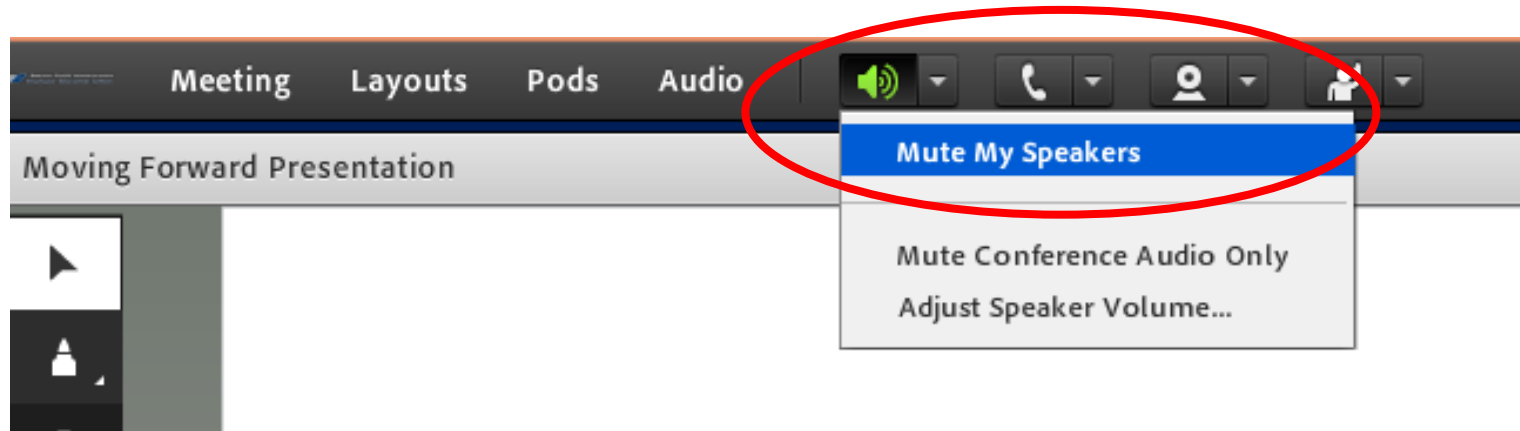# Please remember to mute your speakers.

VA MOBILE DISCUSSION SERIES

FOR AUDIO, PLEASE DIAL IN USING VANTS:
1-800-767-1750 PC: 32523#
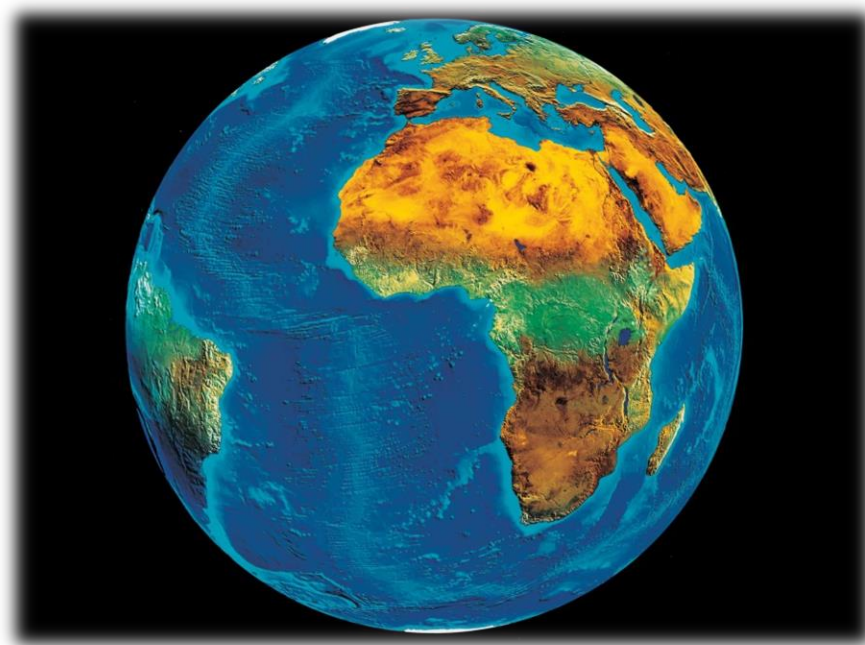
Thank you for joining. We will begin shortly.

