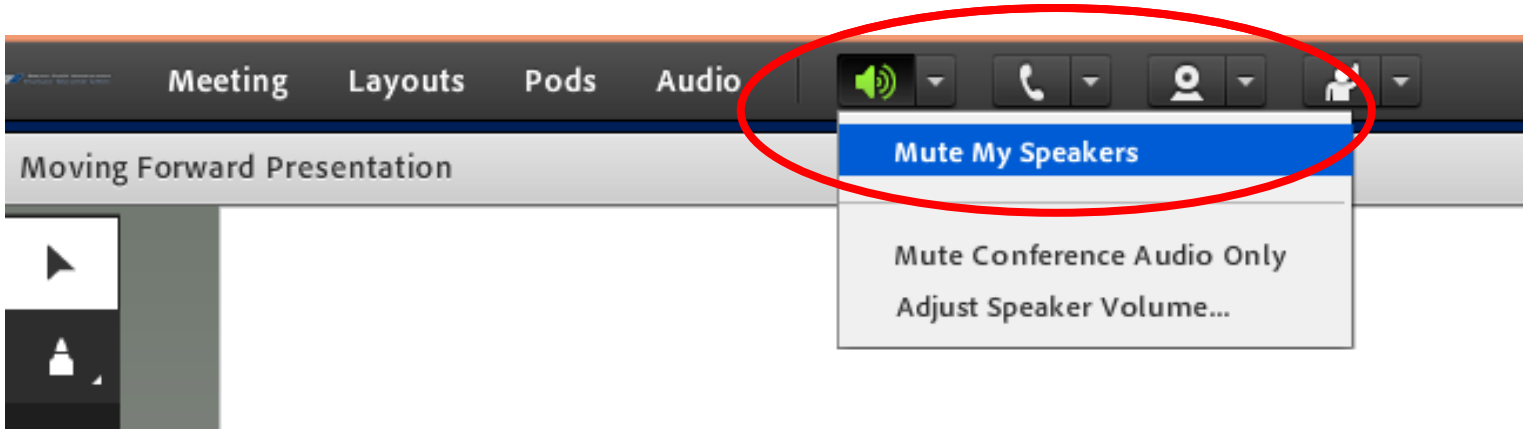
Please remember to mute your speakers.



Connected Care Discussion Series

For audio, please dial in using VANTS:
1-800-767-1750 pc: 43950#

Thank you for joining. We will begin shortly.

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

U.S. Department of Veterans Affairs

Connected Care for Disaster Preparedness

Presenter:

Leonie Heyworth, M.D.

National Synchronous Lead for Telehealth Services

Overview of the Discussion

- Overview and Introductions
- Connected Care for Disaster Preparedness:
  - Why Now?
  - Telehealth Emergency Management
  - Drills
  - Requirements
- Questions
- Closing Remarks and Survey

BLUF

- Disasters/emergencies often result in high volume appointment cancellations and increased demand.
- Per VA MISSION Act regulation, appointment wait time standards cannot be adjusted, even during a natural disaster/emergency.
- Virtual care modalities (telephone, video telehealth, mobile applications) can optimize timely continuity of care after a disaster/ emergency.
- Telehealth Emergency Management (TEM): 500+ VA clinicians across 30+ specialties are registered in the Disaster Emergency Management Personnel System (DEMPS) as TEM personnel.
- An integrated process is needed to request and qualify TEM personnel.

