



U.S. Department  
of Veterans Affairs

# Connected Care: A Year in review

Presenter:

Dr. Christina Armstrong, Clinical Psychologist  
Connected Health Implementation Strategies  
Office of Connected Care, U.S. Dept. of Veterans Affairs



# Presenter



Christina Armstrong, Ph.D.

Connected Health Implementation Strategies, Office of Connected Care (OCC),  
Patient Care Services, U.S. Department of Veterans Affairs



# VA Overview

20

MILLION

Veterans in  
the U.S.

9+

MILLION

Receive VA  
care



# Virtual Care

## Connected Care

Telehealth

Electronic Health Record

Mobile Health

Patient Portal

*Virtual Health*

*eHealth*

*Digital Health*

*Connected Health*

*Connected Care*





# VA Connected Care



**VA** *Mobile*





# VA Connected Care – Our Priorities

## Bringing care to the Veteran

### Accessibility

- Video care, secure email, telephone care – available in all ambulatory services for Veterans and caregivers to access from their preferred location
- Asynchronous modalities of care that can be used between scheduled visits
- Enhanced Veteran communication channels with their care teams (e.g. clinical chat, secure messaging, text)

## Matching clinical supply and demand

### Capacity

- Resource hubs for primary care, mental health, and other high-volume specialty services, accessible as a shared telehealth service, delivered across VA facilities.
- Increased clinic efficiency, resulting from more efficient just-in-time resolution of simple health issues or transactions through virtual modalities.

## Providing the right care at the right time

### Quality

- Expert consultation & coordination of services that are difficult to find, expensive to manage, or low volume in any given market.
- Promote self-management of health and proactively engage patients using digital health tools that leverage analytics
- Reduce hospitalizations & emergency visits through remote monitoring