VA | U.S. Department of Veterans Affairs
Veterans Health Administration
Office of Connected Care

VA VIDEO CONNECT (VVC): BEYOND THE CLINIC

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TYPICAL TELEHEALTH CLINIC ROOM

ALL SET-UP AND EVERYONE IS HERE

VA VIDEO CONNECT

- Anywhere: the patient can be any where geographically from Hawaii to Maine to Alaska.

- Any place: the patient can be at home, at work, at school, traveling, care taker

- Any time: After hours accessed any time of the day or night 24/7.

- Connection through web browsers, 4G connections, WIFI, LAN

VA VIDEO CONNECT (VVC): BEYOND THE CLINIC

- 5- Technologies
  - TES = Transportable Exam Station
  - BYOD = Veteran Owned Devices
  - CVT (Clinical Video Telehealth) Tablet= has peripherals
  - Commercial Off-The-Shelf (COTS) - Simple Tablets no peripherals
  - VVC-VMR = Virtual Medical Rooms
    - ON Demand
    - Phone Book
    - Scheduled

WHO USES THE TECHNOLOGY

- Any provider conducting synchronous visits using video
    - Care Coordinators
    - Physicians
    - Registered Nurses
    - NPs, PA, Therapists etc.

- Provider determines type of device based on clinical need.

- Veterans

TRANSPORTABLE EXAM STATION

Veteran Owned Devices

CVT TABLET

COTS TABLETS

VIRTUAL MEDICAL ROOMS

- Interoperable - Will work with legacy VA Video Conferencing

- Seamless interface with current Telehealth Management System (TMP) to organize and drive business/clinical processes

- VA OI&T-vetted product

- FIPS 140-2 compliant

- VA customizable native/browser apps

- Simple to use for patients and Clinicians on any device

- Uses Web Real-Time Communication (WebRTC)

Email Sent to Patient & Provider When Appointment Scheduled

Subject: Your VA Video Visit has been scheduled for Thu 25 Feb 2016 15:00 Central Standard Time CRM:0016188

Regarding: Joe, GI

This is a reminder of your Video Visit with a VA clinician on **Thu 25 Feb 2016 15:00 Central Standard Time**. Please click the following link to access the virtual meeting. This will take you into the virtual waiting room until your provider joins.

Click Here to Join the Virtual Meeting

PIN for Virtual Meeting: PATPIN123

Service Type: Pathology
Clinician: ████████████

If you have any questions or concerns, please contact your clinic.

A calendar appointment is attached to this email, you can open the attachment and save it to your calendar.

