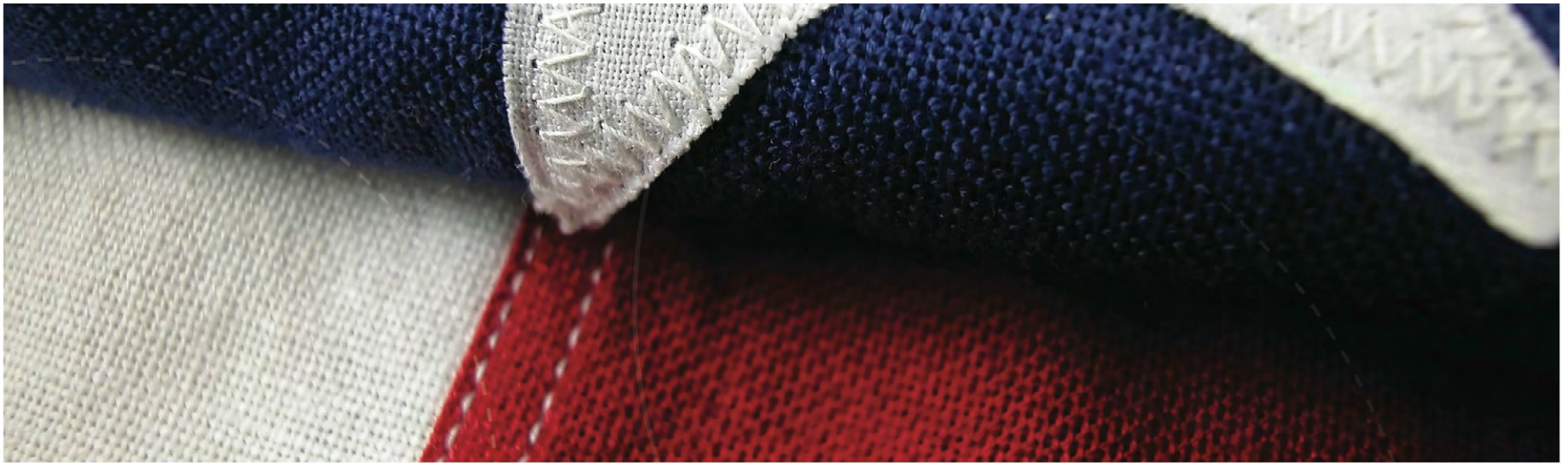
VA Mobile Discussion Series

**For audio, please dial in using VANTS:
1-800-767-1750 pc: 32523#**

Thank you for joining. We will begin shortly.



U.S. Department
of Veterans Affairs



Mobile Discussion Series Annie 2.0

April 2017



U.S. Department
of Veterans Affairs

Agenda

- Introduction
- Limited Field Test Info
- Consent Process
- Protocols
- New Protocol Features
- Filter
- More

Flo (Florence Nightingale)

Annie is modeled after a successful United Kingdom program. It is known as Flo for Florence Nightingale, and has been used successfully since 2010.



Annie (Annie G. Fox)

*Annie G. Foxx was Chief Nurse on duty at Pearl Harbor at the time of the attack. For her outstanding performance, she was recommended for and awarded the Purple Heart
Annie was the first woman to receive the Purple Heart*



Annie is VA's Automated Text Messaging System

VA developed Annie to engage patients to become more active in their health and their care.

Clinicians can send automated educational and motivational messages, as well as remind patients to submit health information using a basic cell phone or the Annie for Veterans App.

Clinicians can use the Annie to see exchange of messages and track progress.

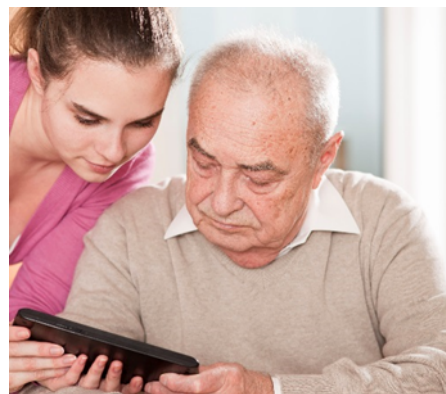
Patient self-care

Patient reminders

Facility Broadcast Messages

Chronic Care management - Vitals

Patient appointment reminders





How's your blood
pressure today?
Thanks, Annie.

