Virtual Care for Mental Health

Presenters:
Jennifer Roth, Ph.D., Clinical Psychologist
St Cloud VA Health Care System, U.S. Department of Veterans Affairs

Pearl McGee-Vincent, PsyD, Clinical Psychologist, Dissemination and Training Division, National Center for PTSD, U.S. Department of Veterans Affairs

Christina M. Armstrong, Ph.D., Clinical Psychologist, Implementation Strategies, Office of Connected Care (OCC), U.S. Department of Veterans Affairs
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Jennifer Roth, Ph.D.
Clinical Psychologist, St Cloud VAMC, Annie Orion Team

Christina Armstrong, Ph.D.
Clinical Psychologist
Office of Connected Care
Learning Objectives

• Discuss the stress response, impact of pandemic on stress, and common coping mechanisms
• Identify virtual care to support mental health
• Use provided clinical support tools to support decision making when identifying virtual care for mental health
Veteran Mental Health

Health care utilization of veterans (FY15; N=1,218,857) (and ICD-9 CM categories):

- **Pain:** Musculoskeletal ailments (principally joint and back disorders) (780-739) – 62.3%
- **Mental health:** Mental disorders (290-319) – 58.1%

Most frequently reported severe symptoms in Veterans (Kang et al 2000, N=30,000):

- **Pain:** headaches (54%), muscle pain (33%), joint pain (45%), back pain (44%)
- **Sleep:** unrefreshing sleep (47%), difficulty sleeping (37%), fatigue (38%), excessive sleepiness (30%)
- **Mental health:** anxious (45%), depressed (36%)

Veteran Mental health care utilization (FY15; N=708,062) (and ICD-9 CM categories):

- **PTSD** (309.81) – 55.5%
- **Depression:** Depressive Disorders (311) – 45.4%
- **Anxiety:** Neurotic Disorders (300) – 43.7% (anxiety, dissociative, and somatoform disorders)

Additional Mental Health Statistics:

- In an analysis among current and former U.S. military personnel who were included in the Millennium Cohort Study and observed from July 1, 2001 to December 31, 2008, the **risk of suicide** increased in men and in those who were **depressed**. (Kessler RC, Heeringa SG, Stein MB, et al., 2014)
- In fiscal year 2015, among Veterans served by the Veterans Health Administration (VHA), the documented prevalence of any **depression** (including depression not otherwise specified) was 19.8% while the documented prevalence of MDD only was 6.5%. (Gadermann AM, Engel CC, Naifeh JA, et al. 2013)
• 74% drop in emotional well-being, overall higher depression, anxiety and distress (Yang & Ma, 2020; Zhang et al., 2020).

• Factors associated with decreased well-being: likelihood of contracting disease (i.e. geographic proximity to hotspots), extent of potential harm (i.e. being elderly or immunocompromised) (Yang & Ma, 2020; Zhang et al., 2020)

• General Population Survey in China: 27.9% had symptoms of depression, 31.6% had symptoms of anxiety, 29.2% had symptoms of insomnia, and 24.4% had symptoms of acute stress (Shi et al. 2020)

• Time-trend regression models to assess and forecast excess suicides attributable to the economic downturn in US predicted 2020 suicide rate of 15.7 to 17.0 and 2021 suicide rate predicted to increase to 16.2 to 17.4 (McIntyre & Lee, 2020)
Impacts: Stress Responses

**Figure 1.** The physiological, cognitive/emotional, and interpersonal response of a given individual to their stressful situation determines resilience versus burnout. Items in green represent adaptive responses while items in red may be maladaptive. Note that responses are interdependent (physiological responses affect cognitive/emotional responses, etc) and that resilience and burnout lie at the confluence of these dimensions.

(Albott et al 2020)
Phases of Collective Disaster Response

- Pre-Disaster
  - Warning
  - Threat

- Impact
  - Honeymoon: Community Cohesion
  - Heroic
  - Disillusionment
    - Inventory
    - Trigger Events

- Reconstruction
  - A New Beginning
  - Setback
  - Working Through Grief
  - Coming to Terms
  - Anniversary Reactions

- Emotional Highs
- Emotional Lows

- Up to One Year
- After Anniversary
Coping Mechanisms During Stress

Healthy
(increase well-being and resilience)
- Asking for help
- Connection with others
- Meditation/mindfulness
- Exercise
- Sleep
- Eating healthy food
- Drinking enough water
- Empathy
- Compassion

Unhealthy
(decrease well-being and resilience)
- Denial
- Blame
- Isolating oneself, withdrawing
- Buying things you don’t need
- Overeating/unhealthy eating
- Decrease in sleep and exercise
- Substance use
- Poor self-care
- Burnout
Protective Factors During a Pandemic

