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.
Annie COVID-19 Protocols

Presenter:
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Overview of the Discussion

- Overview and Introductions
- Coronavirus Precautions
- Coronavirus for Veterans on Isolation or Quarantine
- Coping During COVID
- What to think about as we move forward
- Questions
- Closing Remarks and Survey
Annie Overview

- **Asynchronous texting** to and from Annie allows Veterans to track and monitor their own health

- Clinicians can **create and assign automated protocols** and view individual Veteran responses or see them graphed over time

- Assignment of a clinical protocol **requires a clinician to obtain Veteran consent**

- Use is voluntary and has 2 forms: **facility broadcast messages and automated clinical protocols**

- **ANNIE messages are automated. ANNIE is NOT direct messaging between Veterans and clinicians**

- **Access to Annie online:**
  - Annie for Clinicians: [https://mobile.va.gov/app/annie-app-clinicians](https://mobile.va.gov/app/annie-app-clinicians)
  - Annie for Veterans: [https://mobile.va.gov/app/annie-app-veterans](https://mobile.va.gov/app/annie-app-veterans)

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*Hi! Flu Shots today at your facility!*

*What’s your blood pressure today? Thanks, Annie.*

*Annie here! What is your current mood 1-10?*
How To Set Up Annie

Follow these steps to get started. If you already receive Annie messages for other protocols, skip to Step 6.

**Step 1:** Go to the website.
[link: veteran.mobile.va.gov/annie-vet]

**Step 2:** Log in.
Log in using your My HealtheVet Premium, DS Logon Level 2, or ID.me account. Find out how to get a secure login account at [mobile.va.gov/login-information](mobile.va.gov/login-information).

**Step 3:** Consent to participate.
Read the consent information. Scroll to the end and select the consent box.

**Step 4:** Set up your Annie account.
Complete the fields under the Information Messages, Preferences, and Patient Info tabs. Select Submit, which will take you to a screen saying your registration was a success.

**Step 5:** Confirm participation.
You will receive a message from Annie asking you to confirm your participation. Reply to the message with the word Start.

**Step 6:** Subscribe.
To subscribe to the Coronavirus Precautions protocol, text Annie (75338) the words SUB COVID.
Coronavirus Precautions

• Veterans can self-assign the “Coronavirus Precautions” protocol
  – Daily check-in to see if a Veteran is feeling “well”
  – If a Veteran answers “no” a series of symptom questions are triggered
  – Veterans may be directed to contact their Nurse Triage Line, Contact Center or Care Team
  – Includes Veteran communication via broadcast messaging
  – For self-subscribing, Veterans text “Sub COVID”
Process map showing Annie’s branching logic

Veteran enrolls in Annie, protocol assigned, messaging begins

4 times/week

3 times/week

Educational Message

Are you feeling well today?

Yes

Great! Enjoy your day

No

Please take and send me your temperature

< 100.4

< 100.4

Are you having unusual trouble breathing?

Yes

Call your triage RN/care team

No

Keep an eye on your symptoms. If they worsen call your triage RN/care team

≥ 100.4

New or worsening flu like symptoms?

Yes

Call your triage RN or care team

New or worsening flu like symptoms?

No

Keep an eye on your symptoms. If they worsen call your triage RN/care team

Are you having unusual trouble breathing?

Yes

Keep an eye on your symptoms. If they worsen call your triage RN/care team

No

That’s good to hear

Article recently published in the Journal of the American Medical Informatics Association
Clinicians can assign Veterans the “Coronavirus for Veterans on Isolation or Quarantine” protocol

- Uses symptomatic inquiry with responses triggered by Veteran answers
- For use with Veterans who don’t require acute monitoring
- Appropriate for Veterans - asymptomatic or symptomatic; PUI or confirmed positive; placed in quarantine or isolation
- Protocol contains motivational and educational messages, delivered daily
Veterans can self-assign the “Coping During COVID” protocol

- Some Veterans are struggling with feelings of anxiety, powerlessness, and loneliness due to COVID-19
- The “Coping During COVID” text message tool can help Veterans to cope while cut off from their in-person social support systems
- The product is designed as a stand-alone self-care protocol.
- Delivers text messages 3x/week designed to support, motivate and educate patients.
- Content informed by research on social connection, loneliness, depression and stress-management.
What to think about as we move forward

• The return to “normal” isn’t normal at all
  – COVID fatigue
  – How do we keep our Veterans and staff vigilant?
• Upcoming Flu Season
  – Influenza response will be further complicated by the presence of COVID-19
  – Stakeholders within VA are working with the Annie team to develop tools (protocols, broadcast messages) specific to influenza
• Remaining Vigilant
  – Increased use of Annie may be helpful in slowing the spread of infection in our Veteran population
    • Educational messaging
      – Protocol specific and broadcast messages
QUESTIONS?

Please use the chat feature on the right to submit your questions.
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/WNHFYJ5