

U.S. Department of Veterans Affairs

Virtual Care for Mental Health Part 2: Mental Health Checkup

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Presenters



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Learning Objectives

- Explain the purpose and functions of the Mental Health Checkup app.
- Identify how to access additional resources to support clinical integration of Mental Health Checkup.
- Using the provided implementation toolkit and resources, apply recommended steps for the integration of Mental Health Checkup into clinical practice.



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)



Mental Health Checkup Overview

Mental Health Checkup Key Functionalities:

- Mental Health Checkup (MH Checkup) is a webbased application that supports the implementation of *measurement-based care* for Veterans with various mental health conditions
- MH Checkup includes both Veteran and Provider facing apps





- Assessments Assign assessments, view results, and provide feedback to Veterans
- Alerts Receive alerts for assessments with high scores
- Notifications Track completed assignments or assignments ended by another provider
- Tracking View assessments over time as a graph or view individual assessment details





- Mental Health Checkup supports measurement-based care for Veterans with various mental health conditions.
- Measurement-based care (MBC) uses quantitative data to enhance care and to empower Veterans and providers to collaborate on goal-setting and treatment planning.
- Through the app, VA providers can engage Veterans in their own care with assessments to diagnose symptoms and evaluate levels of distress.
- Want to learn more about MBC? You can find out more at: https://vaww.portal.va.gov/sites/OMHS/omhostrongpractices/MBC/default.aspx





Assessments in Mental Health Checkup

18 assessments currently in Mental Health Checkup v2.4:

- 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)



VA Mental Health Checkup for Care Teams





MHC for Care Teams: How to Access

- <u>https://mobile.va.gov/app/mh-checkup-care-teams</u>
- Requires authentication to log-in: via PIV, PIV exemption or Vista login credentials for VA staff
- PIV Linkage Guide: <u>https://mobile.va.gov/sites/default/files/piv-linkage-process.pdf</u>
- 2 minute tutorial on how to set up PIV-D <u>https://www.youtube.com/watch?v=DyA5YUBCCUQ&feature=youtu.be</u>





You can tap any menu dropdown (or the menu icon in phone or tablet view) on the right side of the title ribbon to access the key provider functionalities.

ltem	Description
Assign Assessments	Search for a Veteran(s) and assign assessment(s)
View Assigned Assessments	View current assignments for a specific Veteran or Assessment Name
View Completed Assessments	View completed assessment(s) for a specific Veteran or Assessment Name
About	Open a pop-up window with information about the application
Feedback	Provide feedback about the application
Help	Access information on system requirements and resources



MHC for Care Teams: Home Page

Mental Health Checkup	Home	Assessments	×	About	Feedback	Help
VAHealth					Armstrong, Chr	istina 🗸
Mental Health Checkup	Home	Assessments	\lor	About	Feedback	Help
Home						
Assign Assessments Create assessment assignments for patients.						>
The tabs below provide notifications on completed assessments and, when applicable, if an assignment you have made has been ended by another provider. If a otherwise, it will appear under the Completed tab. You can view the details of the completed assessment by clicking on the View button. You can delete the notifications on the View button.	a completed as: cation by clickir	sessment has a score on the Delete button	of HIGH, it v	will be displaye	d under the Alerts ta	ab,
There are no alerts on assessments at this time.						
	_			_	_	_



MHC for Care Teams: Selecting a Patient

Mental Health Checkup	Home	Assessments	/ Ab	tuo	Feedback	Help
VAHealth					<u>Armstrong, Chr</u>	istina 🗸
Mental Health Checkup	Home	Assessments	$\lor \mid l$	About	Feedback	Help
Assign Assessments						
Step 1: Select Patient(s)						
Add Patient						
Selected Patient(s) List						
Please add at least one patient before proceeding.						
Next >						



MHC for Care Teams: Assigning Assessments

Mental Health Checkup		Home	Assessments 🗸	About	Feedback	Help
Assign Assessments						
	Step 2: Select Assessment(s)					
Please select at least one assessment to assign before proceeding.						
AUDC	AUDIT				BAI	
BAM-IOP	BAM-R				BRS	
EAT-26	GAD-7				ISI	
MHRM-10	PCL-5			P	CL-5 WEEKLY	
PHQ-9	QOLI				SWEMWBS	
VR-12	WAI-SR			v	HODA\$2.0-12	
	< Previous Next >					



After a Veteran completes an assessment, you can view completed assessments for a single Veteran or view all completed assessments by **Assessment Name**. Data for a single Veteran can also be viewed in **Score Severity Detail** or **Historical Graph** format.



•The VCL will then contact the Veteran and follow the VCL protocol. To ensure Veterans are aware of this process, providers should refer to the PHQ-9 Script before assigning the PHQ-9 in MH Checkup.