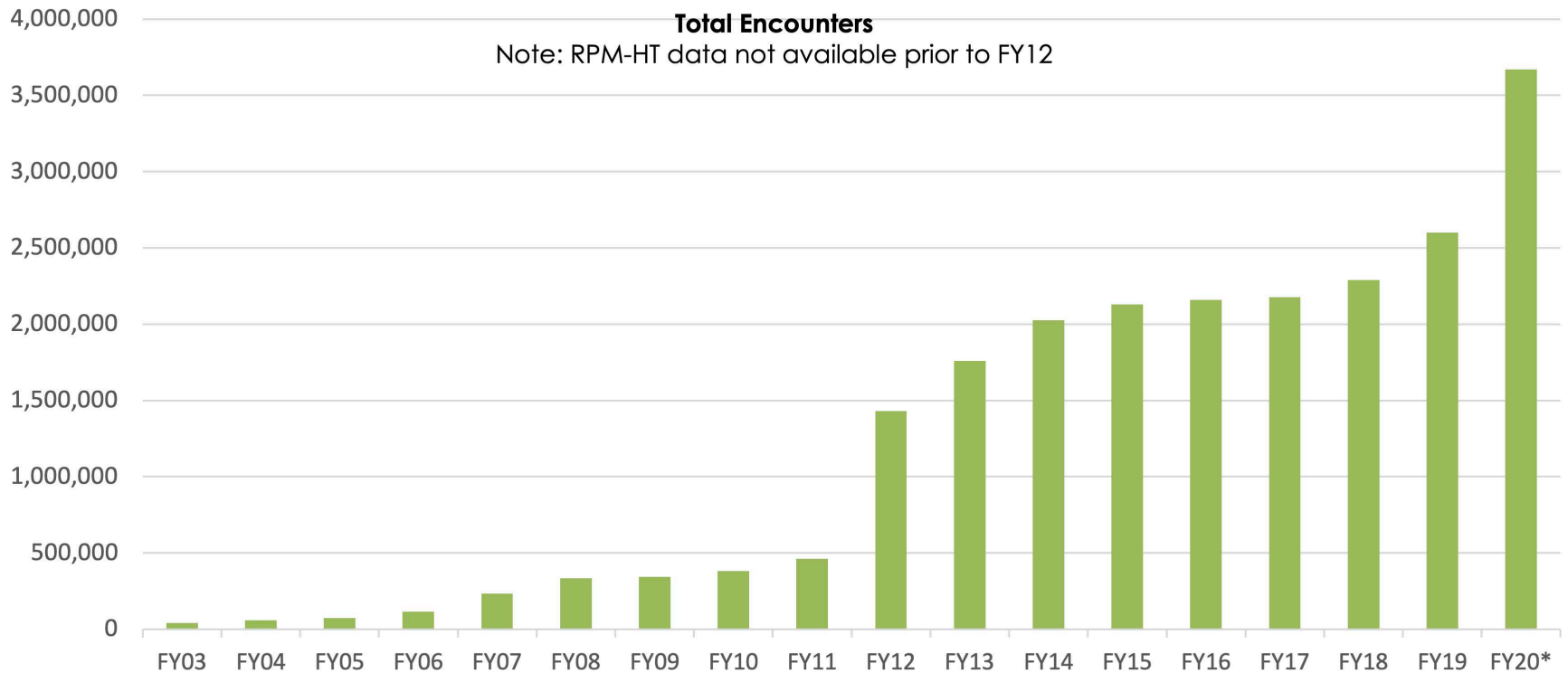
# COVID

Changing VA & Healthcare



# Growth in VA Connected Care Services

## Telehealth

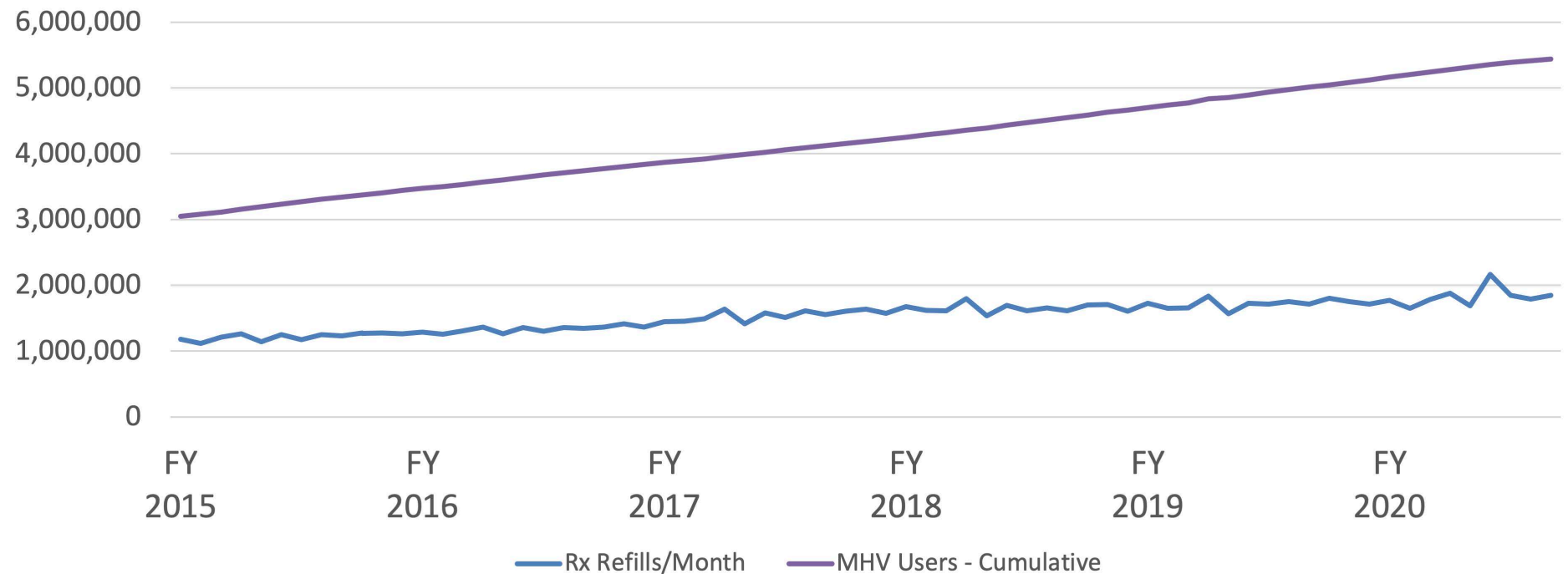


(Department of Veterans Affairs, 2021)