ACCESSING THE VMR

VIRTUAL MEDICAL ROOM ENTRY

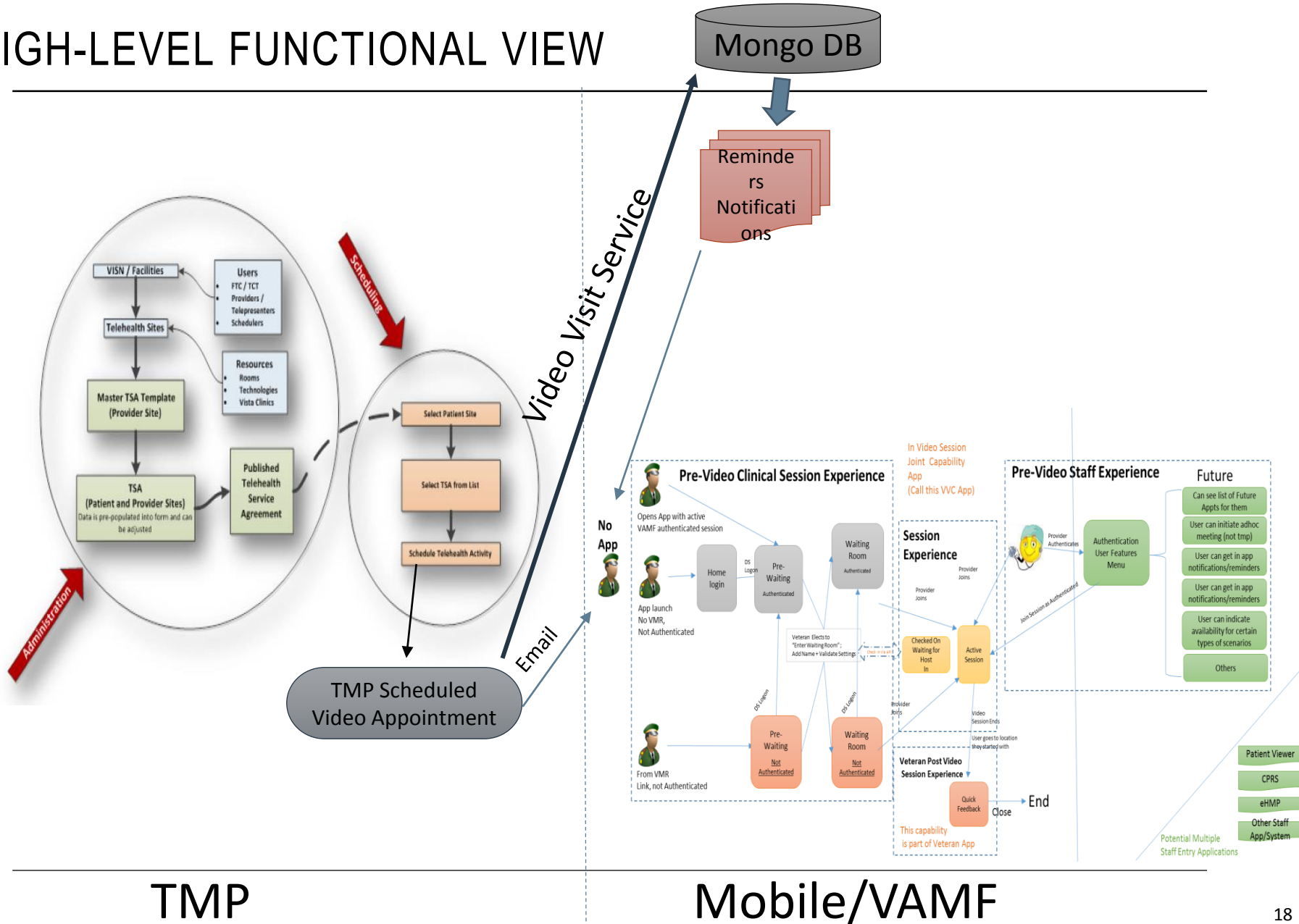# Enhanced User Experience

VMR PRESENT USE CASES

- Video ON Demand

- Phone Book

- Scheduled through TMP

VVC APP

HIGH-LEVEL FUNCTIONAL VIEW

TMP
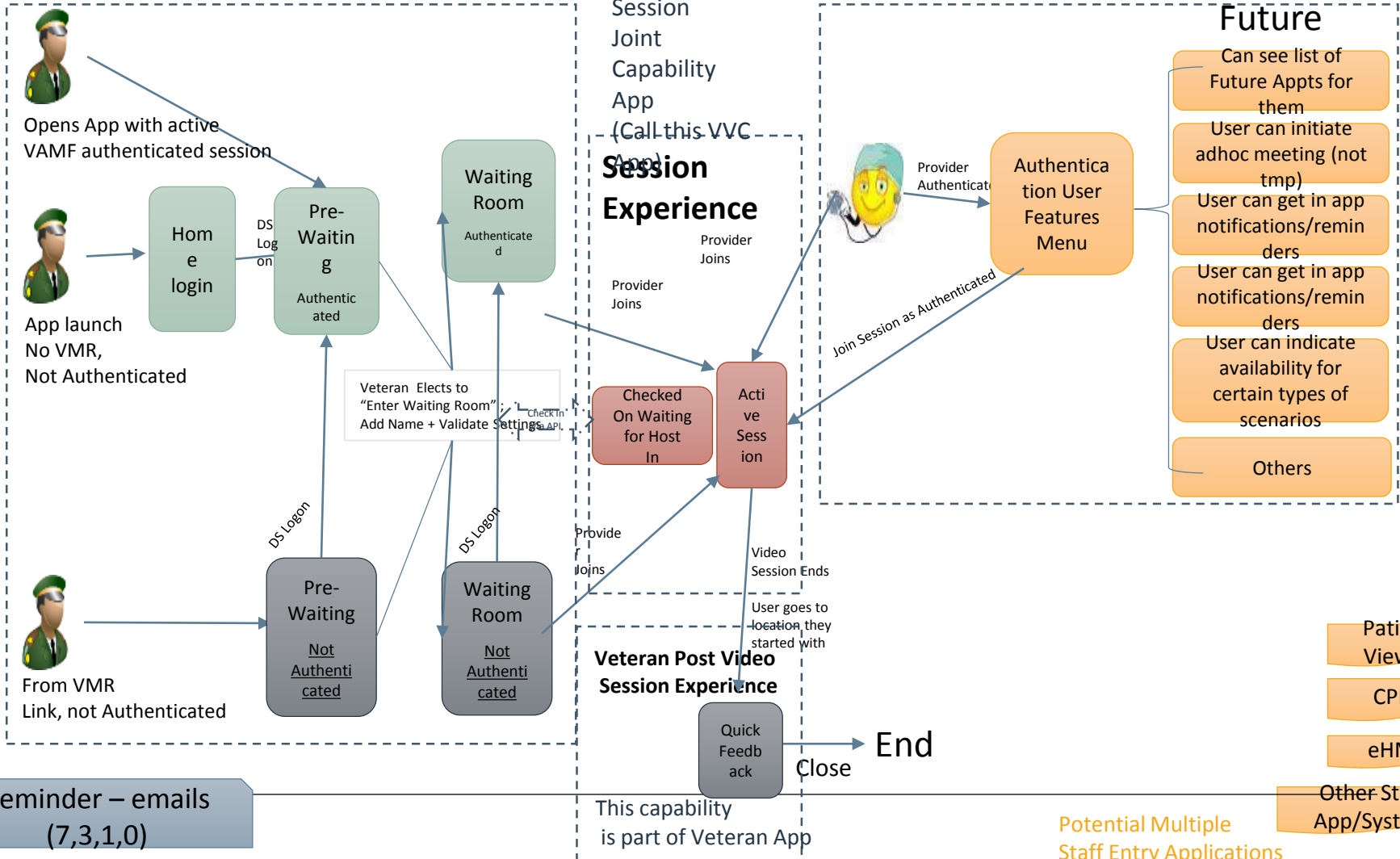
Mobile/VAMF

Initial Experience Flow Overview

Pre-Video Veteran Session Experience

In Video Session Joint Capability App (Call this VVC App)

Pre-Video Provider Experience

Future

- Can see list of Future Appts for them
- User can initiate adhoc meeting (not tmp)
- User can get in app notifications/reminders
- User can get in app notifications/reminders
- User can indicate availability for certain types of scenarios
- Others

Opens App with active VAMF authenticated session

App launch
No VMR,
Not Authenticated

From VMR
Link, not Authenticated

Home login

Pre-Waiting

Authenticated

Waiting Room

Authenticated

DS Log on

Session Experience

Provider Joins

Provider Joins

Veteran Elects to "Enter Waiting Room"; Add Name + Validate Settings

Check In API

Checked On Waiting for Host In

Active Session

Provider Authenticated

Join Session as Authenticated

Authentication User Features Menu

DS Logon

Pre-Waiting

Not Authenticated

DS Logon

Waiting Room

Not Authenticated

Provider Joins

Video Session Ends

User goes to location they started with

Veteran Post Video Session Experience

Quick Feedback

End

Close

This capability is part of Veteran App

Reminder – emails (7,3,1,0)

