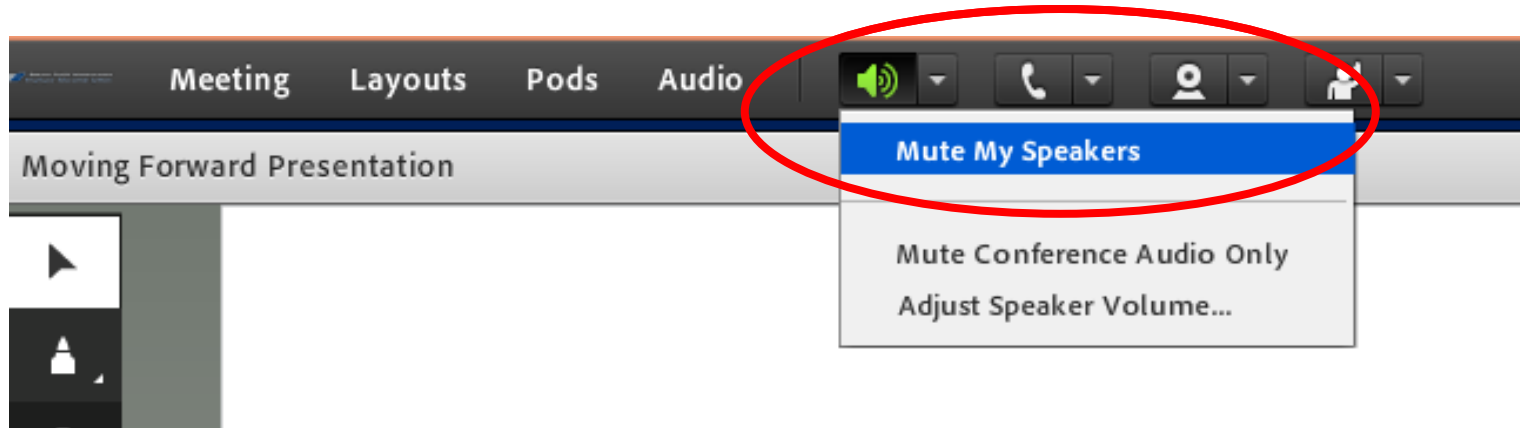


Please remember to mute your speakers.



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.



U.S. Department of Veterans Affairs

Veterans Health Administration
Office of Connected Care



U.S. Department
of Veterans Affairs

Adaptive Technologies and Resources



Central Virginia VA Health Care System



PM&R TeleRehabilitation
Program Manager, (TREWI)



CVHCS Assistive Technology
Program Coordinator



Overview of the Discussion

- Overview and Introductions
- VHA Telehealth
- VA Video Connect
- VHA Telehealth-Telerehabilitation
- Assistive Technology and Connected Care
- Questions
- Closing Remarks and Survey



Central Virginia VA Health Care System





VHA Telehealth Services

“The clinician’s goal is to utilize telehealth technology to provide optimal patient care and minimize risk. Therefore, exercising clinical judgment at the time of the request for care is imperative for making appropriate decisions regarding patient selection for any modality of care.”

Clinical considerations:

- Veteran/caregiver provides verbal consents to Telehealth
- Veteran is medically and emotionally stable
- Veteran/caregiver is able to communicate needs and has the ability to understand clinical recommendations
- Telehealth visit has the ability to meet the Veteran’s clinic needs



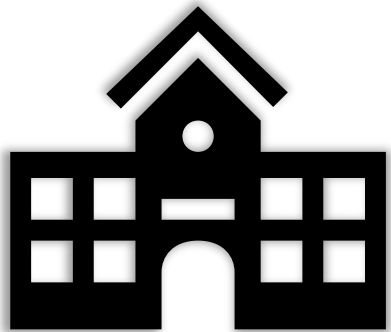
Source: “Connected Care/Telehealth Manual”, 2018



VHA TELEHEALTH

Telehealth to Other Medical Centers

- Required trainings:
 - *Clinic to Clinic Telehealth Provider Training, TMS # 4481967*
 - *Matching CVT Patient Indicated Date (PID) for Telehealth, TMS # 4279335*
 - *Skills Assessment (in person)*



Telehealth to the home- VA Video Connect (VVC)