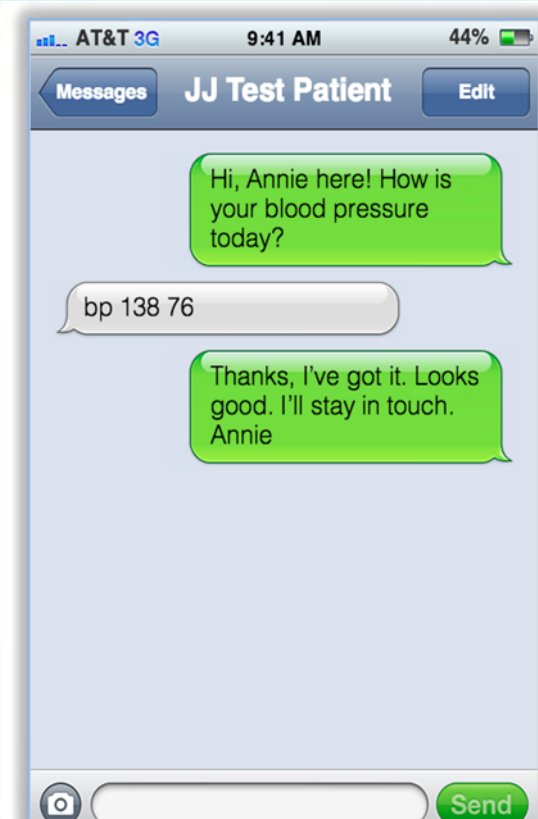
BP 120 78

Thanks, I've got
it. Looks good.
I'll stay in touch.
Annie





- Intent: Patient self-care
- Texts to & from Annie
No direct texting the clinical team!
- Pre-set, tailored protocols
Some clinicians have the ability to build protocols.
- Mobile phone receives text messages or messages received in the Annie App



Patients can request Annie messages securely and use the Annie App, which requires a DS Logon id, or non-securely via SMS text messages. Many will prefer SMS texts, even if they have a smart phone.

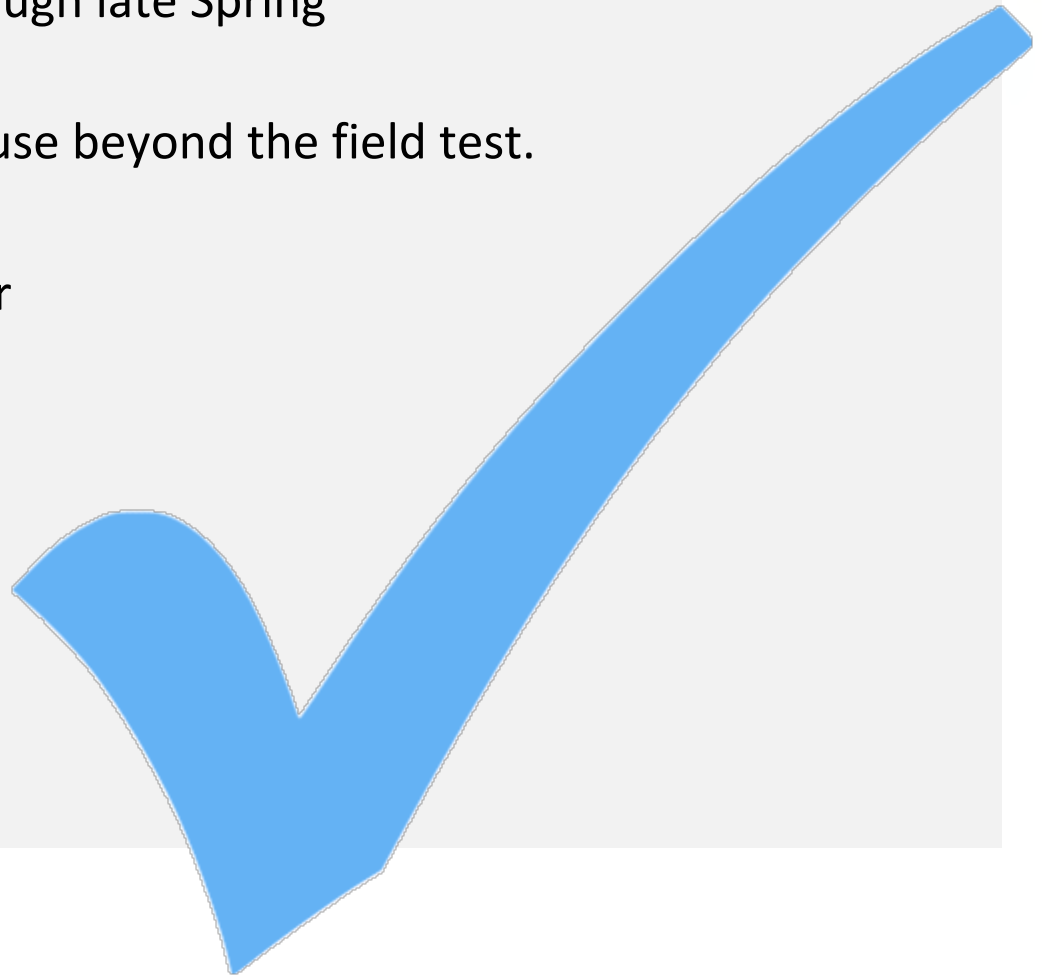
Where we are now?