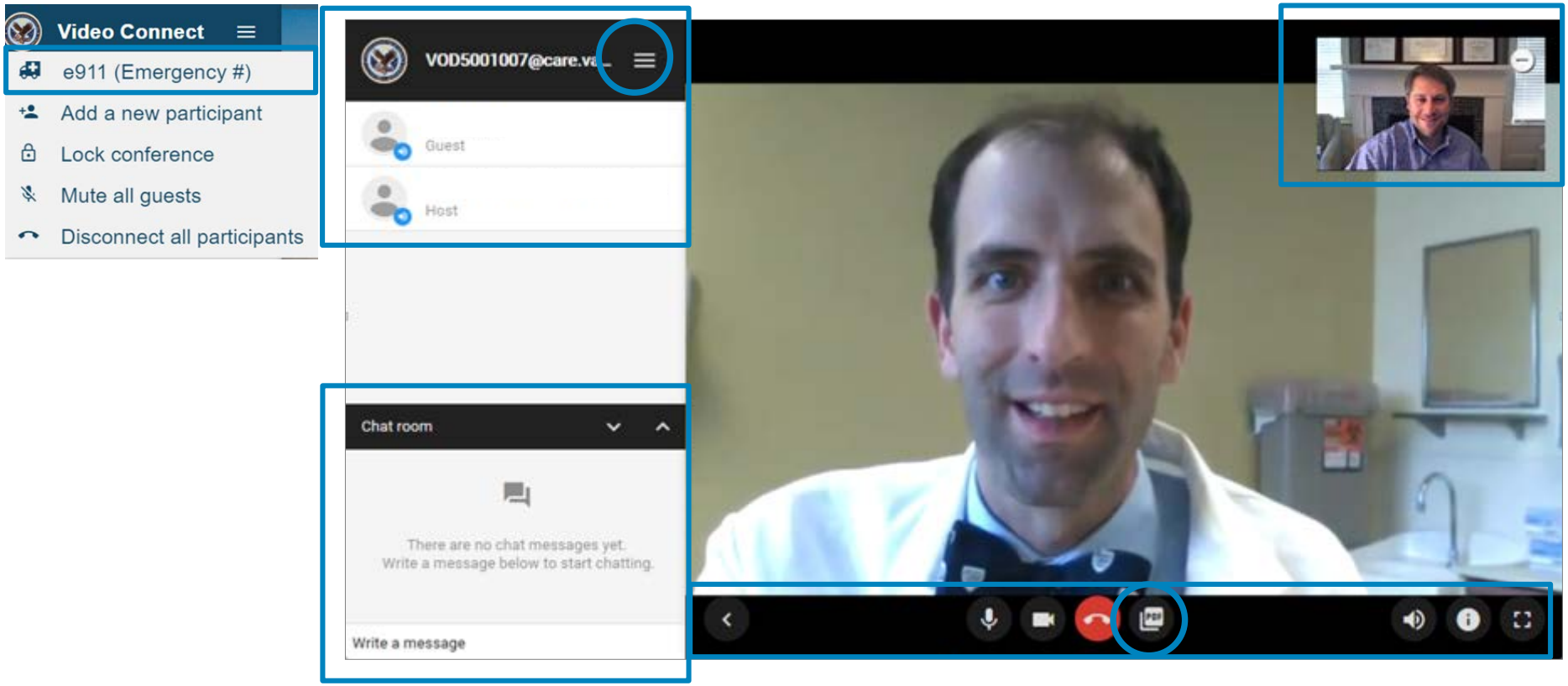
U.S. Department of Veterans Affairs

Why Now?

Why Now?

- VA Video Connect (VVC), “Anywhere to Anywhere” legislation is here!
- Many providers have done a VVC encounter.
- Veterans are increasingly familiar, and satisfied, with VA telehealth.
- VVC sessions now run, by default, in high definition.
- Release of Virtual Care Manager, a “one stop shop” for video; schedule caregivers, VA staff or groups in one step.
- Coming in early 2020: Virtual Care Manager 2.0, an enhanced workspace to manage virtual care, patient-generated data, and mobile applications.

VA Video Connect



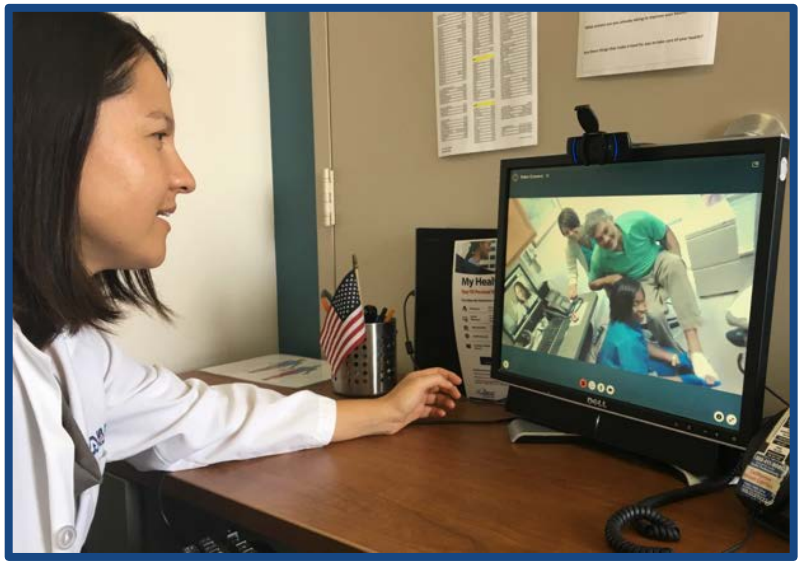
- VA Video Connect sessions now run, by default, in high definition.