Potential Multiple Staff Entry Applications

Patient Viewer

CPRS

eHMP

Other Staff App/System

19

VA ITEMS WITH TELEHEALTH IMPLICATIONS

Veteran

- VVC
    - See schedule of booked appointment
    - Request Appt / Directly book Appt
    - Reminders
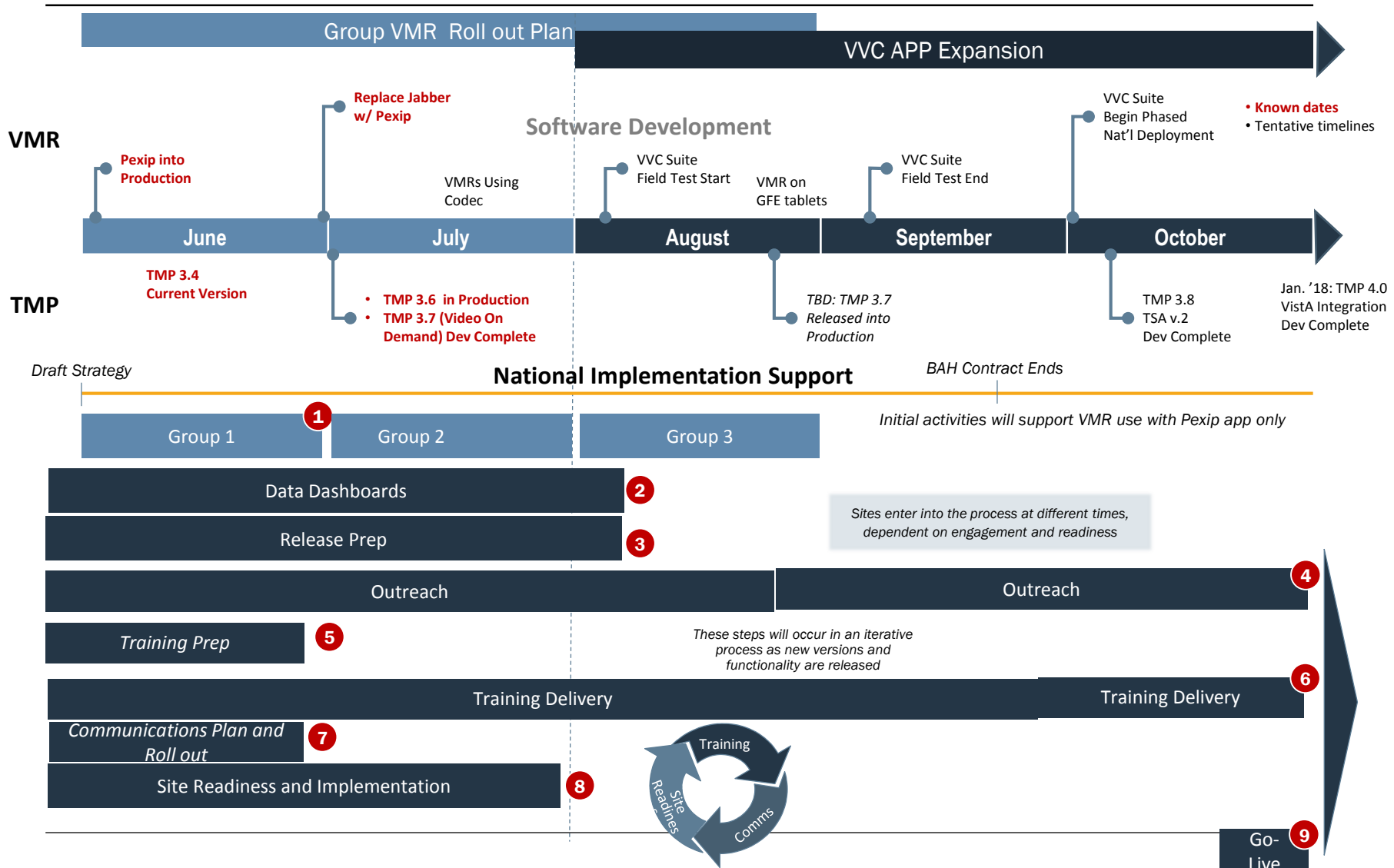   - Collect email, time zone, and other user preferences