- Required trainings
 - *Telehealth to Home Using VA Video Connect Provider Training, TMS # 4279741*
 - *Telehealth Emergency Plans Memorandum Self-Certification Course (VA 4551375)*
 - *Virtual Care Manager Training (VA 4486527)*





VHA TELEHEALTH- CLINIC TO CLINIC

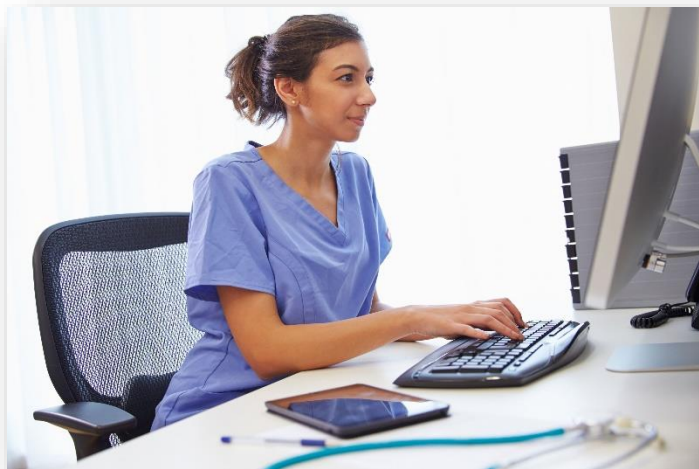
- Set up requires coordination with your Facility Telehealth Coordinator (FTC) and/or supervisor
 - MOU/TSA/Clinic set up
 - Equipment
 - EX90, DX80, SX20, global med cart, Clinical Access Station (CAS cart)
 - ***Infinity Connect*** link from desktop
 - TelePresenter present on the patient side





VHA TELEHEALTH-VA VIDEO CONNECT (VVC)

- **Provider side**
 - Set up requires coordination with your Facility Telehealth Coordinator (FTC) and/or supervisor
 - Clinic set up
 - Equipment
 - **Provider:** Webcam



According to VHA Telehealth Services; “The Office of Management & Budget published direct final rules for Department of Veteran Affairs’ Authority of Health Care Providers To Practice Telehealth (also known as **Anywhere to Anywhere** Regulation) in the Federal Register on May 11, 2018 as well as section 151 of 38 USC 1730C (the MISSION Act of 2018). In summary, the regulation, effective June 11, 2018, explicitly authorizes VA providers using telehealth to care for Veterans irrespective of VA provider or Veteran location anywhere in the country, including States, Territories, and possessions of the United States, the District of Columbia, and the Commonwealth of Puerto Rico.”

Source: VA Office of Telehealth Services website. <http://vaww.telehealth.va.gov/pgm/a2a/index.asp>
Source: Federal Register. <https://www.federalregister.gov/documents/2018/05/11/2018-10114/authority-of-health-care-providers-to-practice-telehealth>



VHA TELEHEALTH-VA VIDEO CONNECT (VVC)

- **Patient side**

- Equipment

- Smartphone, Tablet, Laptop, Desktop with camera access

- Set up

- VA Video Connect App for iOS users



VVC Fact Sheet for Veterans





VVC Fact Sheet




VHA TELEHEALTH-VA VIDEO CONNECT (VVC)

- **VVC-Patient Email View**

 donotreply@mobilehealth.va.gov
Your VA Video Connect (VVC) Appointment has been scheduled for 03/27/2020 14:30 EDT

To  Barton, Jessica RICVAMC

 Your VA Video Connect (VVC) Appointment has been scheduled for 03/27/2020 14:30 EDT.ics
3 KB

This is a notification about your VA Video Connect appointment. If you are a new VA Video Connect user, please [Click Here to Test.](#)

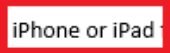
Additional information about VA Video Connect is available [here](#).

Appointment Information:
Date/Time: 03/27/2020 14:30 EDT

Join the appointment:
[Click Here to Join the VA Video Connect appointment](#)

VA Video Connect (VVC) Appointment Instructions:
Ensure you are in a private and safe place with good internet connectivity, and have the following information available:

- **Phone number:** How we can reach you by telephone, if the video call drops.
- **Address:** Your location during the visit.
- **Emergency Contact:** Name, phone number, and relationship of a person who we can contact in an emergency.