# Growth in VA Connected Care Services

## My HealtheVet

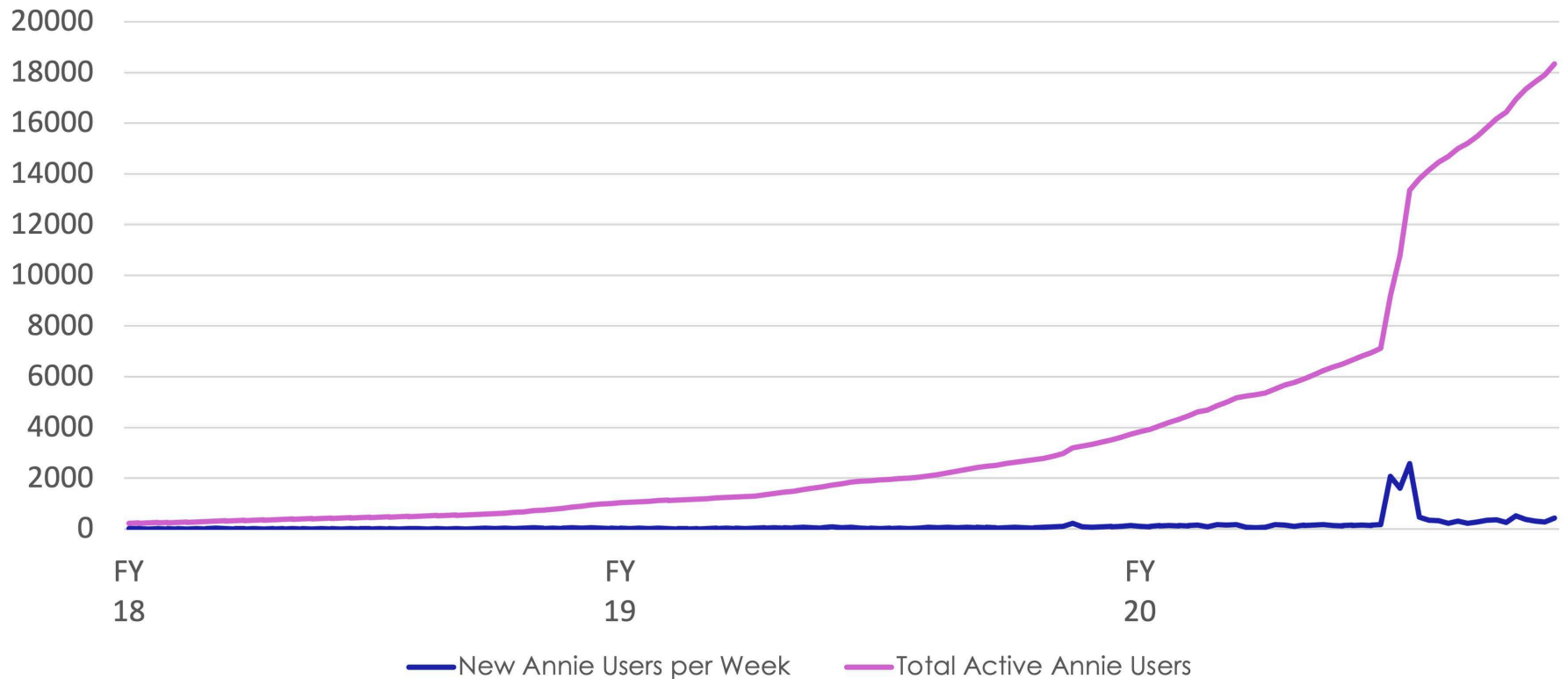


(Department of Veterans Affairs, 2021)



# Growth in VA Connected Care Services

## Annie



(Department of Veterans Affairs, 2021)



# Increase in Provider Utilization

- **64% to 94%** - % of VA primary care providers that had conducted at least 1 video telehealth visit before and after COVID
- **67% to 98%** - % of VA mental health providers that had conducted at least 1 video telehealth visit before and after COVID