U.S. Department of Veterans Affairs

Telehealth Emergency Management

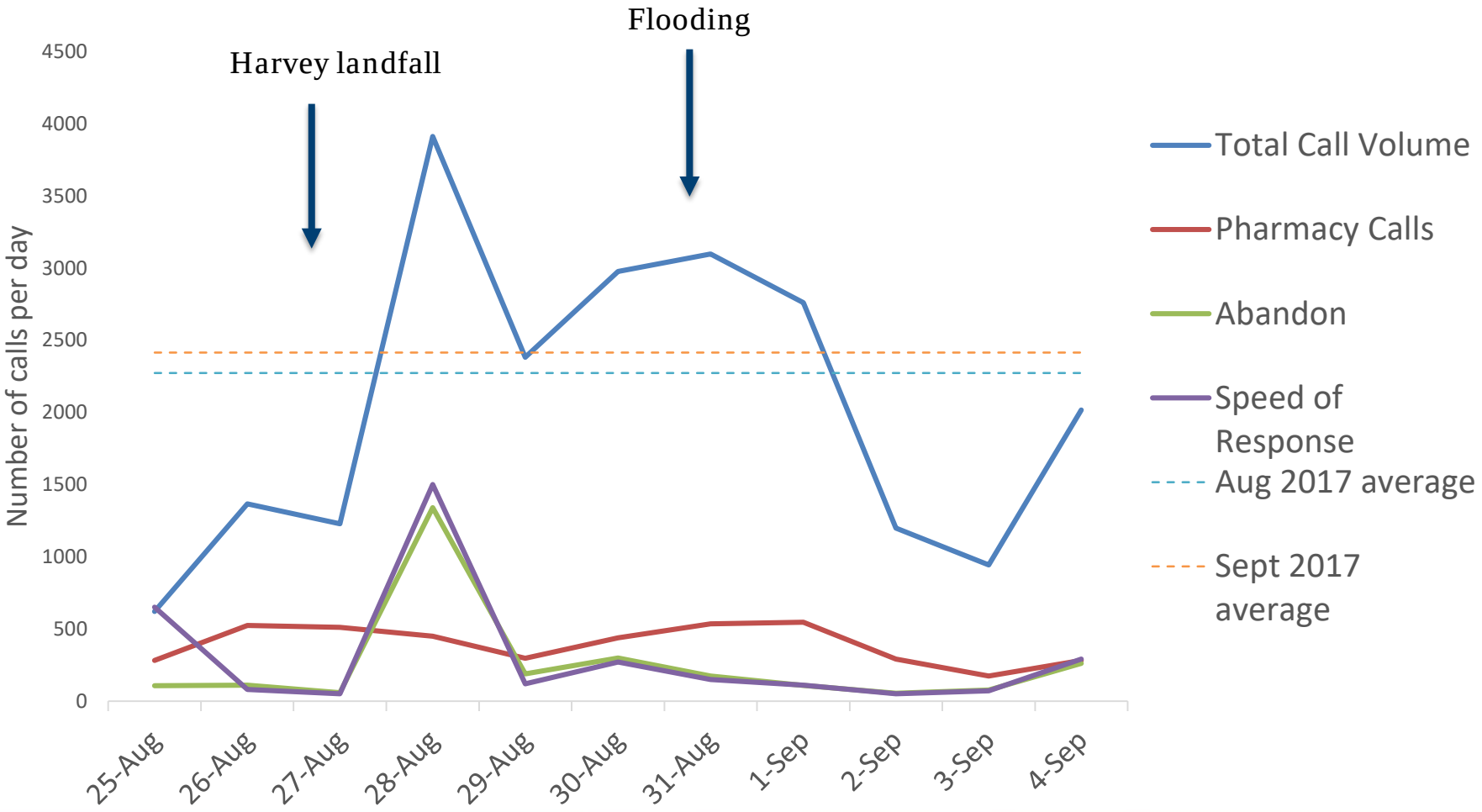
Hurricane Season 2017

- The Telehealth Emergency Management (TEM) Team supported primary care needs via video into Houston CBOCs after Hurricane Harvey
- TEM fully staffed a bilingual telephone outreach effort to 500+ high risk mental health Veterans in Puerto Rico after Hurricane Maria
- Specialty consultation via asynchronous image exchange was trialed between VA and a shelter in Puerto Rico after Hurricane Maria



