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.
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 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.

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

BP 120 78
• 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

<table>
<thead>
<tr>
<th>Location</th>
<th>City, State</th>
<th>Location</th>
<th>City, State</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maine VAMC</td>
<td>Portland, Oregon</td>
<td>St. Cloud VAMC, MN</td>
<td></td>
</tr>
<tr>
<td>Washington, DC VAMC</td>
<td>Tampa, Florida</td>
<td>Black Hills, SD</td>
<td></td>
</tr>
<tr>
<td>New York City</td>
<td>Gainesville, Florida</td>
<td>Minneapolis VAMC</td>
<td></td>
</tr>
<tr>
<td>Cleveland, Ohio</td>
<td>Seattle, Washington</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Coatesville, PA</td>
<td>San Diego, California</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
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
Patient Record in Annie
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

<table>
<thead>
<tr>
<th>Educational Reminders</th>
<th>Vitals collections</th>
<th>Other Patient collected data</th>
</tr>
</thead>
<tbody>
<tr>
<td>-Reminder to turn on CPAP</td>
<td>Blood Pressure</td>
<td>Mood - angry, sad, happy</td>
</tr>
<tr>
<td>-Medication Reminders</td>
<td>Blood Glucose</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>-Reminder to exercise and other healthy messages</td>
<td>Weight</td>
<td>Exercise yes no</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>-Reminder to take Birth Control</td>
<td>Temperature</td>
<td>Pain Scale 1-3 4-6, 7-10</td>
</tr>
<tr>
<td></td>
<td>Caloric intake</td>
<td></td>
</tr>
<tr>
<td>When Annie requests this information</td>
<td>The patient must start the message response with</td>
<td></td>
</tr>
<tr>
<td>-------------------------------------</td>
<td>-----------------------------------------------</td>
<td></td>
</tr>
<tr>
<td>Blood Pressure</td>
<td>BP or BLOOD</td>
<td></td>
</tr>
<tr>
<td>Pulse Oximetry (SpO2) or Oxygen level</td>
<td>OX or OXYGEN</td>
<td></td>
</tr>
<tr>
<td>Blood Glucose or Sugar</td>
<td>BG or GLUCOSE or SUGAR</td>
<td></td>
</tr>
<tr>
<td>Glucose Before Eating</td>
<td>BGB or BEFORE</td>
<td></td>
</tr>
<tr>
<td>Glucose After Eating</td>
<td>BGA or AFTER</td>
<td></td>
</tr>
<tr>
<td>Weight Loss</td>
<td>WE or WEIGHT</td>
<td></td>
</tr>
<tr>
<td>Caloric Intake</td>
<td>CAL or CALORIES</td>
<td></td>
</tr>
<tr>
<td>Amount of Exercise</td>
<td>EXE or EXERCISE</td>
<td></td>
</tr>
<tr>
<td>Temperature</td>
<td>TEMP</td>
<td></td>
</tr>
<tr>
<td>Pulse</td>
<td>PULSE</td>
<td></td>
</tr>
</tbody>
</table>
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)**
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”. 
Asks Veteran to reply with “Exercise YES” or “Exercise No”
How are you feeling today? Send in one of the following responses, Happy, Anxious or Sad with the associated keyword “Emotional” or “EMO”.

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 *
MOOD

Accepted Responses *
HAPPY

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

DEPRESSED

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

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

Keywords

Scheduled responses from the Veteran
YOUR BLOOD PRESSURE IS INCREASING OR DECREASING RAPIDLY. PLEASE CALL YOUR HEALTH CARE PROVIDER. ANNIE
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.
Filters

Filter by measurement area

Filter by Template Type

- Blood Pressure
- Pulse Oximetry (SpO2)
- Blood Glucose
- Glucose Before Eating
- Glucose After Eating
- Weight
- Caloric Intake
- Amount of Exercise
- Temperature
- Pulse
- Respiration
- Test O2
- Heart Failure BP protocol use
- Respiration

- Vitals
- Motivational/Educational
- Categorical
- Yes/No
- Scaled Response
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.

View Audit Trail for Protocol

Multiple templates protocol: Audit Trail

Edited On | Edited By | Edited Time | Template | Audit Trail/Comment(s)
---|---|---|---|---
08/10/2019 | SEVEN VEHU | 9:20 PM | Vitals: Blood Pressure - Every 1 minute (At 03:00 AM) | Above Desirable Level Message changed from “Your blood pressure is low,” to “Your blood pressure is high.” (Message 1)
08/10/2019 | SEVEN VEHU | 8:40 PM | Protocol | Status changed from “Draft” to “Active”
08/10/2019 | SEVEN VEHU | 7:48 PM | Vitals: Blood Pressure - Every 1 minute (At 09:00 AM), Vitals: Pulse Oximetry (SpO2) - Every 1 minute (At 01:00 AM) | Service Message Start Time [hour] changed from “1” to “9”