MHC for Care Teams: Frequency of Assessments

Assignments Assigned...

- Once or Daily must be taken on the exact assignment date. Note: A future version of MH Checkup will allow providers with an option to set a specific start and end date for assigned assessments.
- Weekly can be taken up to 3 days earlier than the assignment date, or up to 3 days later than the assignment date
- Bi-weekly can be taken up to 6 days earlier than the assignment date, or up to 7 days later than the assignment date
- Monthly can be taken up to 13 days earlier than the assignment date, or up to 14 days later than the assignment date
- Quarterly can be taken up to 44 days earlier than the assignment date, or up to 45 days later than the assignment date
- Semi-annually or annually can be take up to 45 days earlier than the assignment date, or up to 45 days later than the assignment date

Note: If an assessment is not taken, then the assessment will be marked as missed in the database and be removed from both the Veteran and provider apps without any specific notification.

If an assessment is "past due" - i.e. after the assignment date, but before the last day it can be taken, it is shown in the Veteran's Due tab and can be taken; however, it will not show in the Alerts tab of the Provider home screen.



If the Veteran answers anything other than "Not At All" on Question 9 in the PHQ-9 Assessment, the Veteran will receive an alert to follow up with their provider and/or contact the Veteran Crisis Line (VCL). The VCL will immediately contact the Veteran.

Patie	ent Health Questionnaire Depression Scale (PHQ-9)
	Please follow-up with your provider to discuss assessment results
	Contact your provider directly or Call the Veterans Crisis Line at 1-800-273-8256 press 1 or Text the Veterans Crisis Line at 838255 ■ or Visit the Confidential Veterans Chat G
)ate	Submitted: 07/02/2020 Assigned by: FANG,KENNETH S
	Score Severity
	Severe (Question 9)
	Because you said you are having thoughts of harming yourself and we care about you, we have sent a message to your provider and the Veterans Crisis Line. You can expect the Veterans Crisis Line contact you soon. If for any reason you do not hear from us, please contact your provider or call the Veterans Crisis Line at 800-767-1750, press #1.
-	

The provider assigning the PHQ-9 Assessment will also receive an automated email notification alerting them the Veteran completed the assessment with suicide ideation and that the VCL has been notified and engaged.





Providers are encouraged to inform Veterans about the MH Checkup PHQ-9 VCL process **before** assigning the PHQ-9 assessment. The script below is provided as a resource to help guide conversations with Veterans.

"Hello Veteran,

I will be assigning you the PHQ-9 assessment on the Mental Health Checkup web application. You will receive an email from <u>DoNotReply@va.gov</u> with a link to the application. Please login using your My HealtheVet Premium, ID.me or DS Login credentials and complete the assessment by (*insert assignment due date or assignment frequency*). For more information on how to complete the assessment, please review the Veteran Quick Guide document.

When you finish the questions, you will get a score. **Please be aware that certain answers may lead to the Veteran Crisis Line and your provider being contacted. If the Veteran Crisis Line is contacted, they will reach out to you.** Do you have any questions or concerns?"

VA Mental Health Checkup for Veterans





MHC for Veterans: How to Access

- Veteran receives an email once assessments are assigned.
- They can also log into MHC for Veterans anytime at:

https://mobile.va.gov/app/mh-checkup-veterans

- Requires authentication to log-in (via My HealtheVet Premium login, DS login, or ID.me
- Find out more at: <u>https://www.myhealth.va.gov/mhv-portal-web/upgrading-your-my-healthevet-account-through-in-person-or-online-authentication</u>

VA Health	VETERANS VA Mental Health Checkup for Veterans 2 * * * * Average 5 (1 vote) Launch in Browser
Description	Training Materials FAQs Feedback to VA





- The Mental Health Checkup application allows Veterans to complete mental health assessments assigned to them by their provider
- Veterans can use the app to take assessments, obtain scores, receive alerts, view assignment details and view provider feedback
- Self-assessment results are available in real time to the Veteran





The Veteran application home screen offers three primary functionalities:

- **Due**: displays assessments assigned to the Veteran that are ready for completion
- **Completed**: displays assessments that have been completed
- Assigned: displays the upcoming assessments assigned to the Veteran that are not yet due. <u>For</u> <u>informational purposes only.</u>





Veteran(s) will receive an email notification when an assessment is assigned. This email will come from <u>donotreply@mobile.va.gov</u>.

donotreply@mobile.va.gov You have been assigned an assessment by your To:	· VA Provider		9:11 PM	D
External (donotreply@mobile.va.gov)	Report This Email	FAQ	Protection	by INKY
Your provider would like you to complete an assess begin as early as 08/02/2020.Please log in at https complete the assessment by the scheduled due da	sment. It is due on 08 :://veteran.apps.va.go ite.	/02/20 ov/mh	20, but you <u>c-vet</u> to	can

Veterans may also access MH Checkup using the direct link shared with them by their provider via Secure Messaging or the Veteran Quick Guide: <u>https://veteran.apps.va.gov/mhc-vet</u>



Once the assessment is submitted, it is scored, saved, and available to the Provider. A confirmation page will appear showing the assessment score severity that is calculated based on the answers provided. Using the **Completed** tab, Veterans can also review results in a historical graph format.