Limited Field Test

- Ensure Annie is operating appropriately
 - Staff View: Register patient, assign protocols, view messages & data graphs
 - Clinical Admin View: Create and edit protocols to assign to patients
 - Veteran App: Appointment reminders are sent properly to the Veteran
Message History and reports can be viewed
- Collect issues that need correction before National Release
- Note future enhancements

Annie 2.0 Limited Field Test

- Limited Field Mid-March through late Spring
- Participants can continue to use beyond the field test.
- National Release late summer



Limited Field Test Locations

Maine VAMC	Portland, Oregon	St. Cloud VAMC, MN
Washington, DC VAMC	Tampa, Florida	Black Hills, SD
New York City	Gainesville, Florida	Minneapolis VAMC
Cleveland, Ohio	Seattle, Washington	
Coatesville, PA	San Diego, California	

**Protocol Messaging:**

Automated messages for specific clinical issues and conditions

Broadcast Messaging:

Tailored messages to people/groups (age, facility) - “flu shot ready”

Appointment Reminders:

Messages sent 1 and 3 days prior.

Drivers for SMS Texting

- ✓ 24/7, everywhere phones
- ✓ Population reach (basic cell phones)
- ✓ Care efficiency (visit attendance)
- ✓ Empower patient self-efficacy
- ✓ Connecting with Veterans
- ✓ Low cost

Annie Consent Process

Patients using Annie should understand / agree to:

- Annie is for self-care
- Healthcare teams do not regularly monitor responses sent to Annie
- Patients are responsible for their health, and must contact their healthcare team if having a medical issue. In an emergency, call 911.
- Text messaging is not secure – keep phone in their possession
- Texting may incur costs depending on cell phone plan
- Inform the health care team about any cell phone number change
- Use of Annie is voluntary. All data VA collects is subject to federal law.
- Texting Start and Stop begins and ends use of Annie



Dated /Stamped Patient Consent

— Consent to Participate

[Annie Information and Disclosure Factsheet](#)

☒ Informed consent discussion occurred and patient understands the following: 10/3/2016 12:23 PM

- Annie is for patient self-care. Text responses are not monitored by the healthcare team.
- Patient is responsible for their own health, and agrees to contact healthcare team directly when there are health issues.
- Using SMS text messaging is not secure, and there are costs for sending and receiving texts.
- Using Annie is voluntary, collection of patient's information is subject to federal law, and how we will use their information.

Patient understands texting Start and Stop begins and ends participation in the program.

Provider will document above discussion occurred and participation in patient's medical record (CPRS).

Consent Clinician

Search

Let's take a look at Annie

The screenshot shows the Annie patient search interface. At the top, the 'annie' logo is on the left, and navigation links 'Welcome, Mary', 'About', and 'Help' are on the right. Below the header is a search bar with the placeholder 'Patient Search' and a 'Go' button. A horizontal menu below the search bar contains five buttons: 'Patient Summary', 'Patient Search' (highlighted), 'Protocols', 'Message History', and 'Reports'. The main content area is titled 'Patient Search' and contains the instruction 'To view a patient's information, please search for a patient.' Below this is another search bar with the placeholder 'Search for Patient' and a 'Go' button. At the bottom, a note specifies the valid search criteria: 'Valid Search Criteria (First Initial of Last Name + Last 4 of SSN, SSN, Mobile Phone Number, or Last Name)'.

annie

Welcome, Mary ▾ About Help

Patient Search Search for Patient Go

Patient Summary Patient Search Protocols Message History Reports


Patient Search

To view a patient's information, please search for a patient.