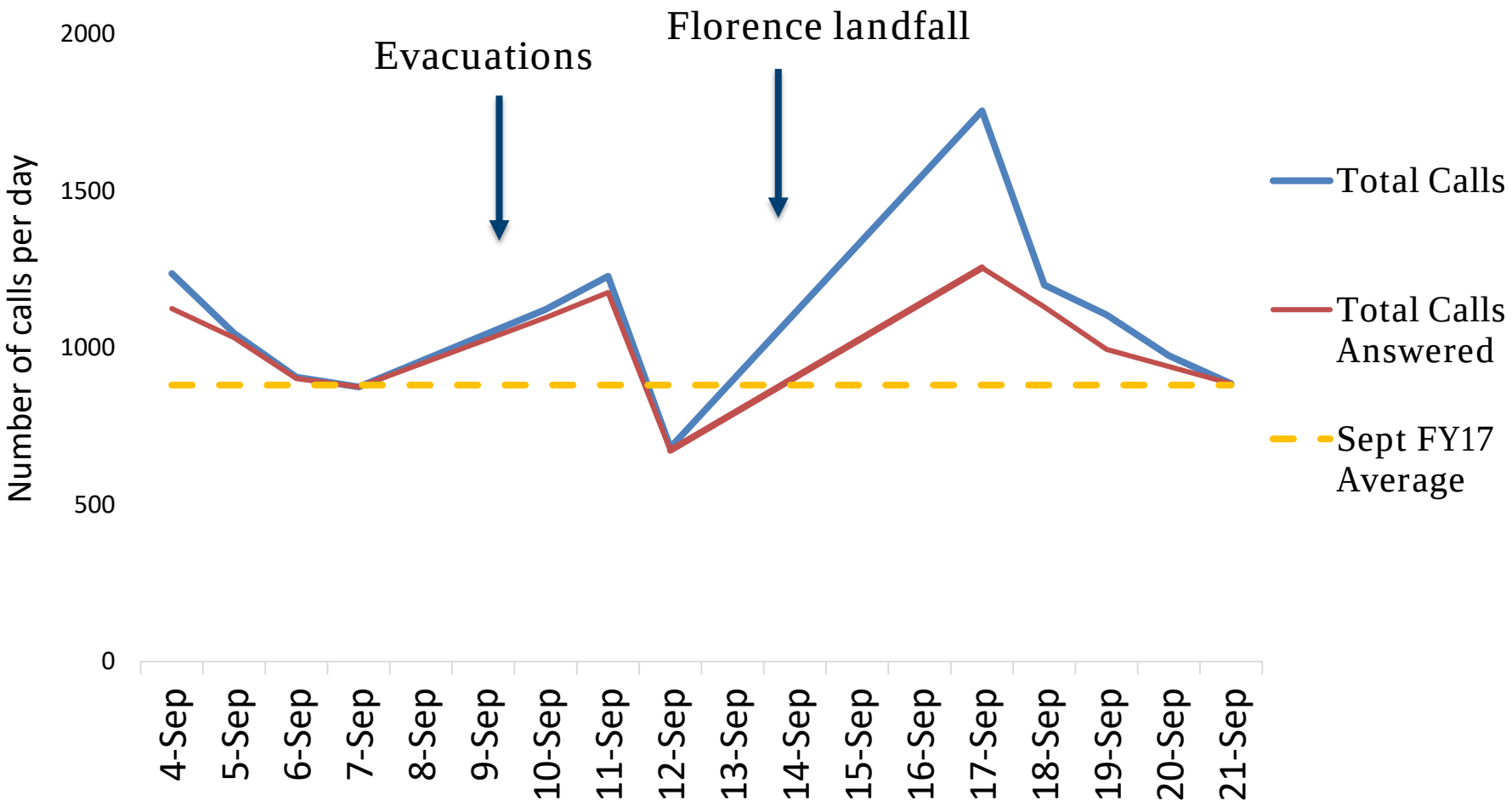
Hurricane Harvey 2017

- Hurricane Harvey 2017 Call Center daily activity at Jackson/Little Rock



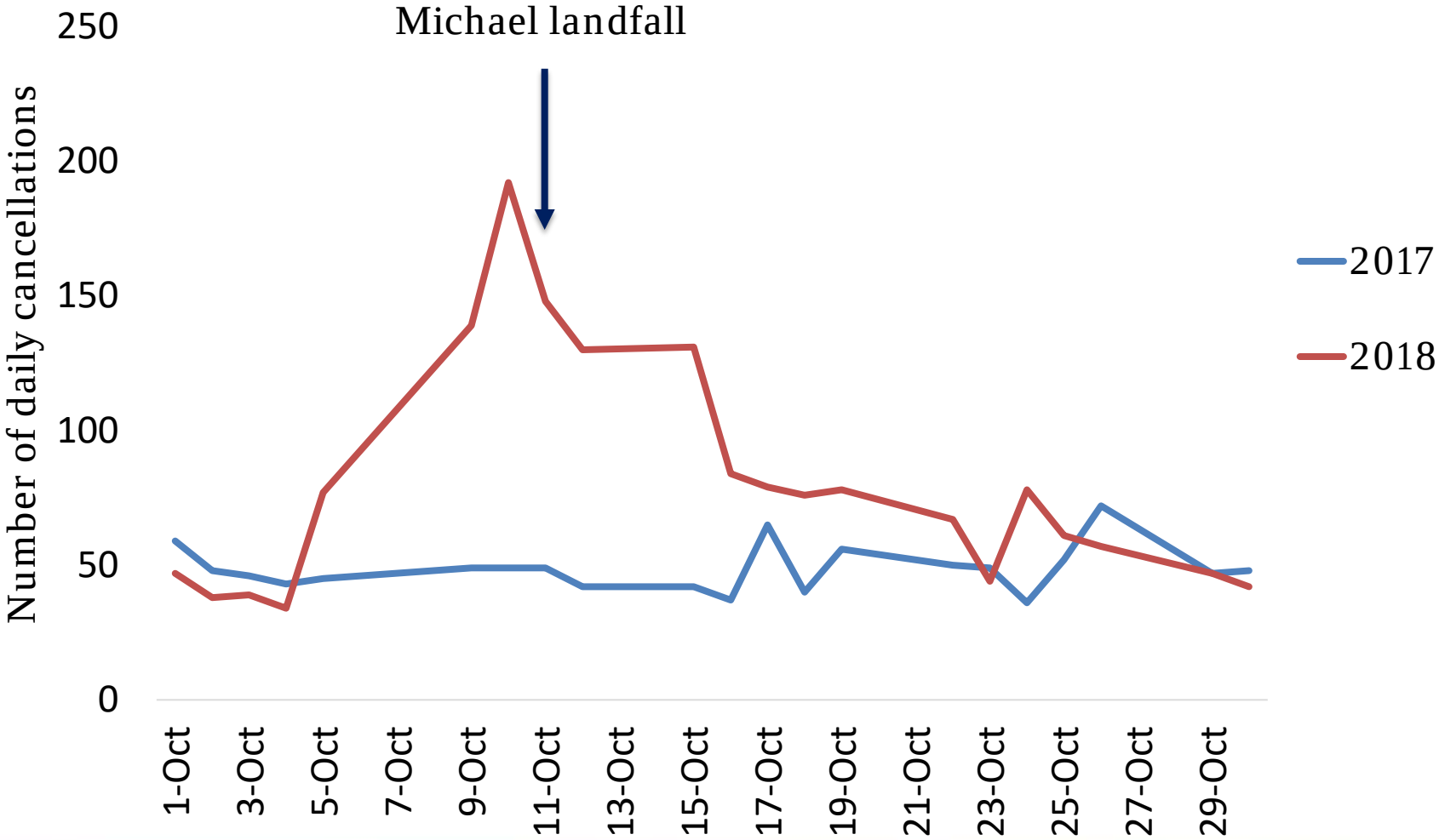
Hurricane Harvey 2017

- TEM providers supported the Hampton VAMC call center surge



Hurricane Michael 2018

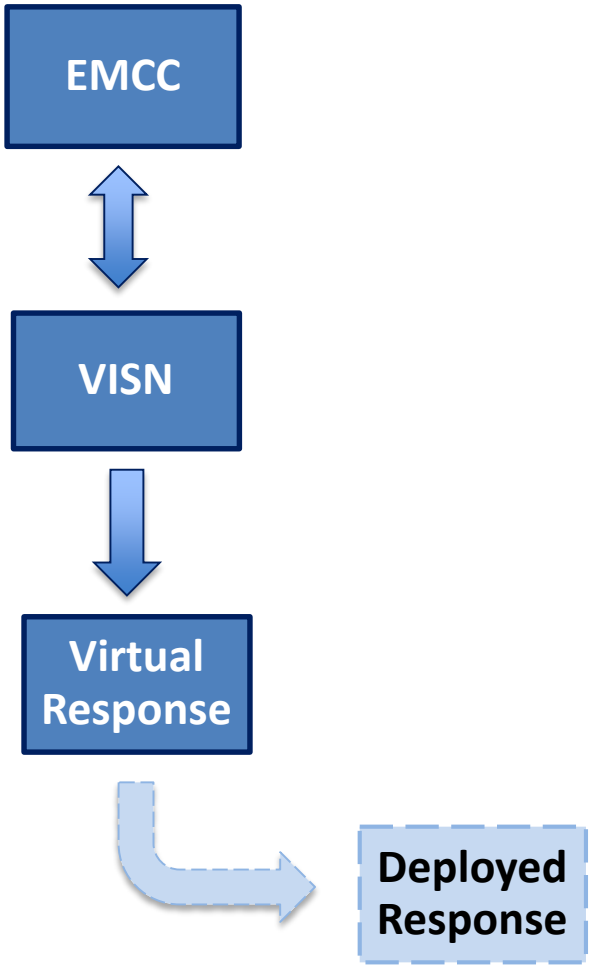
- Pre-activated TEM providers can provide care wherever the Veteran goes