• Those perceiving themselves as more knowledgeable about the coronavirus were able to experience higher levels of happiness during the coronavirus outbreak. Higher perceived knowledge was associated with a higher sense of control.
• Policies aimed at boosting/protecting psychological well-being during pandemics should take account these factors.
• Employer support in the form of counseling had a protective effect on work-related stress.
• Those that were able to receive COVID testing and know their status experienced less distress.
• Healthcare staff’s access to PPE predicted lower distress, better physical health conditions and more job satisfaction, demonstrating its importance beyond physical protection.
• Pre-emptive strategies to foster personal resilience limited the negative impact (i.e. self-care, peer support, compassion).
(Albott et al. 2020, Yang & Ma, 2020; Zhang et al., 2020).
Virtual Care Options
Virtual Care Across the Continuum of Care

Inpatient Care
Home Care
Outpatient Care
Education
Healthy Living

Very high level of need
Lower levels of need

VA Mobile
VA Telehealth
My HealthEvet
VA Virtual Care

VA Telehealth

• Clinical Video Telehealth (CVT)
• VA Video Connect (VVC)
• Home Telehealth (HT)
• Store and Forward Telehealth (SFT)

VA Mobile

• Annie
• VA App Store
• Veteran Apps – self management, resources, access
• Provider Apps – clinical care, improving access to resources

My healthevct

• Secure Messaging
• Pharmacy
• Appointments
• Health Records
• Self-Assessments
My HealtheVet, VA’s Personal Health Record, can help Veterans gain a better understanding of their health status and allows them to explore different ways to monitor and improve their overall health. Launched on Veterans Day 2003, My HealtheVet has evolved into the most visited and most engaging of the all VA websites and consistently receives the highest satisfaction scores, among the highest across federal agencies.
VA Mental Health Apps

Self-Care Apps
Self-management tools, that can be used by anyone, whether in treatment or not.

- PTSD Coach
- PTSD Family Coach
- Mindfulness Coach
- COVID Coach
- PTSD Coach Family
- Mindfulness Coach
- COVID Coach

Treatment Companion Apps
To be used on their own, or in conjunction with evidence-based treatments.

- ACT Coach
- ACT Coach (Acceptance and Commitment Therapy)
- CBT-i Coach
- CBT-i Coach (Cognitive and Behavioral Therapy for Insomnia)
- CPT Coach
- CPT Coach (Cognitive Processing Therapy)
- PE Coach
- PE Coach (Prolonged Exposure Therapy for PTSD)
- PFA Mobile
- PFA Mobile (Psychological First Aid)
- STAIR Coach
- STAIR Coach (Skills Training in Affective & Interpersonal Regulation)
- QUIT Coach
- QUIT Coach (Integrated Care for Smoking Cessation)

COVID Coach

For managing stress related to the COVID-19 pandemic

Uses:
• Learn ways to improve your well-being during this global pandemic
• Use trackers for mental health and personal goals
• Find tools for coping and self-care
• Follow links to additional resources

Developed by the Mobile Mental Health Apps Team at the VA's National Center for PTSD.

Contact our team with feedback to help us improve this app: MobileMentalHealth@va.gov

Learn more https://www.mobile.va.gov/app/covid-coach
Staying Safe and Staying Healthy
Track Symptoms

Manage Stress
Safety Plan in PTSD Coach

To access the Safety Plan:
1. Download* and open PTSD Coach
2. Tap the lateral menu
3. Tap Safety Plan

*If you have previously downloaded PTSD Coach, you may need to update it from the App Store/Google Play. For some, it may update automatically.

National Center for PTSD website:
https://www.ptsd.va.gov/appvid/mobile/ptsdcoach_app.asp
Safety Plan in PTSD Coach

- Based on VA’s Safety Planning Intervention Manual with input from many key stakeholders, including:
  - Drs. Barbara Stanley & Greg Brown
  - VA’s Office of Mental Health and Suicide Prevention
  - VA’s Rocky Mountain MIRECC
  - Veterans Crisis Line
  - National Suicide Prevention Lifeline

- Compliant with VA privacy rules and Section 508

Resources:
- PTSD Coach details, including direct download links: https://www.ptsd.va.gov/appvid/mobile/ptsdcoach_app.asp
- “How to Download” instructions: https://www.myvaapps.com/flyers

Questions or Comments: MobileMentalHealth@va.gov
Quick access to the Safety Plan in PTSD Coach

• Users can add the Safety Plan to their list of favorite tools – it will then appear on the PTSD Coach home screen “Favorites” for quick access
• This should be recommended to all users to ensure they can access the Safety Plan as easily and quickly as possible
• Users can also set a reminder to review their plan

Questions or Comments: MobileMentalHealth@va.gov
Exporting the Safety Plan from PTSD Coach

- To protect privacy, data from the app is not transmitted anywhere – it stays on the user’s device.
  - We recommend that users export their plans and save a copy for themselves, in case they lose or replace their device. This can be printed or kept electronically.
  - The Safety Plan PDF can also be shared with one’s health care team via secure messaging.