Search for Patient Go

Valid Search Criteria (First Initial of Last Name + Last 4 of SSN, SSN, Mobile Phone Number, or Last Name)

Patient Record in Annie

MobileAppsVeteran, One
 Account Settings

DOB: 11/18/1901
Age: 115
Mobile Phone: 1-123-412-3412
Status: Not Participating
Last Status Change: -

Gender: Male
SSN: 555-99-9968
 Resend Invitation

Patient SummaryPatient Search**Protocols**Message HistoryReports

Filter

Advanced Search

By Facility

By Measurement Area

All

By Focus Area

By Template Type

All

Clear All

2 Protocols

Enabled (2)

Disabled (0)

Draft (0)

Active Protocol(s)

Pain

Status ☒

Assigned On:

11/25/2016

Last Edited On:

11/25/2016

Facility:

CHEYENNE VAMC

Focus Areas:

Pain, PN

Edited By:

MobileAppsProvider, One

Last Comment:

Protocol Assigned

Edit/View

Audit Trail

Patient Account Settings

— Patient's Preferences

- ☐ Standard SMS text messaging (non-secure & text messaging rates will apply)
- ☒ Annie App (secure, but requires smartphone & DS Logon Premium account)
- ☒ Patient wants to receive SMS alert text message when new message is available (text messaging rates will apply)

— Appointment/Info Messages

To subscribe, select the different message types. (Messages will be sent based on selected preference.)

To unsubscribe, deselect the message types.

- ☒ Appointment Reminders
- ☒ VAMC Facility Messages

Select a Facility

WASHINGTON



Protocol Creation and Approval Process

- Do Not Use- Under construction
 - Approval by the site Clinical Lead
 - Approval by the Annie Project Team
 - Removal of Do Not Use- released for use

Types of Protocols – Protocol Library

Educational Reminders	Vitals collections	Other Patient collected data
<ul style="list-style-type: none"> -Reminder to turn on CPAP -Medication Reminders 	<ul style="list-style-type: none"> Blood Pressure Blood Glucose 	<ul style="list-style-type: none"> Mood -angry ,sad, happy
<ul style="list-style-type: none"> -Reminder to exercise and other healthy messages 	<ul style="list-style-type: none"> Weight 	<ul style="list-style-type: none"> Exercise yes no
<ul style="list-style-type: none"> -Reminder to take Birth Control 	<ul style="list-style-type: none"> Temperature Caloric intake 	<ul style="list-style-type: none"> Pain Scale 1-3 4-6, 7 -10



When Annie requests this information	The patient must start the message response with
Blood Pressure	BP or BLOOD
Pulse Oximetry (SpO2) or Oxygen level	OX or OXYGEN
Blood Glucose or Sugar	BG or GLUCOSE or SUGAR
Glucose Before Eating	BGB or BEFORE
Glucose After Eating	BGA or AFTER
Weight Loss	WE or WEIGHT
Caloric Intake	CAL or CALORIES
Amount of Exercise	EXE or EXERCISE
Temperature	TEMP
Pulse	PULSE

Scaled Response Template

This template allows the Veteran to respond to a protocol as a numeric response along with the appropriate keyword.

HOW WOULD YOU RATE YOUR PAIN TODAY ON A LEVEL FROM 1- 10? RESPOND USING KEYWORD PAIN. (IE PAIN 4)



Scaled Response Template

Keyword

Readings/Alerts Settings

Measurement *

Scaled Response

Keywords *

PAIN, PA

Range *

1-3



Message *

I am glad to hear that you are not in pain.



117 characters remaining

4-6

Your pain is getting moderate. Please contact your physician if your pain gets worse.



74 characters remaining

7-10



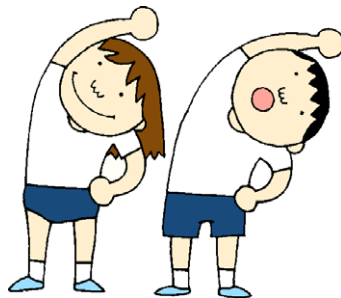
Please go to the emergency room, or call 911 as your pain is at its worst level.



Yes/No Template

This template sends messages to the Veteran with the only required response being 'Yes' or No along with the appropriate keyword.

**DID YOU COMPLETE YOUR DAILY EXERCISE?
REPLY “EXERCISE “YES” OR “EXERCISE NO”.**



Exercise-Yes/No 



+ Schedule Settings

— Readings/Alerts Settings

Measurement *

Yes/No

Keywords *

EXERCISE, EXE

Yes Response *

Way to go! I knew you could do it.