If you plan to use an  iPhone or iPad for your appointment, download the free VA Video Connect (VVC) app from the Apple App store [Click Here to download the VVC iOS app.](#)



VVC-VIRTUAL CARE MANAGER

What is Virtual Care Manager?

- Virtual Care Manager enables users to:
 - Create VA Video Connect video visits.
 - View and join VA Video Connect visits from one location
 - Re-send email notifications to Veterans
 - Create group visits
 - Create a video visit for a Veteran not enrolled at your facility
 - Create unscheduled VA Video Connect Visits
 - *Virtual Care Manager does **not** place an appointment in VistA. To schedule future video visits, please work with your clinic schedulers*
- Add PIV linkage document



Source: <http://vaww.telehealth.va.gov/pgm/vcm/index.asp>

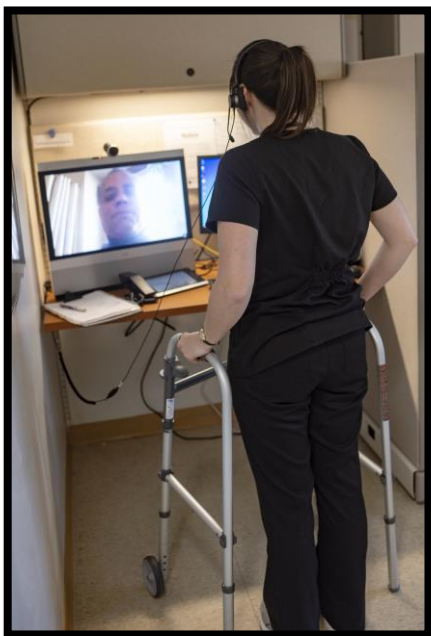


VVC-VIRTUAL MEDICAL ROOM

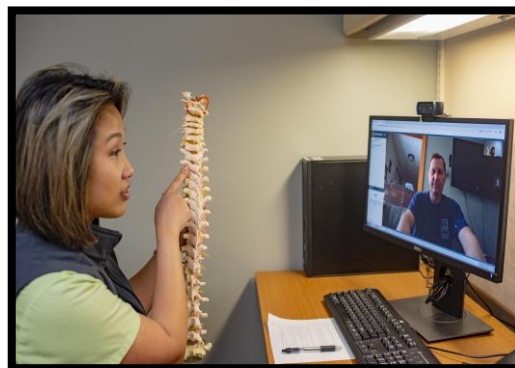
The screenshot displays the Video Connect interface. On the left is a sidebar with a 'Video Connect' header, a user profile for 'Barton, Jessica' (Host), and a 'Chat room' section. The chat room contains a message icon and text stating 'There are no chat messages yet. Write a message below to start chatting.' Below this is a 'Write a message' input field. The main area features a background image of clouds with a large white play button in the center and the word 'Welcome' below it. At the bottom of the main area are icons for mute, video, chat, and a red 'X' icon. In the top right corner, there is a small video feed of a woman.



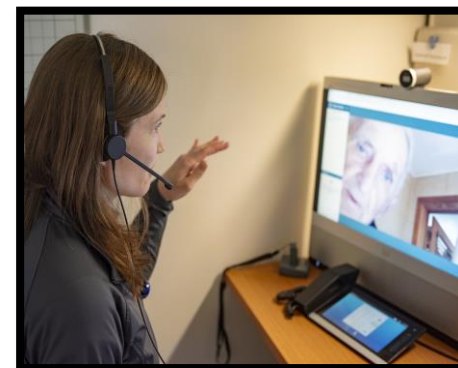
VHA TELEHEALTH-TELEREHABILITATION



Kinesiotherapist connects with Veterans via telehealth prior to hip and knee surgery to review necessary durable medical equipment that may be needed for their home after surgery.



Physical Therapist is providing patient education on spine anatomy via telehealth in preparation for Veteran's treatment to address neck pain.



Veteran connects with Occupational Therapist for a home safety evaluation via telehealth which saved him over 6 hours' worth of drive time to visit the Richmond VAMC



Physical Therapist/Amputation Care Coordinator utilizes telehealth for follow up visits with Veterans after receiving their prosthetic limb.