Resources:
- “How to export” instructions: https://www.myvaapps.com/flyers
- Tech into Care SharePoint (on VA network only): https://tinyurl.com/Tech-Into-Care
  - Look in the Document Library under “The Basics” for handouts on secure messaging using My HealtheVet

Questions or Comments: MobileMentalHealth@va.gov
“i” buttons provide lots of additional information

- Users should tap the small “i” icon to get additional information
- Each of the 6 steps (and some items within a step) has an “i” button

Questions or Comments: MobileMentalHealth@va.gov
Training Resources for the Safety Planning

For VA employees

• 1-hour TMS Course, #36232: Suicide Safety Planning Training


• For more information about ASPI: Wendy H. Batdorf, Ph.D. (wendy.batdorf@va.gov)

For the general public

• http://suicidesafetyplan.com/Home_Page.html

• https://www.sprc.org/resources-programs/patient-safety-plan-template

The Annie mobile application (app) is a **Short Message Service (SMS) text messaging**

- Designed to **promote self-care** for Veterans enrolled in VA health care
- Patients using Annie can **receive automated prompts** and motivational/educational messages
- Over **45 message protocols** addressing several health care issues are available
There are 5 coronavirus protocols for Annie to allow Veterans to receive information and send in key health data (i.e. temperature). Two protocols are for Veterans to receive precautionary messages (one is self-subscribe), one is for Veterans in self-isolation or quarantine, and two new ‘Coping during COVID’ protocols which provide educational and motivational messages to support emotional well-being during this stressful time. One is self-subscribe and one is staff-subscribed.

**Veteran Self-Subscribe Protocols for COVID**

Vet can register veteran.mobile.va.gov/annie-vet, then text health message below to Annie (753-38) to self enroll

#Coronavirus PRECAUTIONS-self-subscribe^ver 1

#Coping during COVID self-subscribe^ver1

**VA Staff Assigned Protocols for COVID**

#Coronavirus for Veterans on ISOLATION or QUARANTINE^ver 1

#Coronavirus PRECAUTIONS^ver 1

#Coping during COVID^ver1

Annie app for Clinicians: [https://mobile.va.gov/app/annie-app-clinicians](https://mobile.va.gov/app/annie-app-clinicians)

Annie SharePoint page: [https://vaww.connectedhealth.va.gov/mhd/VAMR/Annie/_layouts/15/start.aspx](https://vaww.connectedhealth.va.gov/mhd/VAMR/Annie/_layouts/15/start.aspx)
Increase in Use of Annie COVID Protocols

As of 13OCT2020
Additional Annie Protocols for Mental Health

- Sleep Duration (treatment protocol, 2-3 texts per day for 1 year)
- Grief Support Messages (non treatment protocol, 3-4 texts per week for 8 weeks)
- Stress Management (non-treatment protocol AND self-subscribe protocol, 3 texts per week for approx. 1 year)
- Tobacco Cessation (non-treatment protocol AND self-subscribe protocol, 9 texts per week for 1 month)
- Medication Reminders (non-treatment protocol, 7-8 texts per week for 1 year)
- Weight Management (non-treatment protocol AND self-subscribe protocol, 25 texts per week for 1 month)
• Supports measurement-based care for Veterans with various mental health conditions. Through the app, VA providers can engage Veterans in their own care with assessments to diagnose symptoms and evaluate levels of distress.

• VA staff members (i.e., mental health providers) can assign assessments to Veterans, provide feedback, receive alerts on Veteran assessment scores, and receive notifications when Veterans have completed assessments.