Staff

- PatientViewer App (mobile EMR use)
- eHMP (enterprise Health Management Platform)
- CPRS
    - Possible launch of Pexip from window
- TMP (Telehealth Management Platform)
    - Telehealth agreements and management
    - Scheduling of telehealth appointments aligned with TSA/TMP agreements

IMPLEMENTATION PLAN

TIMELINE

Group VMR Roll out Plan

VVC APP Expansion

VMR

Software Development

Replace Jabber w/ Pexip

VVC Suite Begin Phased Nat'l Deployment

• **Known dates**
• Tentative timelines

Pexip into Production

VMRs Using Codec

VVC Suite Field Test Start

VMR on GFE tablets

VVC Suite Field Test End

June	July	August	September	October

TMP

TMP 3.4 Current Version

• **TMP 3.6 in Production**
• **TMP 3.7 (Video On Demand) Dev Complete**

TBD: TMP 3.7 Released into Production

TMP 3.8 TSA v.2 Dev Complete

Jan. '18: TMP 4.0 VistA Integration Dev Complete

Draft Strategy

National Implementation Support

BAH Contract Ends

Initial activities will support VMR use with Pexip app only

| Group 1 | Group 2 | Group 3 | ① |

Data Dashboards ②

Release Prep ③

Sites enter into the process at different times, dependent on engagement and readiness

Outreach | Outreach ④

Training Prep ⑤

These steps will occur in an iterative process as new versions and functionality are released

Training Delivery | Training Delivery ⑥

Communications Plan and Roll out ⑦

Site Readiness and Implementation ⑧

Training
Site Readiness
Comms

Go-Live ⑨

PRESENT VMR USERS

Provider's using VMRs	**257**
Total VMR Encounters from 08/12/16 – 05/17/17	6217
Total Count of Unique Veterans for VMRs	1454
VISN Scheduling VMR	17
Facility scheduling VMR	56

VMR IMPLEMENTATION AND DEPLOYMENT WILL BE PERFORMED IN PHASES, TARGETING HIGHER CVT UTILIZING SITES FIRST TO SUPPORT NON - USER CONVERSION TO VVC APP AND VMR.

VISN	Description	Tentative Implementation Timeframe
Group 1	Site that volunteered and sites already doing some VMRs	• Initial Outreach: now • Goal for implementation: Early July
Group 2	Higher current utilizers of Home/Mobile	• Initial Outreach: now • Goal for implementation: Early August
Group 3	Lower current utilizers of Home/Mobile	• Initial Outreach: mid-July • Goal for implementation: Early September
Group 4	Low/No current usage	• Initial Outreach: August • Goal for implementation: TBD

• Note: This schedule assumes that we have engaged site/VISN POCs that can ensure implementation activities are completed within schedule and have CVT experience to support non users conversion

ROLL OUT METRICS

Group		Encounter Count	Patient Count	Site Count
1	Raw	13,292	2,995	36
	Percent	35%	34%	26%
2	Raw	15,858	3,999	36
	Percent	42%	45%	26%
3	Raw	8,258	1,764	35
	Percent	22%	20%	25%
1 - 20 Visits	Raw	136	75	18
	Percent	0%	1%	13%
0 Visits	Raw	0	0	16
	Percent	0%	0%	11%
Total	Raw	37,544	8,833	141
	Percent	100%	100%	100%