VHA TELEHEALTH-TELEREHABILITATION

Telerehabilitation:

- Speech Therapy
- Physical Therapy
- Occupational Therapy
- Kinesiotherapy
- Amputation Care
- Mobility Clinic
- Blind Rehab
- Driver Training
- Specialized Orthotics
- Cardiac Rehabilitation
- Polytrauma/TBI Care
- Assistive Technology



Speech language pathologist is completing swallowing therapy via VVC



Rehab engineer is completing a follow up via VVC to train a Veteran on adaptive stylist



Assistive Technology team is completing a power wheelchair evaluation via telehealth to a Veteran at another medical facility



Physician and Prosthetist are completing an amputation care follow up visit via telehealth



ASSISTIVE TECHNOLOGY PROGRAM'S MISSION

- To enhance the ability of Veterans and Active Duty members with disabilities to fulfill life goals through the coordination and provision of appropriate interdisciplinary assistive technology services.
- To serve as an expert resource to support the application of assistive technology within the VA health care system

EXPANDING ACCESS

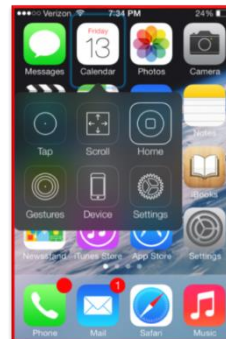




ASSISTIVE TECHNOLOGY—CLINICAL UTILIZATION

- AT Areas:

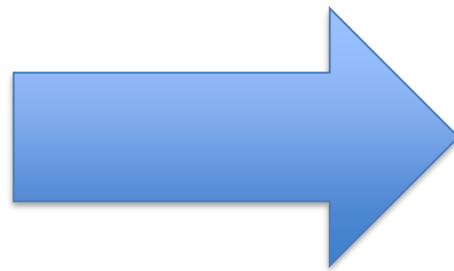
- Adaptive Computer Access
- Adaptive Sports
- Alternative & Augmentative Communication
- Electronic Aides to Daily Living
- Electronic Cognitive Devices
- Complexed Powered Mobility
- Alternative Access to Various Devices
- Mounting of AT Devices





ASSISTIVE TECHNOLOGY Interdepartmental COLLABORATION

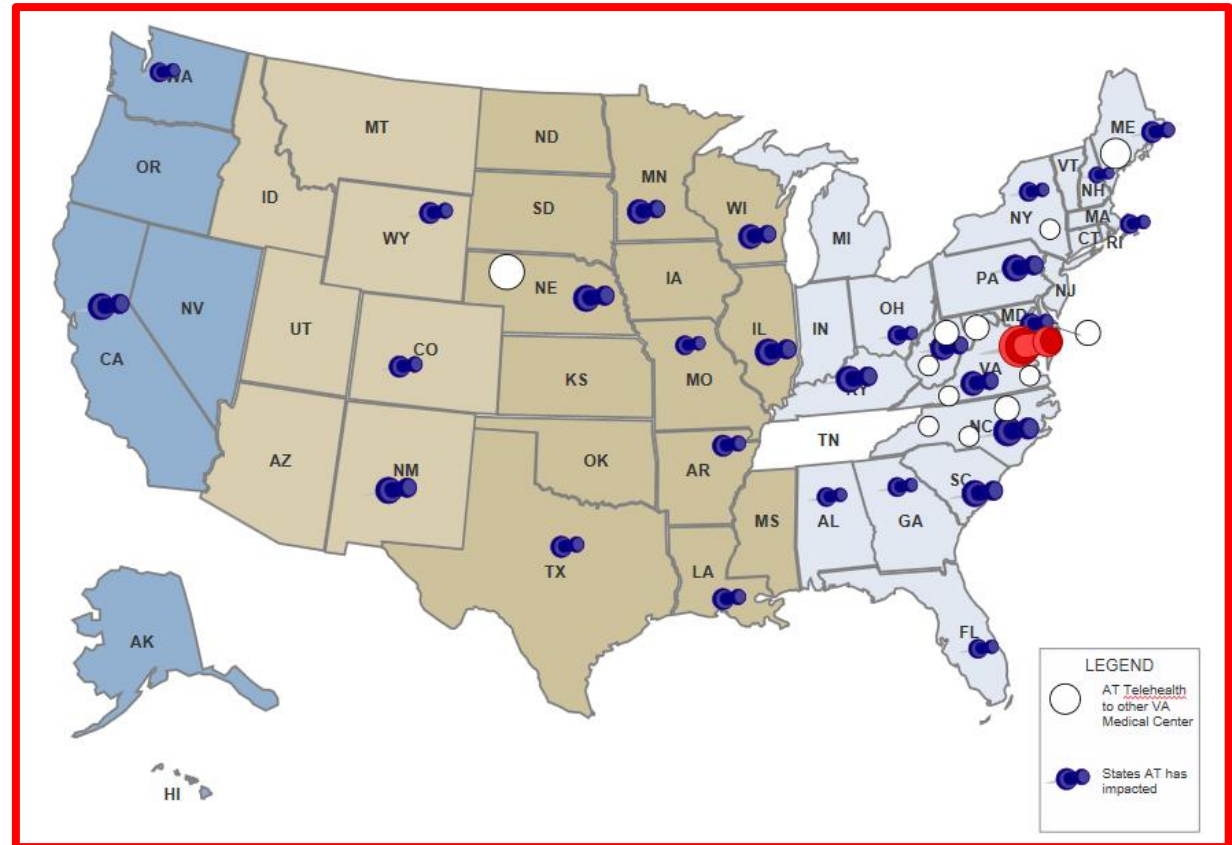
- Spinal Cord Injury & Disease Service
- Neurology Service
- Home Based Primary Care
- Polytrauma Programs within PM&R
- VISOR
- Nursing Service
- Education Service
- Radiology
- Biomedical Engineering
- IT



