



OUR APP-ORTUNITY TO MOBILIZE VETERAN HEALTH CARE

WHAT IS THE VA MOBILE HEALTH PROVIDER PROGRAM?

Health care is becoming increasingly mobile. To take advantage of the benefits that mobile technology provides, the Department of Veterans Affairs (VA) is implementing the Mobile Health Provider Program. This program will equip medical providers with tablets and a suite of clinical apps to help improve diagnoses and treatment.

FAST FACTS

- ★ **Who:** VA Providers/Clinicians
- ★ **What:** A two-phased program in which 1) mobile devices will be deployed to VA Medical Centers for clinical use and 2) VA-developed apps will be made available on the mobile devices via the VA App Catalog
- ★ **Where:** Up to 18 VA Medical Centers throughout the United States¹
- ★ **When:** Second Quarter – Third Quarter Fiscal Year 2014
- ★ **Why:** To deliver mobile health provider tools that will enhance interactions with Veterans and Caregivers, improve their care, and encourage self-management
- ★ **Website:** To learn more visit: <http://mobilehealth.va.gov/providers>

HOW DOES THE VA MOBILE HEALTH PROVIDER PROGRAM IMPROVE PATIENT CARE?

- ★ Convenient access to real-time clinical information
- ★ Mobility of patient information throughout the medical center
- ★ Easy access to medical tools at work, home or on-the-go
- ★ Secure communication between patients and providers
- ★ Improved access to patient generated data

WHAT IS THE PROVIDER'S ROLE?

Providers are asked to use the mobile devices and apps in their daily interactions as much as possible—whether at work, at home or on-the-go. After the deployment of these tools, participants will be requested to evaluate their overall experience. This feedback will be critical to the success of the program, and will help determine next steps.

MOBILE DEVICE FEATURES

- ★ **VA Email:** The mobile devices will be configured with an OIT-approved email client and software that will allow staff to use the mobile devices on the VA network.
- ★ **VA App Catalog:** The VA App Catalog will contain commercially available mobile health apps that have passed VA security reviews. During the second phase of the program, the VA-developed apps will be available for download in the VA App Catalog.
- ★ **Commercial Mobile Health Apps:** The [VA Library](#) has a list of mobile apps that are currently accessible to all VHA employees.² Providers will also be able to request and vote on additional apps to be included in the program.
- ★ **Off-site Use:** Providers can take the devices with them for use off-site. Users will be able to connect to the Internet using Wi-Fi or a cellular data plan, and log in through VPN to access information inside the firewall.

¹ If program proves to be successful, the intention is to expand the effort to other VA sites in Fiscal Year 2015, based on available funding and approval by VHA's Office for Health for Operations and Management (10N).

² Note: The listing of an app on this page does not imply that it has passed the DISA review process or that it will be available in the AirWatch system.



VA-DEVELOPED APPS AND FEATURES

- ★ **Real Time Data:** The VA mobile devices and apps will have access to real-time information to help inform clinical decisions, with information pulled directly from the Veterans Health Information Systems Technology Architecture (VistA).
- ★ **Patient Generated Data:** A series of health inventory apps for patients will be released to assist with self-management. Providers will be able to view patient-entered information and use this at the point of care.
- ★ **CPRS-like Activities:** The initial versions of the apps, targeted for release in the second quarter of FY 2014, will provide read-only access to patient data in VistA. Updated versions of the apps, scheduled to be completed by the end of FY 2014, will allow clinicians to perform CPRS-like activities such as write progress notes, enter a subset of orders, and complete other clinical tasks.
- ★ **Clinical Guidelines:** Rather than books or pocket cards, providers will have more convenient access to various clinical guidelines to help with diagnosis and treatment.

FOR TECHNICAL SUPPORT FOR YOUR VA-FURNISHED MOBILE DEVICE AND/OR MOBILE APPLICATIONS CONTACT:

- ★ **Website:** <http://help.VAMobile.us>
- ★ **Help Desk Toll-Free Line:** 855-500-2025 (8 a.m. to 8 p.m. ET)

FOR GENERAL QUESTIONS ABOUT THE VA MOBILE HEALTH PROVIDER PROGRAM CONTACT:

- ★ **Website:** <http://mobilehealth.va.gov/providers>
-