Virtual Response

Virtual Only Response

- TEM clinicians support:
  - View alerts
  - Telephone, video care
  - Facilitated exams
  - Review of images asynchronously
- Patients contacting call center (local to disaster, evacuated)
- Walk-in patients with or without a facilitated exam



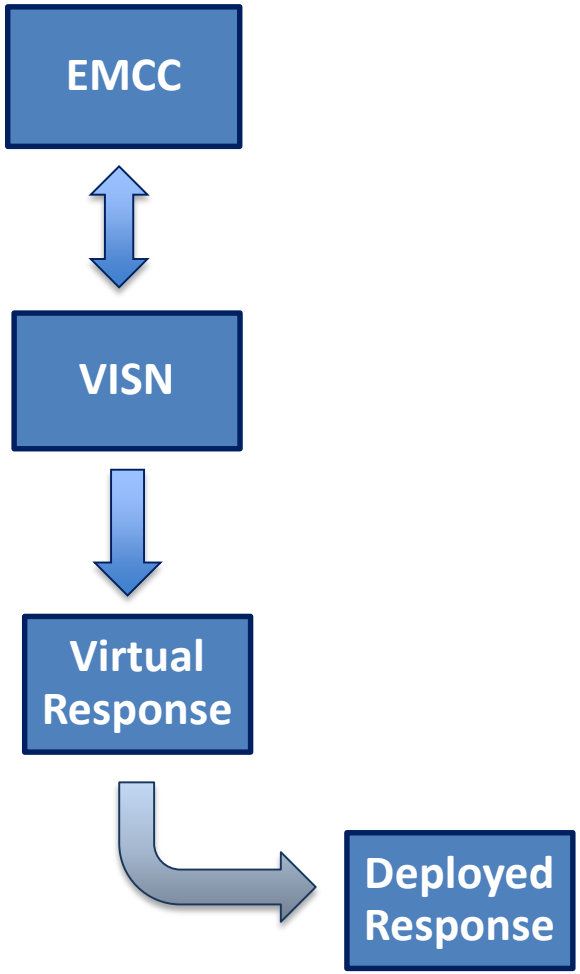
Virtual vs. Deployed Teams

Virtual Only Response

- TEM clinicians support:
  - View alerts
  - Telephone, video care
  - Facilitated exams
  - Review of images asynchronously

Virtual + Deployed Response

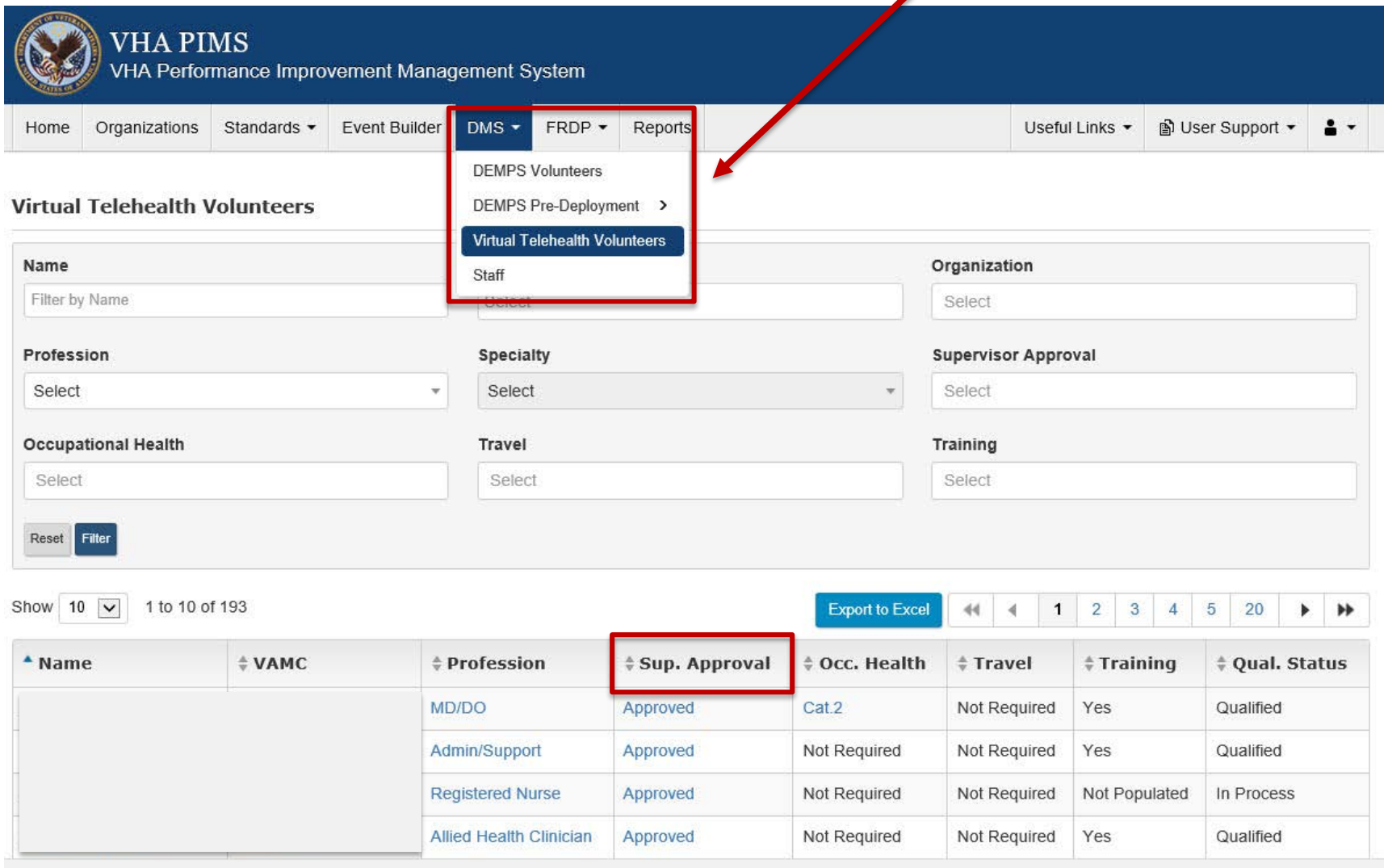
- DEMPS qualified “Strike Team”: 2 telehealth clinicians, 1 OI&T staff
- Bandwidth in austere conditions
- Beyond simulation: on-site drills