- In-Services to Staff
- Ground Round Presentations
- Conference Presentations to other VA Medical Centers and VISN leadership
- Support Group Presentations
- Nursing Skills Days
- Fellow Presentations and Trainings
- Hands-on Workshops and In-Services
- Program Development



TRANSFORMING HEALTHCARESHARING QUALITY SERVICES





ASSISTIVE TECHNOLOGY & CONNECTED CARE



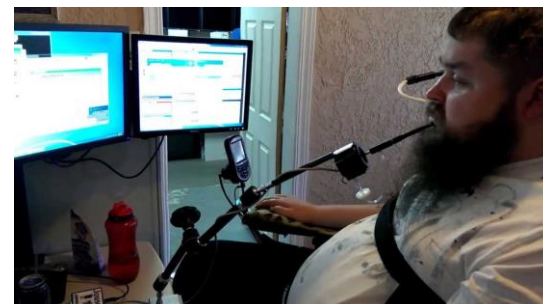
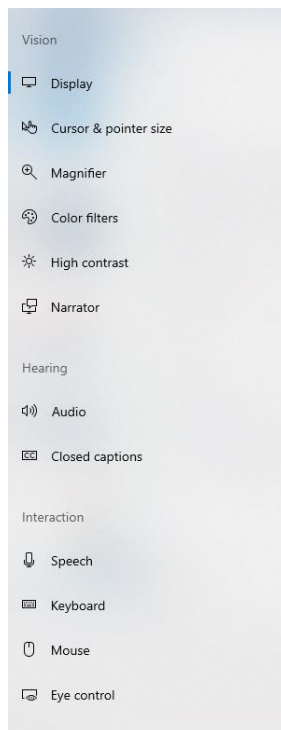
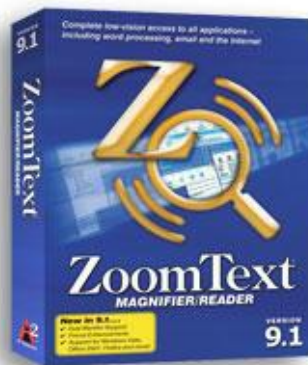
Ask...Can your Veteran...