• Access Mental Health Checkup at: https://mobile.va.gov/app/mh-checkup-care-teams
Mental Health Checkup

18 assessments currently in Mental Health Checkup:

1. Alcohol Use Disorders Identification Test (AUDIT)
2. Alcohol Use Disorders Identification Test-Consumption (AUDIT-C)
3. Beck Anxiety Inventory (BAI)
4. Brief Addiction Monitor-IOP version (BAM-IOP)
5. Brief Addiction Monitor-Revised (BAM-R)
6. Brief Resilience Scale (BRS)
7. Eating Attitudes Test-26 (EAT-26)
8. Generalized Anxiety Disorder-7 item (GAD-7)
9. Insomnia Severity Index (ISI)
10. Mental Health Recovery Measure (MHRM-10)
11. PTSD Symptom Checklist (PCL-5)
12. PTSD Symptom Checklist-Weekly (PCL-5 Weekly)
13. Patient Health Questionnaire-9 items (PHQ-9)
14. Quality of Life Inventory (QOLI)
15. Short Warwick-Edinburgh Mental Well-Being Scale (SWEMWBS)
16. Veteran Rand – 12 item survey (VR-12)
17. Working Alliance Inventory (WAI-SR)
18. WHO Disability Assessment Schedule (WHODAS 2.0-12)
Veteran View: Tracking Main Menu
Pain Coach

• Helpful tool for tracking a patient’s pain management journey.
• From the app you will be able to view a patient’s daily pain diary and monthly check-ins and monitor his/her progress managing pain with tools and treatments.
• The app provides helpful tables and graphs of changes in a patient’s pain level over time and rates if their pain is improving, staying the same or declining.

Access Pain Coach for Healthcare Teams at:
https://mobile.va.gov/app/pain-coach-app-care-teams
Daily Pain Tracking – Treatment & Tools Used

Daily Pain Diary

* Indicates a required field.

* Pain Rating

Track any of the items you’d like from the 3 tabs below. Only submit your daily diary when you have completed all the items you’d like to enter as you may only enter them once per day.

- Treatments & Tools Used
- Health Impact & Comments
- Pain Description

Tools Used

- Activity Pacing
- Muscle Relaxation
- Visualization
- Deep Breathing
- Plan a Pleasant Activity
- Visualization
- Manage Thoughts
- Sleep Tips

Additional Treatments Used (select all that apply)
Veteran View: View Assessment Results

Monthly Check-in Results

Monthly Check-in Graph
How do you decide which virtual care tool to use?

Virtual Care Toolkit

Clinician’s Guide:
- This tool provides staff with a way of which virtual care tool to use for their patients based on symptoms, platform, functionality.
- This tool was developed as a cross-organizational product in collaboration with Telehealth, My HealthE Vet, Communications and Mobile and Web teams.

Access this tool and more in the OCC toolkit:
https://vaww.connectedhealth.va.gov/Communications/SitePages/VA%20Mobile.aspx#outreach
Clinician’s Guide: VA Virtual Care Tools

• This tool provides staff with a way of which virtual care tool to use for their patients based on symptoms, platform, functionality.
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Prescription for VA Virtual Care Tools

Benefits of Telehealth

- Allows VA staff to communicate sections to use and frequency of use
- Communicates next steps for patients
- This tool was developed as a cross-organizational product in collaboration with Telehealth, My HealtheVet, Communications and Mobile and Web teams

Access this tool and more in the OCC toolkit: https://vaww.connectedhealth.va.gov/Communications/SitePages/VA%20Mobile.aspx#outreach
VA Virtual Care Resources

Office of Connected Care (OCC)

- **Communication Toolkits**: OCC communication resources for facilitating integration of virtual care
- **Connected Care Discussion Series**: monthly webinar series to share and discuss best practices for adoption and integration of virtual tools into clinical practice.
- **VA Connected Care Integrated Care Series**: Webinar series on integrating virtual care tools. Email to be put on distribution list: Sherron.Olliff@va.gov
- **Connected Care Community of Practice**: email address to request to be put on distribution list: Chimplementation@va.gov

VA Mobile

- **VA App Store**: public facing link connecting to VA App Store
- **Mobile Mental Health & Technology Tech Into Care SharePoint site**: Community of Practice for VA staff and providers interested in bringing mobile apps and online programs into mental health care
- **Mobile Mental Health Website**: VA National Center for PTSD, Dissemination & Training Division

VA Telehealth

- **VA Telehealth Services**: public facing internet site for all VA telehealth services including information on Connected Care, My HealtheVet and VA Mobile Programs.
- **VHA Master Telehealth Document Library**: online library of telehealth documents

My HealtheVet

- **My HealtheVet**: public facing resource for My HealtheVet
- **My HealtheVet Intranet**: My HealtheVet VA intranet resource for staff
- **My HealtheVet Marketing and Promotion Toolkit**: resource for market promoting My HealtheVet

Annie

- **Annie SharePoint site**: resource for VA health care team using Annie App
- **Annie App for Clinicians**: VHA health care professionals link to Annie App


Thank you!

www.connectedcare.va.gov