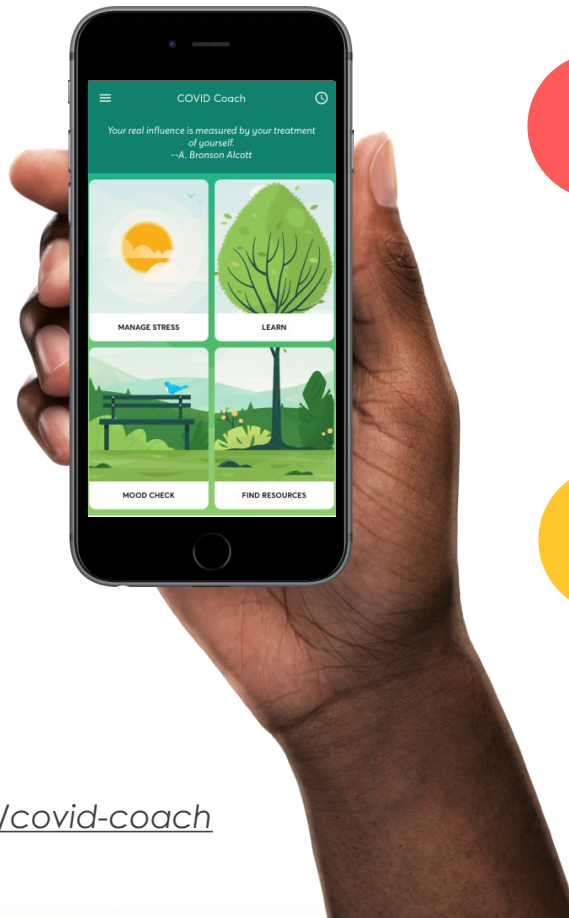


# Our Tools and Our Lessons



# COVID Coach

## Managing Stress related to COVID



Learn more at:

[www.mobile.va.gov/app/covid-coach](http://www.mobile.va.gov/app/covid-coach)

1

### *Education*

Education on impact of COVID, how to stay safe and healthy, and ways to build resilience

2

### *Tools for Managing Stress*

Tools for self-care and to improve emotional well-being and trackers to check mood and measure growth toward personal goals.

3

### *Resources*

Wide range of resources including crisis support, substance use support, meeting food and housing needs, local COVID information, support for parents, caregivers, healthcare workers, veterans and service members