- See
- Hear
- Touch

the computer



ASSISTIVE TECHNOLOGY & CONNECTED CARE





ASSISTIVE TECHNOLOGY & CONNECTED CARE



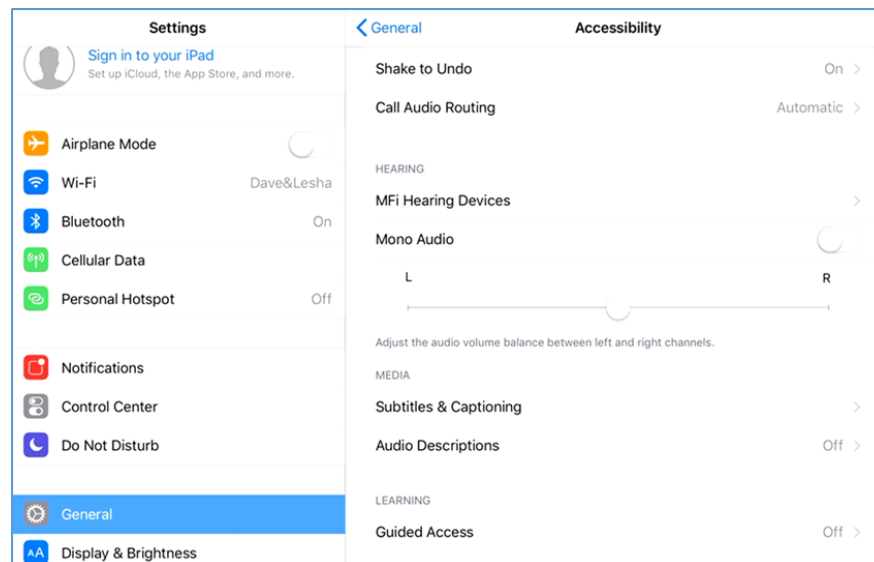
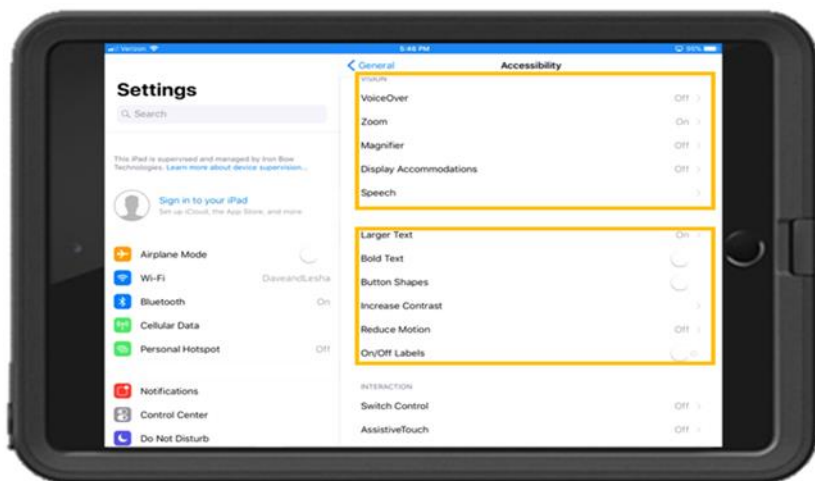
Ask...Can Your Veteran...

- See
- Hear
- Touch

the Smart Device

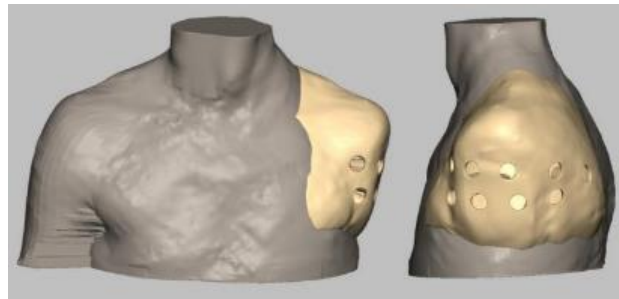


ASSISTIVE TECHNOLOGY & CONNECTED CARE





Case Study: Prosthetic Shoulder Cap



Prosthetist at Omaha working with Richmond & Walter Reed to 3D scan, design and 3D print a solution.