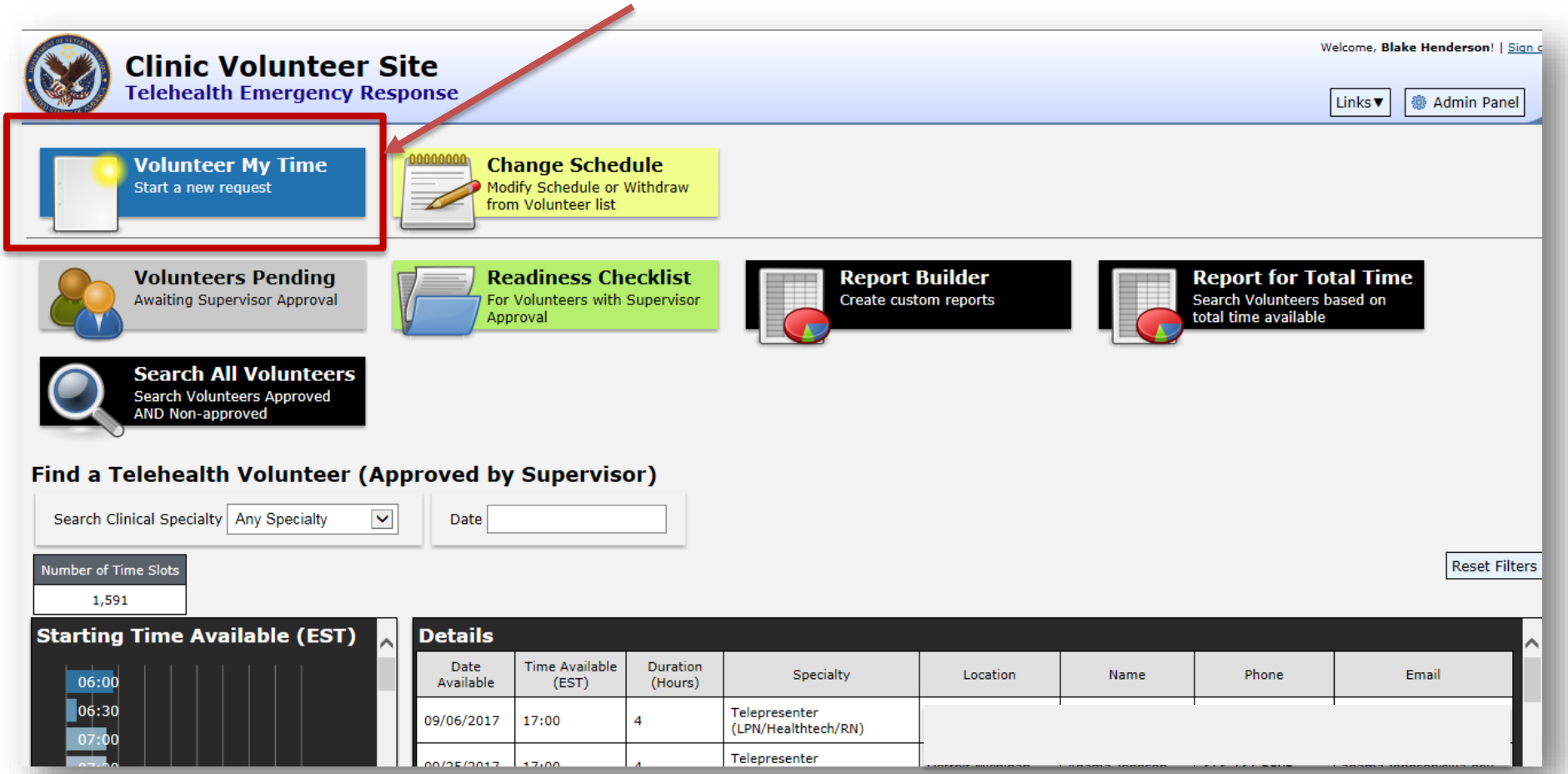


On-Call TEM Providers

- TEM has a year-round, on-call provider schedule in partnership with VISN **Clinical Resource Hubs**

- Tele-primary care, tele-mental health and tele-specialty providers: **project 950+ providers in roster by 2021**


VHA PIMS
VHA Performance Improvement Management System
Home
Organizations
Standards
Event Builder
DMS
FRDP
Reports
Useful Links
User Support
DEMPS Volunteers
DEMPS Pre-Deployment
Virtual Telehealth Volunteers
Staff
Virtual Telehealth Volunteers
Name
Filter by Name
Organization
Select
Profession
Select
Specialty
Select
Supervisor Approval
Select
Occupational Health
Select
Travel
Select
Training
Select
Reset
Filter
Show 10
1 to 10 of 193
Export to Excel
1 2 3 4 5 20
Name
VAMC
Profession
Sup. Approval
Occ. Health
Travel
Training
Qual. Status
MD/DO Approved Cat.2 Not Required Yes Qualified
Admin/Support Approved Not Required Not Required Yes Qualified
Registered Nurse Approved Not Required Not Required Not Populated In Process
Allied Health Clinician Approved Not Required Not Required Yes Qualified