126 characters remaining

No Response *

It happens. Maybe try walking around, get your blood pumping, you might feel better.

76 characters remaining

— Message Settings

Service Message *

Select All

 Delete

+ Add Message



Did you have your daily exercise? Reply with 'EXERCISE YES' or 'EXERCISE NO.' Thank you!

72 characters remaining

Send Messages Randomly

OFF

Reminder Message

Asks Veteran to
reply with
"Exercise YES"
or "Exercise
No"

VETERA

Categorical Template

HOW ARE YOU FEELING TODAY? SEND IN ONE OF THE FOLLOWING RESPONSES, HAPPY, ANXIOUS OR SAD WITH THE ASSOCIATED KEYWORD “EMOTIONAL” OR “EMO”

HAPPY SAD ANXIOUS

Sends scheduled message alerts to a Veteran for their scheduled measurement with an associated valid keyword. Eg. Protocol may help to track mood over time.



Readings/Alerts Settings

Measurement *

Categorical

Keywords

Keywords *

MOOD

Accepted Responses *

HAPPY



Message *

Annie here. I'm glad you are feeling happy today.



110 characters remaining

DEPRESSED

Often getting some exercise helps lift your mood. I hope you can find the time to walk today. Annie



61 characters remaining

ANGRY



Sorry to hear you are feeling angry today. Try calling someone you can share your thoughts with a family member, friend or healthcare worker. Annie



11 characters remaining

Scheduled responses from the Veteran

Vitals- change in Readings Over Time Increasing or Decreasing

**YOUR BLOOD PRESSURE IS INCREASING OR DECREASING RAPIDLY.
PLEASE CALL YOUR HEALTH CARE PROVIDER. ANNIE**

Decreasing Values Alert

Decrease of *

10

Time Period *

2

Days

Message for Decreasing Value Alert *

Your Blood Pressure is decreasing rapidly. Please call your physician.

89 characters remaining

Increasing Values Alert

Increase of *

30

Time Period *

2

Days

Message for Increasing Value Alert *

Your Blood Pressure is increasing rapidly. Please call your physician.

89 characters remaining

Vitals- Change in Readings Over Time Repetitive Values

YOUR BLOOD PRESSURE HAS BEEN AT A CRITICAL HIGH LEVEL FOR MORE THAN 3 TIMES IN A PERIOD OF 2 DAYS. PLEASE CONTACT YOUR HEALTH CARE PROVIDER.

Select the alert level from the drop down. Enter the count of events and count of days.

Repetitive Values

Alert Level *
Critical High

Count of Events * 3 in Count of Days * 2


Message *

Your Blood Pressure has been at a critical high level for the more than 3 times in a period of two days. Please contact your physician to get ways to lower BP.


1 characters remaining

Filters

Filter by measurement area



Filter



Advanced Search

By Measurement Area

All

Blood Pressure

Pulse Oximetry (SpO2)

Blood Glucose

Glucose Before Eating

Glucose After Eating

Weight

Caloric Intake

Amount of Exercise

Temperature

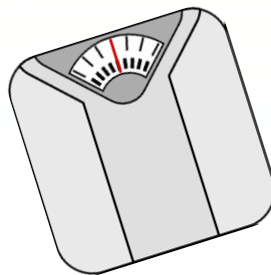
Pulse

Respiration


test OG

Heart Failure BP protocol use


Resperation



Filter by Template Type




Filter



Advanced Search

By Measurement Area

All



By Template Type

All

Vitals

Motivational/Educational

Categorical

Yes/No

Scaled Response

View Audit Trail for Protocol

An audit trail is available for every protocol assigned to a Veteran to show all changes made to the protocol. Available in both admin and staff view.

Multiple templates protocol: Audit Trail

Filter by Date Range

From

08/10/2016

To

08/10/2016

Reset

Edited On	Edited By	Edited Time	Template	Audit Trail/Comment(s)
08/10/2016	SEVEN VEHU	6:26 PM	Vitals: Blood Pressure - Every 1 minute (At 9:00 AM)	Above Desirable Level Message changed from "Your blood pressure is low." to "Your blood pressure is high." (Message 1)
08/10/2016	SEVEN VEHU	2:49 PM	Protocol	Status changed from "Draft" to "Active"
08/10/2016	SEVEN VEHU	2:48 PM	Protocol	Status set to "Active"
			Vitals: Blood Pressure - Every 1 minute (At 9:00 AM)	Service Message Start Time (hour) changed from "1" to "9" Start Date set to "2016-08-10" End Date set to "2016-08-31"
			Vitals: Pulse Oximetry (SpO2) - Every 1 minute (At 1:00 AM)	Start Date set to "2016-08-10" End Date set to "2016-08-24"
			Vitals: Weight - Every 1 minute (At 1:00 AM)	Start Date set to "2016-08-10" End Date set to "2016-08-24"
			Vitals: Temperature - Every 1 minute (At 1:00 AM)	Start Date set to "2016-08-10" End Date set to "2016-08-24"

