

OIA Connection Blog

Mobile Technology Works Behind the Scenes to Enhance Health Care Delivery to Patients

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By Javier Acevedo

As you may have heard, VA providers at select facilities have started integrating mobile devices into their health care practices. Starting in February 2014 these devices, distributed through the [Mobile Health Provider Program](#), have been distributed to more than 7,000 providers and health care team members at 18 facilities across the country. The goal of this program is to deliver mobile health tools that will enrich provider interactions with Veterans and Caregivers, improve their care and encourage self-management.

Providers and health care team members are not the only ones using mobile devices to enhance patient care. Mobile devices distributed through the Mobile Health Provider Program are also being used by local IT staff, staff assistants, and other members of the VA workforce to improve business processes, identify staffing needs, and track payroll and budget uses, to name a few.

The Mobile Health Provider Program Communications team recently spoke to Javier Acevedo, Clinical Admin Specialist at Puget Sound Health Care System, which has two facilities located in Seattle and Tacoma, WA. Javier discussed how he is using his iPad to serve providers, health care teams and ultimately Veterans. Here's what he had to say:

What is your role at the VA Medical Center?

I am a Clinical Admin Specialist in the Mental Health Services division at the Puget Sound Health Care System. I provide customer service and troubleshoot technology issues with providers and staff at the facility. I transitioned to VA after serving in the military as an Army medic. I've been with VA for 16 years now.

What is your normal day like?

My day usually starts with reporting, but I help providers and staff members troubleshoot issues with CPRS and VistA throughout the day.

How are you using the iPad to help you with your daily activities?



Javier Acevedo, a Clinical Admin Specialist at the Puget Sound Health Care System, uses his VA-issued iPad to assist VA staff with troubleshooting IT issues.

I am always in-between buildings and meetings, and regularly get calls from providers who need immediate support. Now with the iPad, I can log-on and provide support from wherever I am. I no longer have to travel around looking for a computer. Let's say, for example, that a provider locked him/herself out of VistA. I can now use the iPad to provide quicker customer service; it supports a faster process, and saves the provider time. The provider might have a patient with them and needs to use VistA, and now they don't have to wait for me to walk to a computer and log-in. Eliminating technical delays with mobile technology enables speedier health care to the patient.

What is your favorite commercial mobile health app and why?

I downloaded all of the commercial apps that are available in the VA App Catalog, even though most of them are not useful for me. I tried them all so that I could see which ones might help the providers I support. Then, I can go back to the providers and tell them about apps that they may find useful in their practice. For example, I suggested the PTSD Coach app and some providers now use it to share educational information with their patients.

As the program unfolds, what aspect are you most excited for?

In the future, we are hoping to use the iPads in conjunction with the TVs and projectors for group therapy. For example, instead of showing Veterans the PTSD Coach app on the mobile device, we could walk them through the app on the larger screen, and provide step-by-step instruction on how to use the app. Viewing a large screen is a lot easier than trying to pass around an iPad when working in large groups. This way, the group can learn how to use the app and then use it on their own devices at home.

For more information on the VA Mobile Health Provider Program, visit <https://mobilehealth.va.gov/providers>.

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