OUTREACH WILL OCCUR TO VISNS AND SITES TO ENGAGE THEM IN THE VMR CONVERSION

The flow for outreach will be as follows:

- **Initial contact**: Email the sites to get identified site POCs to help with implementation and providers
  - Target for emails:
    - Contacts Telehealth Office has for sites
  - Overview of email:
    - Overview VMR conversion and estimate timeline
    - Share links to VMR intranet page and VMR implementation SharePoint
    - Ask: Identify primary POCs (and providers) and invite to kickoff meeting

- **Within first 2 weeks of initial contact**: POCs (and providers) attend kickoff meeting to give sites a chance to ask questions and to review the implementation steps

- **Week 2+**: Host follow-up meetings for sites to continue to ask questions, receive demos (e.g., setting up TSAs), and discuss topics as needed
  - Recommend having 3 times for standing meetings where sites can attend as needed

- Site will be asked to track progress on VMR Implementation Sharepoint. Based on that progress, team can do targeted outreach to sites that are lagging in progress
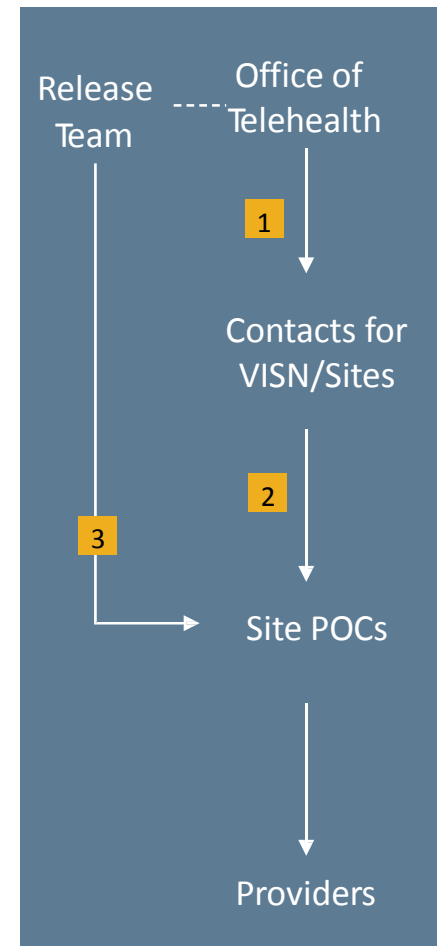
METHODS WE WILL USE TO ENGAGE WITH SITES

- **Implementation checklist:** Sites will be provided with an Implementation checklist that outlines VMR implementation activities, giving them due dates and a way to track progress

- **Meetings**
  - Kickoff meetings – Provide an overview of VMR implementation. All sites will be encouraged to have at least one representative to attend
  - Ongoing Q&A sessions – These meeting will be free form and driven by questions of sites that elect to attend
  - Meeting to review specific implementation topics (as needed) – Examples include demos of VMRs and TSA setup

- **Emails**
  - Announce any important information necessary for implementation (e.g., upcoming due dates)
  - Follow-up for sites that are missing milestones

- **SharePoint site:** Use customized SharePoint page to communicate to and engage staff, track progress, and house implementation resources for sites

- These communication methods will be geared towards identified site POCs and other local staff assisting with VMR implementation activities

KEY MESSAGES TO COMMUNICATE DURING OUTREACH

- Virtual Medical Rooms (and the technology used) is simpler to use than Jabber. Veterans and Providers only have to click a link to join a VMR with no need to enter special usernames or passwords

- Veterans can use anywhere and on any personal device that has a microphone and camera

- Use of VMRs does not require any special installations for users using computers and Android devices. Note: If using iOS devices, users will have to download one application to use

GOALS

- 1.5 million Video Encounters Annually
- 500,000 Veterans using Video

Thank you!

What future topics would you like to discuss?

Let us know by providing feedback

at this link:

https://www.surveymonkey.com/r/MTJFPJM