Draft to Active

View Patient Message History

Message History

From

11/16/2013



To

08/17/2016



Reset



Show All



Protocol



Broadcast



Appointment
Reminder

1

2

3

4

5

6

7

8

9

10

11

12

13

14

15

16

17

18

19

20

...

	Protocol	Date ▼	Time	Alert	Message	Status
Ⓢ	Multiple templates protocol	08/17/2016	15:20:00	–	Please send in your Blood Pressure readings for today. Thank you!	Sent
Ⓢ	Multiple templates protocol	08/17/2016	15:20:00	–	Please send in your weight readings for today. Thank you!	Sent
Ⓢ	Multiple templates protocol	08/17/2016	15:20:00	–	Please send in your pulse readings for today. Thank you!	Sent
Ⓢ	Multiple templates protocol	08/17/2016	15:20:00	–	Please send in your temperature readings for today. Thank you!	Sent
Ⓢ	Motivational protocol	08/17/2016	15:20:00	–	I know you're working hard and you work hard every day! Just keep doing your daily required exercise and you'll find that you will feel better about	Sent

Filter by Protocol Messages (Protocols, Status & Measurement Area)

Message History

From To

Protocols

Status

Measurement Area





1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 ...

	Protocol	Date ▼	Time	Alert	Message	Status
Ⓟ	Weight and Temperature Protocol	08/17/2016	16:21:00	–	Please send in your temperature readings for today. Thank you!	Sent
Ⓟ	Weight and Temperature Protocol	08/17/2016	16:21:00	–	Please send in your weight readings for today. Thank you!	Sent
Ⓟ	BP-Vitals and Categorical Protocol	08/17/2016	16:21:00	–	Please send in your emotion for the day with the keyword 'EMOTION' followed by your emotion 'Happy' 'Sad' or 'Angry.' Thank you!	Sent






Filter by Broadcast Messages

Message History

From To



   





Show All Protocol **Broadcast** Appointment Reminder

Date ▼	Time	Message
 02/19/2016	15:19:00	CDC recommends an annual flu vaccine for everyone 6 months of age and older.
 02/18/2016	16:09:00	The Veterans Health Administration is America's largest integrated health care system with over 1,700 sites of care, serving 8.76 million Veterans each year.
 02/17/2016	17:59:00	VA administers a variety of benefits and services that provide financial and other forms of assistance to Servicemembers, Veterans, their dependents and survivors.
 02/16/2016	18:49:00	VA is committed to ending Veteran homelessness by the end of 2015.
 02/15/2016	19:39:00	Why immunize our children? First we are assured that, thanks to vaccines, some diseases are almost gone from the U.S.



Filter by Appointment Reminders

Message History

From  To 

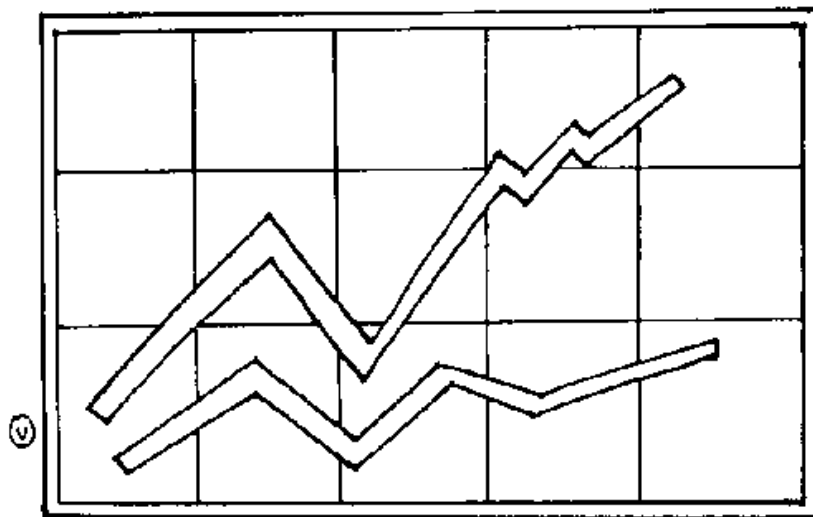
 **Show All**  **Protocol**  **Broadcast**  **Appointment Reminder**