Clinic Volunteer Site
Telehealth Emergency Response
Welcome, Blake Henderson! | Sign
Links
Admin Panel
Volunteer My Time
Start a new request
Change Schedule
Modify Schedule or Withdraw from Volunteer list
Volunteers Pending
Awaiting Supervisor Approval
Readiness Checklist
For Volunteers with Supervisor Approval
Report Builder
Create custom reports
Report for Total Time
Search Volunteers based on total time available
Search All Volunteers
Search Volunteers Approved AND Non-approved
Find a Telehealth Volunteer (Approved by Supervisor)
Search Clinical Specialty
Any Specialty
Date
Number of Time Slots
1,591
Reset Filters
Starting Time Available (EST)
06:00
06:30
07:00
Details
Date Available
Time Available (EST)
Duration (Hours)
Specialty
Location
Name
Phone
Email
09/06/2017
17:00
4
Telepresenter (LPN/Healthtech/RN)
Telepresenter

Prepared for Rapid Activation

- Within 24h of VISN requesting TEM via EMCC, TEM providers:
  - ✓ Undergo **same-day credentialing and privileging** (or be eligible for credentialing/privileging-by-proxy)
  - ✓ Obtain **rapid CPRS access** specific to the VA facility in need, with “disaster clinics”, note titles and TEM-specific CHAR4
  - ✓ Report available **volunteer hours** through TEM’s LEAF site
- TEM provider requirements:
  - VA Video Connect training complete, practice/use
  - DEMPS registration (Telehealth deployed vs. virtual) with supervisory approval

QUICKLINKS

QUESTION? WE'LL ANSWER | SEARCH OUR SITE

TELEHEALTH
VHA TELEHEALTH SERVICES

ROLE | SPECIALTY | PROGRAMS | QUALITY | GUIDANCE | RESOURCES | ABOUT US

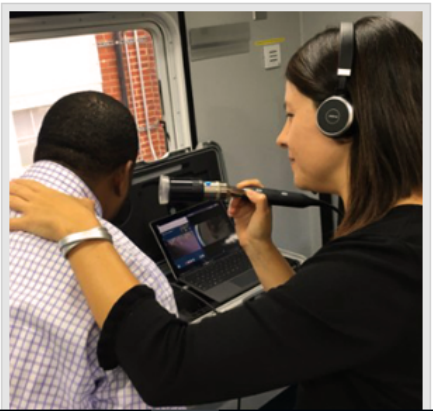
TELEHEALTH EMERGENCY MANAGEMENT

HOME ▪ TELEHEALTH PROGRAMS ▪ TELEHEALTH EMERGENCY MANAGEMENT

TELEHEALTH EMERGENCY MANAGEMENT

The Telehealth Emergency Management (TEM) is a modern, agile and efficient continuity-of-operations solution. Our team provides critical clinical services to impacted Veterans and civilians by leveraging the enterprise-wide capacity of VA staff to rapidly deliver clinical care through telehealth after a disaster or emergency.

Telehealth Emergency Management remote clinical volunteers can engage with call/contact centers operations, outpatient clinics, shelters and mobile units across the VA enterprise or in support of a federal mission. In coordination with the Office of Emergency Management, TEM can physically deploy a small team of skilled tele-presenters and IT staff to a disaster site to facilitate care with remote providers across a variety of clinical specialties.



Volunteer!

By submitting this form, you certify that you are experienced with VA Video Connect and you are registered with DEMPS.

Last Name

First Name

VA Email

Phone Number

SUBMIT

Learn more or volunteer!