VA Health Patientskdyone, MHPRO V	VAHealth Patienteightytwo, MHPRO V	VAHealth Patienteightytwo, MHPRO V
Mental Health Checkup	Mental Health Checkup	Mental Health Checkup
Generalized Anxiety Disorder, 7 items (GAD-7)	Generalized Anxiety Disorder, 7 items (GAD-7)	Generalized Anxiety Disorder, 7 items (GAD-7)
Thank you -Your assessment has been submitted to your provider. Please note that your provider Thank you -Your assessment has been submitted to your provider. Please note that your provider	Thank you. Your assessment has been submitted to your provider. Please note that your provider may not see this right away.	Please follow-up with your provider to discuss assessment results
may nu see uns nyn away.	Score Severity	Contact your provider directly or Call the Veterans Crisis Line at 1-800-273-8255 [press 1 🅿 or Text the Veterans Crisis Line at 838255 🖷 or
Score Severity	Moderate	Visit the Confidential Veterans Chat 🕑
You reported several symptoms of anxiety. Although your symptoms are in the mild range, they can have a major impact on many parts of your life. You are advised to discuss these concerns with your	You reported many of the symptoms of anxiety. These symptoms can be troubling or distressing and it is important to consider how they are affecting your quality of life. Although many veterans/individuals cope well with symptoms like yours, effective treatments for anxiety are available to help reduce your symptoms and improve your quality of life. You are advised to discuss these concerns with your mental health provider.	Score Severity High You reported many of the symptoms of anxiety. These symptoms can be very distressing. Atthough
mental health provider. It is important to note that this self-assessment cannot be used to make a diagnosis of anxiety; only a healthcare professional can do this. If you are concerned about any illness, regardless of what the assessment shows, you should seek further evaluation from your provider. If you are concerned that you may have a medical emergency or	It is important to note that this seri-assessment cannot be used to make a diagnosis of anxiety; only a healthcare professional can do this. If you are concerned about any illness, regardless of what the assessment shows, you should seek further evaluation from your provider. If you are concerned that you may have a medical emergency or are having thoughts of harming yoursel or someone else, call 911, or go immediately to the nearest hospital emergency room for an evaluation.	many veteransindividuals cope well with symptoms like yours, your current report suggests that they may be difficult to cope with right now. You are advised to discuss these concerns with your mental health provider. It is important to note that this self-assessment cannot be used to make a diagnosis of anxiety; only a healthcare professional can do this. If you are concerned about any liness, regardless of what the assessment shows, you should seek
are having thoughts of harming yourself or someone else, call 911, or go immediately to the nearest hospital emergency room for an evaluation.	Your score has improved since the last time you took the self-assessment. It is likely that things are bothering you less than before.	Turthe evaluation from your provider. If you are concerned that you may have a medical emergency or are having thoughts of harming yourseff or someone else, call 911, or go immediately to the nearest hospital emergency room for an evaluation.
This is the first time you have completed this assessment.	Return to Home	Your score went up since the last time you took the assessment. It is likely that some things are bothering you more than before. Sometimes feelings get worse before they get better, so just keep working on your plans. An increase in symptoms can be a natural part of the process of recovery.

If a Veteran indicates having thoughts of suicide on the PHQ-9 Assessment, they will immediately be contacted by the Veterans Crisis Line.

Site Readiness



MH Checkup is available at most facilities except for those listed in the table below. If you would like to implement MH Checkup at your site and **IT IS** listed in the table below, contact the MH Checkup Release Team at <u>VA_MHCheckup@va.gov</u>. Please note that we are working with an OIT point of contact at the sites currently, as our ability to enable MH Checkup is dependent upon local OIT working with the OCC.