1 2

	Date ▼	Time	Message
	02/22/2016	12:49:00	On 02/23 at 07:54 PM you have an appointment at WVVAMC. If you have questions or to cancel call 800-293-8262. Thanks, Annie
	02/21/2016	13:39:00	On 02/22 at 08:54 PM you have an appointment at WVVAMC. If you have questions or to cancel call 800-293-8262. Thanks, Annie

Reports

- Reports Tab
- Combined Reports
- Table View or Chart View
- Filters



Report Summary (default view)

When clicking on the reports tab, the page will show all readings for this patient for last 6 months.

Reports

6 Month Summary

Click on Combined report to change view



Combined Report

Filters

Readings

- ☒ Blood Pressure
- ☒ Caloric Intake
- ☒ Pulse Oximetry (SpO2)
- ☒ Temperature
- ☒ Weight

Date Range

1W 1M 3M **6M** 1Y All

Reset

Filters
Readings
Date Range

Blood Pressure

Report

Systolic mmHg	Lowest 70	Highest 145	Average 121	Current 70	Days Reporting 10
Diastolic mmHg	Lowest 50	Highest 90	Average 78	Current 50	Days Reporting 10

Pulse Oximetry (SpO2)

Report

SpO2 % Sat	Lowest 70	Highest 99	Average 86	Current 70	Days Reporting 6
---------------	--------------	---------------	---------------	---------------	---------------------

Weight

Report

Weight lbs	Lowest 171	Highest 246	Average 191	Current 246	Days Reporting 17
---------------	---------------	----------------	----------------	----------------	----------------------

Contains:

The Reading and Unit
Lowest & Highest reading
Average & Current reading
Days reporting

Reports

Combined Report – Chart View


The user can also use the zoom controls to control date range shown.

Reports

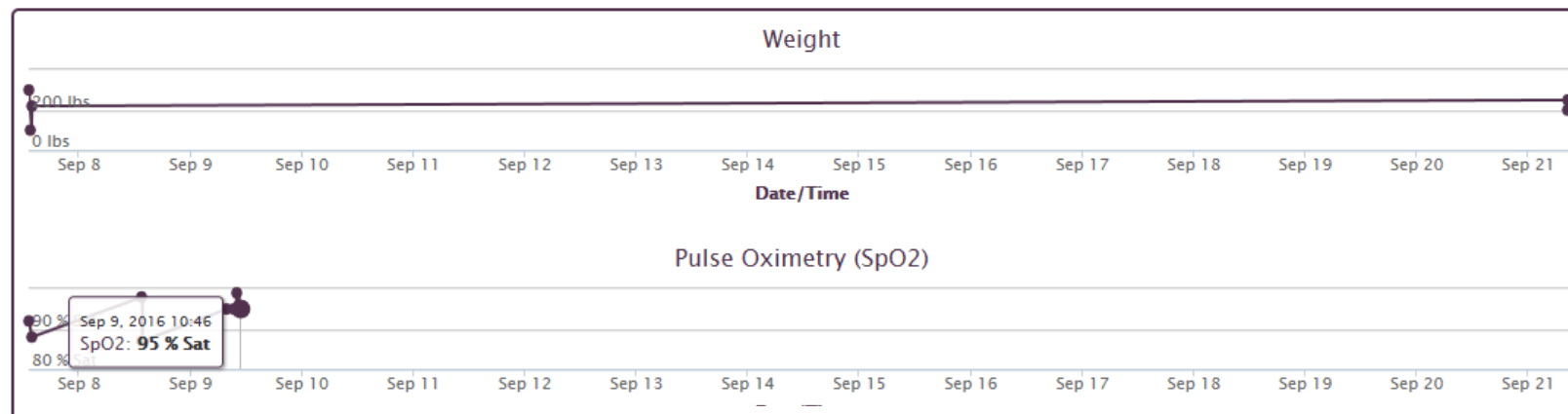
Date Range: 04/26/2016 to 10/26/2016

Filters ▼

*Collapsed
filter button*

*Table view
toggle* →  Table

* Patient data within the set filters is only available for 09/07/2016 to 09/21/2016. The charts have been adjusted for display of patient data.



