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.
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
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
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)
• 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.”


**Patient side**

- **Equipment**
  - Smartphone, Tablet, Laptop, Desktop with camera access
- **Set up**
  - VA Video Connect App for iOS users
**VVC-Patient Email View**

- **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 [here](#).
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
Welcome
Physical Therapist is providing patient education on spine anatomy via telehealth in preparation for Veteran’s treatment to address neck pain.

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.

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.
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.
• 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
• **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 HEALTHCARE ....SHARING QUALITY SERVICES
Ask...Can your Veteran...

• See
• Hear
• Touch

the computer
ASSISTIVE TECHNOLOGY & CONNECTED CARE

My health evet

Vision
- Display
- Cursor & pointer size
- Magnifier
- Color filters
- High contrast
- Narrator

Hearing
- Audio
- Closed captions

Interaction
- Speech
- Keyboard
- Mouse
- Eye control
Ask...Can Your Veteran...

• See
• Hear
• Touch

the Smart Device
Case Study: Prosthetic Shoulder Cap

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

Example: Collaboration
**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.

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

**Annie App for Veterans**
- Meet Annie, she sends Veterans self-care messages.
- Web

**VA Launchpad for Veterans**
- 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

[mobile.va.gov/appstore]
Helpful Resources

- VHA Telehealth Services website: [https://vaww.telehealth.va.gov/](https://vaww.telehealth.va.gov/)
- National Telehealth Help Desk: 1-866-651-3180
- VA App Store: [mobile.va.gov/appstore](https://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](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_Technology_at_McGuire_VA_Medical_Center.asp)
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/8899LRJ