- Service Date set to “2016-08-19”
- End Date set to “2016-08-31”

- Start Date set to “2016-08-10”
- End Date set to “2016-08-24”

- Start Date set to “2016-08-10”
- End Date set to “2016-08-24”

- Start Date set to “2016-08-10”
- End Date set to “2016-08-24”

Draft to Active
View Patient Message History

Message History

<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>Multiple templates protocol</td>
<td>08/17/2016</td>
<td>15:20:00</td>
<td>-</td>
<td>Please send in your Blood Pressure readings for today. Thank you!</td>
<td>Sent</td>
</tr>
<tr>
<td>Multiple templates protocol</td>
<td>08/17/2016</td>
<td>15:20:00</td>
<td>-</td>
<td>Please send in your weight readings for today. Thank you!</td>
<td>Sent</td>
</tr>
<tr>
<td>Multiple templates protocol</td>
<td>08/17/2016</td>
<td>15:20:00</td>
<td>-</td>
<td>Please send in your pulse readings for today. Thank you!</td>
<td>Sent</td>
</tr>
<tr>
<td>Multiple templates protocol</td>
<td>08/17/2016</td>
<td>15:20:00</td>
<td>-</td>
<td>Please send in your temperature readings for today. Thank you!</td>
<td>Sent</td>
</tr>
<tr>
<td>Motivational protocol</td>
<td>08/17/2016</td>
<td>15:20:00</td>
<td>-</td>
<td>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</td>
<td>Sent</td>
</tr>
</tbody>
</table>
Filter by Protocol Messages
(Protocols, Status & Measurement Area)

Message History

From: 01/29/2016
To: 08/17/2016

Protocols:
- Weight and Temperature Protocol
- BP-Vitals and Categorical Protocol

Status:
- All

Measurement Area:
- All

Protocol History:

<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></td>
<td>08/17/2016</td>
<td>16:21:00</td>
<td></td>
<td>Please send in your temperature readings for today. Thank you!</td>
<td>Sent</td>
</tr>
<tr>
<td></td>
<td>08/17/2016</td>
<td>16:21:00</td>
<td></td>
<td>Please send in your weight readings for today. Thank you!</td>
<td>Sent</td>
</tr>
<tr>
<td></td>
<td>08/17/2016</td>
<td>16:21:00</td>
<td></td>
<td>Please send in your emotion for the day with the keyword 'EMOTION' followed</td>
<td>Sent</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>by your emotion 'Happy', 'Sad' or 'Angry.' Thank you!</td>
<td></td>
</tr>
</tbody>
</table>
Filter by Broadcast Messages

Message History

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Message</th>
</tr>
</thead>
<tbody>
<tr>
<td>02/19/2016</td>
<td>15:19:00</td>
<td>CDC recommends an annual flu vaccine for everyone 6 months of age and older.</td>
</tr>
<tr>
<td>02/18/2016</td>
<td>16:09:00</td>
<td>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.</td>
</tr>
<tr>
<td>02/17/2016</td>
<td>17:59:00</td>
<td>VA administers a variety of benefits and services that provide financial and other forms of assistance to Servicemembers, Veterans, their dependents and survivors.</td>
</tr>
<tr>
<td>02/16/2016</td>
<td>18:49:00</td>
<td>VA is committed to ending Veteran homelessness by the end of 2015.</td>
</tr>
<tr>
<td>02/15/2016</td>
<td>19:39:00</td>
<td>Why immunize our children? First we are assured that, thanks to vaccines, some diseases are almost gone from the U.S.</td>
</tr>
</tbody>
</table>
### Message History

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Message</th>
</tr>
</thead>
<tbody>
<tr>
<td>02/22/2016</td>
<td>12:49:00</td>
<td>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</td>
</tr>
<tr>
<td>02/21/2016</td>
<td>13:39:00</td>
<td>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</td>
</tr>
</tbody>
</table>
• 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.

Contains:
The Reading and Unit
Lowest & Highest reading
Average & Current reading
Days reporting
Combined Report – Chart View

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

**Weight**

<table>
<thead>
<tr>
<th>Weight</th>
<th>Average</th>
<th>Days Reporting</th>
</tr>
</thead>
<tbody>
<tr>
<td>lbs</td>
<td>214</td>
<td>2</td>
</tr>
</tbody>
</table>

**Pulse Oximetry (SpO2)**

<table>
<thead>
<tr>
<th>SpO2</th>
<th>Average</th>
<th>Days Reporting</th>
</tr>
</thead>
<tbody>
<tr>
<td>% Sat</td>
<td>94</td>
<td>3</td>
</tr>
</tbody>
</table>
* Patient data within the set filters is only available for 02/21/2016 to 06/12/2016. The charts have been adjusted for display of patient data.
Contains Reading and Unit, Average reading, and Days Reporting.

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