MH Checkup <u>NOT</u> currently available at sites below:				
Site	Station #			
Oklahoma City, OK	635			
Manila	358			
Alexandria, LA	502			
Kansas City, MO	589			
Tomah, WI	676			





Provider Toolkit

Care Team User Manual: Detailed instructions for the Provider-facing app

FAQ Sheet: Frequently Asked Questions for MH Checkup

National Release Kickoff Presentation

PHQ-9 Provider Script: Explains PHQ-9 VCL workflow to Veterans assigned the PHQ-9 assessment

Provider Quick Guide: High level instructions for provider-facing app

Veteran Toolkit

Veteran Quick Guide: High level instructions for Veteran-facing app

Veteran User Manual: Detailed instructions for the Veteran-facing app

			Available August 202
		-	
Mental He	alth Checkup		Matteakt
Measurement Coordination	-Based Mental He	ealth Care	9
Engage Veterans Symptoms and Ev	in their Own Care wit valuate Levels of Distr	h Self-Assessments t ess	o Measure
Through the Mental H with assessments to n assessments to Vetera receive notifications w can assign assessment appointments.	ealth Checkup app, VA prov easure symptoms and eval ins, provide feedback, recei then Veterans have comple s and deliver feedback to V	viders can engage Veteran uate levels of distress. VA ve alerts on Veteran asses ted assessments. By using eterans outside traditiona	s in their own care providers can assign sment scores, and the app, providers I face to face
MH Checkup Feat	ures at a Glance:		
		A	
Assign a variety of self-assessments, including: GAD-7, PHQ-9, PCL-5, ISI, BRS, WHODAS12- 2.0, AUDIT-C, PCL- SWeekly, MHRM- 10, AUDIT, BAI, QOLI, SWEMWBS, and VR-12.	Patient will receive an email notification once an assessment is initially assigned by a provider.	View patient assessment data compiled over time in handy graphical format. Provide Veterans feedback on their self- assessments.	In the event a Veteran has a High Score severity on the PHQ-9 Assessment, an alert is immediately sent to the provider and the Veterans Crisis Line.

All toolkit materials can be found on the MH Checkup SharePoint Site: <u>https://vaww.connectedhealth.va.gov/mhd/VAMR/MHCheckup</u>



Additional Notifications



Message bundling for provider emails.

- Email notifications for assessments will be condensed into a once daily notification for missed and once daily for reminders.
- Completed messages will be sent as is.

Available November 2020!

Assessment Recurrences



Updated assessment recurrence, frequency and duration.

- Allows provider to select a "Response Window."
- For one-time assessments providers can choose to have the response window open for a day, week, two weeks, month, etc.

Available November 2020!

Technical Assistance



Mental Health Checkup for Care Teams:

- If you experience any errors or need help while using Mental Health Checkup, please call the Office of Connected Care Help Desk (OCCHD) at 1-866-651-3180
 - The Help Desk is open from 7 a.m. to 7 p.m. CT
 - Please identify yourself as a Mental Health Checkup user
- Providers are also encouraged to contact the Mental Health Checkup Release Team at <u>VA_MHCheckup@va.gov</u> with any questions

Mental Health Checkup for Veterans:

- If Veterans experience any errors or need help while using Mental Health Checkup, please direct them to call the VA Health Resource Center Help Desk at 1-877- 470-5947
 - The Help Desk is open from 7 a.m. to 7 p.m. CT
 - Please ask them to identify themselves as Mental Health Checkup user



To access Mental Health Checkup, follow the links below:

- MH Checkup for Clinicians: <u>https://staff.apps.va.gov/mhc-provider/</u>
- MH Checkup for Veterans: <u>https://veteran.mobile.va.gov/mhc-vet/</u>

Mental Health Checkup Mailbox:

- <u>VA_MHCheckup@va.gov</u>
- Email box to address any user questions.

Mental Health Checkup SharePoint:

<u>https://vaww.connectedhealth.va.gov/mhd/VAMR/MHCheckup/SitePages/Home.aspx</u>



- Mental Health Checkup is a new web-based application that provides a secure platform for VA staff to assign standardized mental health assessments to Veterans, and Veterans to be able to review and track their progress over time.
- Mental Health Checkup is available now at most sites and will soon be available at all sites. The list of assessments available in Mental Health Checkup currently includes 18 assessments and will increase in the upcoming year.
- Mental Health Checkup supports measurement-based care, increases provider understanding of mental health symptoms for patients, and increases patient engagement in care.



Questions?



VA Virtual Care Resources

Office of Connected Care (OCC)

- <u>Communication Toolkits</u>: OCC communication resources for facilitating integration of virtual care
- <u>Connected Care Discussion Series</u>: 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: <u>Sherron.Olliff@va.gov</u>
- Connected Care Community of Practice: email address to request to be put on distribution list: <u>Chimplementation@va.gov</u>

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

- <u>My HealtheVet</u>: public facing resource for My HealtheVet
- <u>My HealtheVet Intranet</u>: My HealtheVet VA intranet resource for staff
- <u>My HealtheVet Marketing and Promotion Toolkit</u>: 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!

VA Office of CONNECTED CARE

Expanding Veteran Access to Care Through Virtual Technologies



www.connectedcare.va.gov