https://vaww.telehealth.va.gov/pgm/tem/index.asp

U.S. Department of Veterans Affairs

Drills

Federal Partnerships

TEM drill with HHS/ASPR on the National Mall 7/4/18

Operation Convergent Response 11/2019

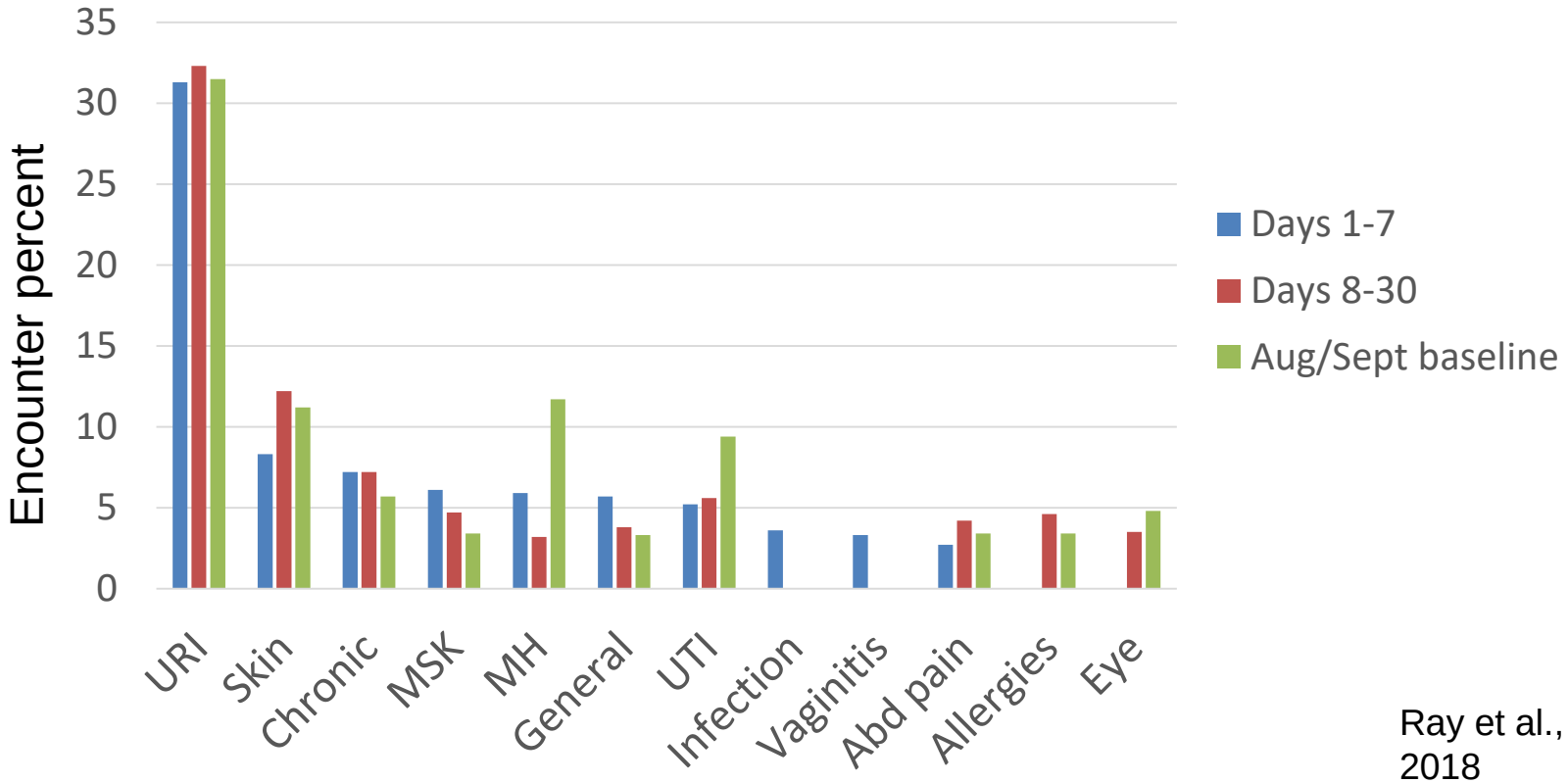
Southeastern
Consortium 4/2019

VISN-16
VA MEDICAL OPS

Wildfires

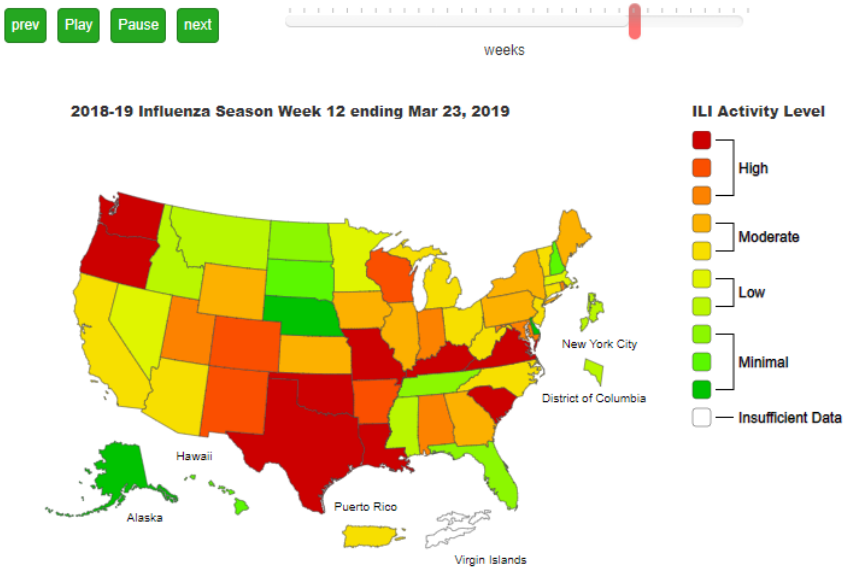
Direct-To-Consumer Use After Hurricanes Harvey/Irma

- Visit volume peaked between days 3 and 6 after hurricane landfall
- URI, skin conditions notable early; chronic, MSK issues later



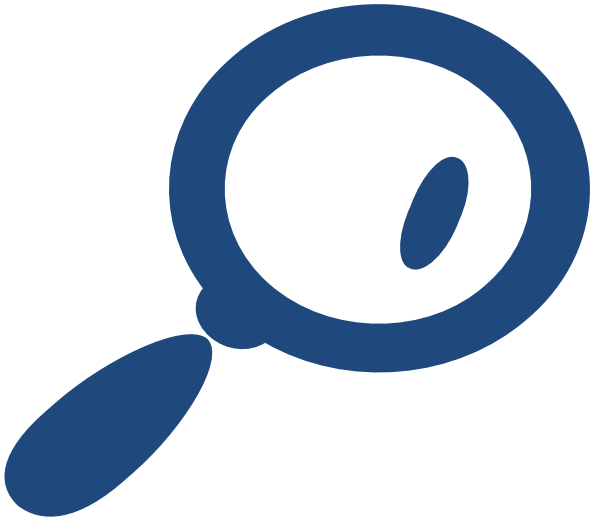
Ray et al., 2018

Highly Infectious Exercises



- Regional predictive modelling
- Anticipatory TEM activation attached to CCC
- HHS/ASPR or FEMA drills

Questions



QUESTIONS?

Please use the chat feature on the right to submit your questions.

Survey

Have an idea you want to share on how we can improve the discussion?

Let us know by providing feedback at this link: https://www.surveymonkey.com/r/LKDGP2C