Weight

Weight	Average	Days Reporting
lbs	214	2

Pulse Oximetry (SpO2)

SpO2	Average	Days Reporting
% Sat	94	3

Reports Chart View

Filters

Filter Box

Table

Readings

☒ Blood Pressure

☐ Caloric Intake

☒ Pulse Oximetry (SpO2)

☐ Temperature

☐ Weight

Date Range

1W

1M

3M

6M

1Y

All

Custom

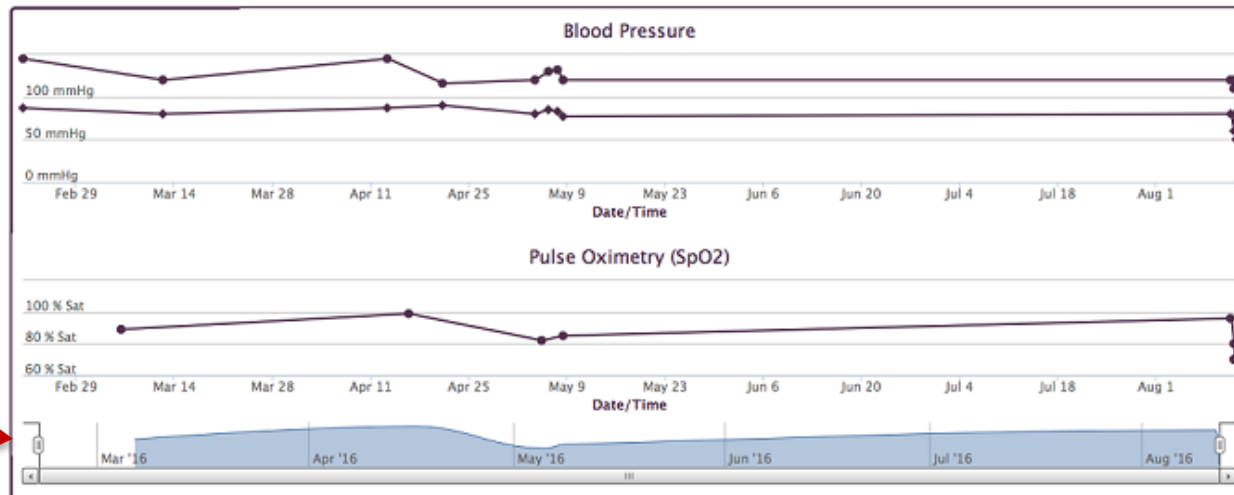
From

To

Reset

Date Range

* Patient data within the set filters is only available for 02/21/2016 to 08/12/2016. The charts have been adjusted for display of patient data.



Blood Pressure

Systolic	Average	Days Reporting
mmHg	121	10
Diastolic	Average	Days Reporting
mmHg	78	10

Reports

Combined Report - Combined Table view

Contains Reading and Unit, Average reading, and Days Reporting.

Date/Time column - displays newest first and the Reading/Unit .

Toggle

[Back to Report Summary](#)

Reports

Date Range: 04/25/2016 to 10/25/2016

Filters

Tabs

Filter Panel

 Chart

Weight Pulse Oximetry (SpO2) Caloric Intake Blood Pressure Pulse Blood Glucose Temperature Glucose Before Eating

Systolic
mmHg
Average
113
Days Reporting
4
Diastolic
mmHg
Average
75
Days Reporting
4

Date/Time	Systolic/Diastolic - mmHg
09/21/2016 09:58:13	100/50
09/21/2016 09:57:00	110/70
09/21/2016 09:53:26	140/90
09/21/2016 08:25:36	140/90
09/13/2016 14:29:16	110/80
09/09/2016 10:47:06	90/60

More

New England

Testing Implementation Toolkit – entire release process of getting Annie to the users.

San Diego

Efforts are focused on supporting VA sites in their adoption of Telehealth apps, including Annie, through targeted change management, communications and training.

New York

Using Annie in combination with a telephone counseling system focused on smoking cessation. Effort to determine if Annie is successful in encouraging Veterans to sign up and continue the program. Funded by HSR&D

Who can Consent - Scope of Practice

Licensed* team members who may solicit veteran verbal consent and assign protocols :

- a. Physicians
- b. Nurse Practitioners
- c. Physician Assistants
- d. Social Workers
- e. Registered Nurses
- f. Pharmacists
- g. Therapists
- h. Registered Dieticians (limited)

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/RPWZ8WM>