Virtual Care for Mental Health Part 2: Mental Health Checkup

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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.
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)
Mental Health Checkup Key Functionalities:

- **Mental Health Checkup** (MH Checkup) is a web-based 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.
Key Features

• 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

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

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assign Assessments</td>
<td>Search for a Veteran(s) and assign assessment(s)</td>
</tr>
<tr>
<td>View Assigned Assessments</td>
<td>View current assignments for a specific Veteran or Assessment Name</td>
</tr>
<tr>
<td>View Completed Assessments</td>
<td>View completed assessment(s) for a specific Veteran or Assessment Name</td>
</tr>
<tr>
<td>About</td>
<td>Open a pop-up window with information about the application</td>
</tr>
<tr>
<td>Feedback</td>
<td>Provide feedback about the application</td>
</tr>
<tr>
<td>Help</td>
<td>Access information on system requirements and resources</td>
</tr>
</tbody>
</table>
Mental Health Checkup

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 completed assessment has a score of HIGH, it will be displayed under the Alerts tab, 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 notification by clicking on the Delete button.

Alerts               Completed

There are no alerts on assessments at this time.
MHC for Care Teams: Selecting a Patient

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
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.

In the event a Veteran answers anything other than "Not at All" for Question 9 on the PHQ-9 assessment, the assigning provider and the Veterans Crisis Line (VCL) will be notified immediately via email*.

*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.
### Assignments Assigned...

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Acceptable Range</th>
</tr>
</thead>
<tbody>
<tr>
<td>Once or Daily</td>
<td>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.</td>
</tr>
<tr>
<td>Weekly</td>
<td>Can be taken up to 3 days earlier than the assignment date, or up to 3 days later than the assignment date</td>
</tr>
<tr>
<td>Bi-weekly</td>
<td>Can be taken up to 6 days earlier than the assignment date, or up to 7 days later than the assignment date</td>
</tr>
<tr>
<td>Monthly</td>
<td>Can be taken up to 13 days earlier than the assignment date, or up to 14 days later than the assignment date</td>
</tr>
<tr>
<td>Quarterly</td>
<td>Can be taken up to 44 days earlier than the assignment date, or up to 45 days later than the assignment date</td>
</tr>
<tr>
<td>Semi-annually</td>
<td>or annually can be taken up to 45 days earlier than the assignment date, or up to 45 days later than the assignment date</td>
</tr>
</tbody>
</table>

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.

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.

See Appendix C for the PHQ-9 Provider Script.
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 DoNotReply@va.gov 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?"
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 HealthVet Premium login, DS login, or ID.me)
Find out more at: https://www.myhealth.va.gov/mhv-portal-web/upgrading-your-my-healthivet-account-through-in-person-or-online-authentication
• 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. *For informational purposes only.*
Veteran(s) will receive an email notification when an assessment is assigned. This email will come from donotreply@mobile.va.gov.

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

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 VA_MHCheckup@va.gov. 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 NOT currently available at sites below:

<table>
<thead>
<tr>
<th>Site</th>
<th>Station #</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oklahoma City, OK</td>
<td>635</td>
</tr>
<tr>
<td>Manila</td>
<td>358</td>
</tr>
<tr>
<td>Alexandria, LA</td>
<td>502</td>
</tr>
<tr>
<td>Kansas City, MO</td>
<td>589</td>
</tr>
<tr>
<td>Tomah, WI</td>
<td>676</td>
</tr>
</tbody>
</table>
### 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

All toolkit materials can be found on the MH Checkup SharePoint Site: [https://vaww.connectedhealth.va.gov/mhd/VAMR/MHCheckup](https://vaww.connectedhealth.va.gov/mhd/VAMR/MHCheckup)
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 VA_MHCheckup@va.gov 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: [https://staff.apps.va.gov/mhc-provider/](https://staff.apps.va.gov/mhc-provider/)
• MH Checkup for Veterans: [https://veteran.mobile.va.gov/mhc-vet/](https://veteran.mobile.va.gov/mhc-vet/)

Mental Health Checkup Mailbox:

• [VA_MHCheckup@va.gov](mailto:VA_MHCheckup@va.gov)
  • Email box to address any user questions.

Mental Health Checkup SharePoint:

• [https://vaww.connectedhealth.va.gov/mhd/VAMR/MHCheckup/SitePages/Home.aspx](https://vaww.connectedhealth.va.gov/mhd/VAMR/MHCheckup/SitePages/Home.aspx)
Key Take-Aways

- 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)
- **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