

OI&T Helps Connect Veterans and Health Care Teams through Mobile Technology

Outlet: OI&T 360 Blog

While driving home from work one evening, Dr. Frank Liu, chief of the Nuclear Medicine Service at the Washington, DC VA Medical Center, was called to read an emergency scan of a patient in intensive care. Dr. Liu immediately pulled to the side of the road and used his new VA-issued mobile device to access the patient's scans. He determined that the patient had multiple life-threatening blood clots in his lungs.* In emergency cases like acute gastrointestinal bleeding or blood clots in the lungs, reading these scans and determining the course of action immediately is critical to the patient's survival. Thanks to the availability of his mobile device, Dr. Liu had the right technology when it was needed most.

A few days earlier, Dr. Liu received a mobile device through VA's Mobile Health Provider Program. The collaborative effort brings together the VHA's Connected Health Office, under the Office of Informatics and Analytics, and OI&T. Through this program, OIA and OI&T are working together to equip VA health care providers with mobile technology to enhance the way they deliver care.

Upon receiving their mobile devices, providers are asked to integrate these devices into their everyday clinical practice—while interacting with patients, reviewing scans, and performing countless other medical tasks inside and outside of the VA facility. For providers and health care teams involved in the program, this means easier access to the tools they need to properly treat their Veteran patients. For Veterans and their families, it means faster care and enhanced communication with their VA physicians and health care teams.

The program is set to roll out in two phases. During the first phase, mobile devices include VA email, a VA App Catalog with commercial mobile health apps that have passed VA security reviews, and VPN capabilities to access information in the medical center as well as off-site. This will be followed by a second phase during which VA-developed mobile health (mHealth) apps will be loaded onto the mobile devices to allow VA providers to perform a variety of clinical activities, such as writing progress notes and entering orders. VA plans to distribute up to 10,000 of these devices to as many as 19 facilities nationwide by the end of September 2014.

For more information about VA Mobile Health Provider Program, visit:

<http://mobilehealth.va.gov/providers/>.

**Although this was not the official reading of the patient's scans, Dr. Liu was able to take a preliminary look at the scans which facilitated more timely care.*

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