1st Fitting



Example: Collaboration



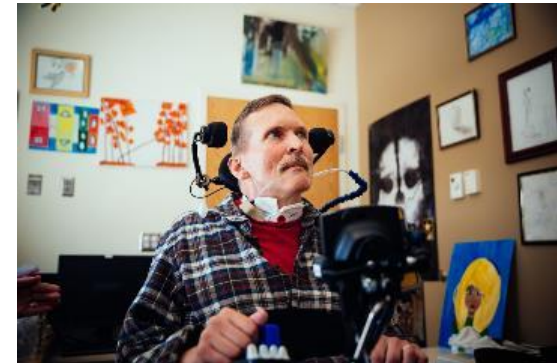
Case Study: Follow up of Rehab Engineering Services

Problem: Veteran can independently access only one switch, but the one switch does not allow for multiple functions. He wants to independently do the following with a single switch:

1. Operate tilt feature of power wheelchair
2. Operate stand feature of power wheelchair
3. Enable Bluetooth capabilities to use power wheelchair joystick as a computer mouse

Goal: To create a multi-function switch the veteran can use independently to complete the above activities.

Solution: OT, AT rehab engineer, and patient designed the concept for a switch to allow the veteran to independently complete the above tasks. AT rehab engineer designed a custom multi-function switch and installed it on the veteran's power wheelchair.



Photos taken from
<https://www.cnet.com/uk/pictures/how-tech-helps-injured-veterans-gain-independence/10/>



ASSISTIVE TECHNOLOGY & CONNECTED CARE

VA Mobile – There's an App for That



VA Video Connect

★★★★★

Secure video visits with your VA care team from anywhere.

iOS Web Android



Rx Refill

★★★★★

Request, refill and track VA prescriptions with ease.

iOS Android



VA Health Chat

★★★★★

Easy, online access to chat with VA staff.

iOS Web Android



Virtual Care Manager

★★★★★

Create, view, and join video visits.

Web



mobile.va.gov/appstore



Annie App for Veterans

★★★★★

Meet Annie, she sends Veterans self-care messages.

Web



VA Launchpad for Veterans

★★★★★

One app to launch them all! Launch VA apps from here.

iOS Android



VA Online Scheduling

★★★★★

Schedule, request and track VA appointments with ease!

Web



Pain Coach App for Veterans

★★★★★

Pain Coach offers helpful tools to track and manage pain.

Web



Helpful Resources

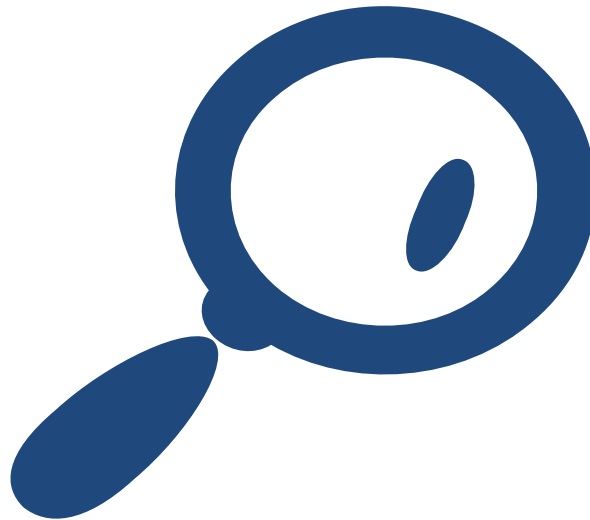
- VHA Telehealth Services website: <https://vaww.telehealth.va.gov/>
- VHA Office of Connected Care/Telehealth Manual, November 2018.
<https://vaww.infoshare.va.gov/sites/telehealth/docs/th-mnl.pdf>
- VHA Office of Connected Care VA Video Connect Supplement, September 2018. <https://vaww.infoshare.va.gov/sites/telehealth/docs/vvc-spp.pdf>
- National Telehealth Help Desk: 1-866-651-3180
- VA App Store: mobile.va.gov/appstore
- National Mobile Help Desk: 1-844-482-6624
- COVID 19 Memo-Use of Alternative Video Applications
- VHA Rehabilitation and Prosthetic Services – Assistive Technology
<https://www.prosthetics.va.gov/AssistiveTechnology/index.asp>
- Central Virginia VA Health Care System – Assistive Technology Program
[https://www.richmond.va.gov/services/Assistive Technology at McGuire VA Medical Center.asp](https://www.richmond.va.gov/services/Assistive%20Technology%20at%20McGuire%20VA%20Medical%20Center.asp)



Use of Alternative
Video Applications



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/8899LRJ>