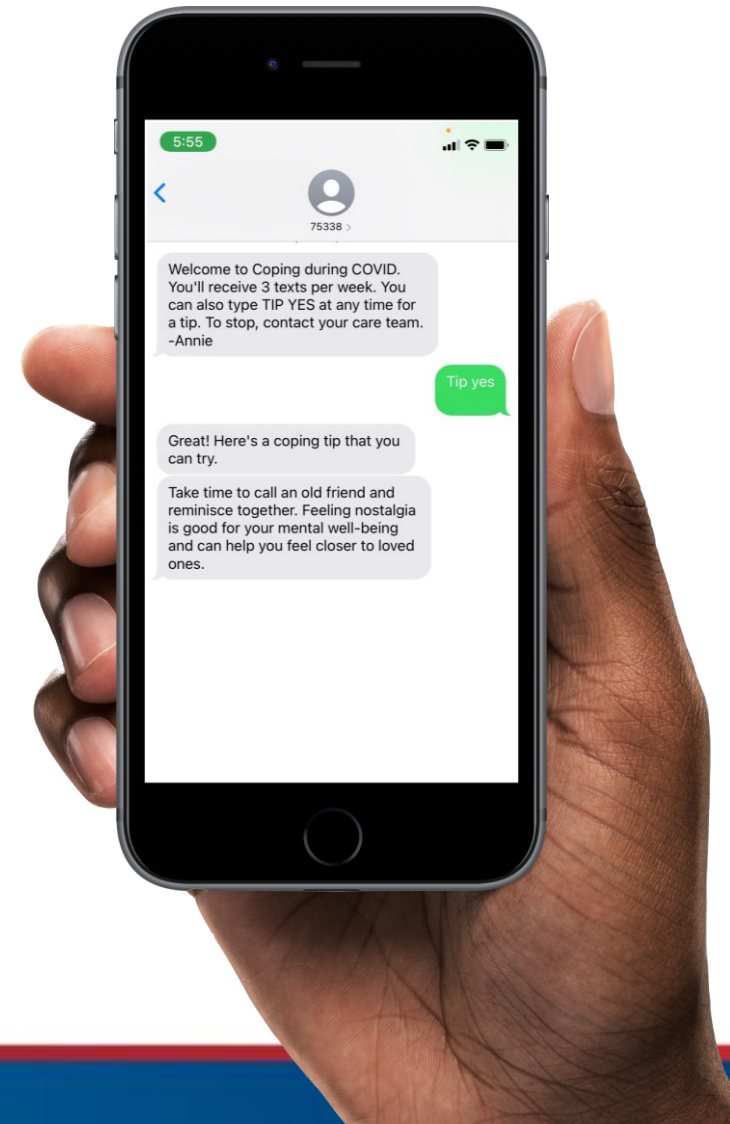


# Automated text messages for COVID

**“Annie” is the VA’s  
automated text  
message platform**

**Learn more at:**

[www.mobile.va.gov/app/annie-app-clinicians/](http://www.mobile.va.gov/app/annie-app-clinicians/)





# Let's Test Annie



Text keyword ANNIE to  
1-844-480-0303



# VA Coronavirus Chatbot

Get answers to questions about COVID, VA benefits and services.

The screenshot shows the VA website's header with the VA logo, U.S. Department of Veterans Affairs text, and navigation links for Search, Contact us, and Sign in. Below the header is a secondary navigation bar with links for VA Benefits and Health Care, About VA, and Find a VA Location. The main content area features a breadcrumb trail 'Home > VA coronavirus chatbot' and a large heading 'VA coronavirus chatbot'. A grey box contains the text 'Get answers to your questions about the coronavirus and VA benefits and services below.' Below this is a note: 'Note: If you don't respond to the chatbot at least once every 60 minutes, you'll need to restart it to ask more questions.' A callout box with a VA logo icon states: 'Before we get started, if you or someone else has any of these emergency warning signs of COVID-19, please call 911 to get medical care right away:' followed by a bulleted list item '▪ Trouble breathing'.

Learn more at:

[www.va.gov/coronavirus-chatbot/](https://www.va.gov/coronavirus-chatbot/)



# VA Video Connect Now

## Streamlined access

VVC NOW provides VVC links via a text message and/or by email to both the Veteran and clinician.

### VVC Now

**Create VVC Visit Now** \* Required field

Enter cell phone (SMS text) or email to send link for video visit starting immediately.

- Verify contact information
- Video includes only patient and you

**My info**

\* Must have one:

Phone:  For text

Email:

**Patient info to send Video Link**  
Ensure patient is expecting link

\* Select one:

☒ Phone:  For text

☐ Email:

Learn more at:

[www.staff.apps.va.gov/vvc-now/](http://www.staff.apps.va.gov/vvc-now/)



# Connected Care Academy

**One stop access to all  
virtual care training**

**Learn more at:**

<https://vaots.blackboard.com/>







# Telehealth Expansion in 2020

- Maintaining continuity of care – quickly shifting to remote delivery of care and remote work for staff
- Increasing access to tools/resources – quickly deploying necessary hardware and software for staff and patients
- Expanding workforce trained in virtual care – quickly ramping up virtual care training for healthcare staff



# VA Tele-Critical Care

Resource sharing across the enterprise to increase access and quality





**Veterans Integrated Service Network (VISN) Clinical Resource Hubs (CRH)**  
Fiscal Year 2020

Map created by VA Office of Rural Health (ORH)  
Veterans Rural Health Resource Center - Sacramento  
Geographic Information Systems (GIS) Unit  
Last Updated: 01/15/2020

Map information provided by U.S. Dept of VA (VA)  
ORH/VISN: P0000, P0001  
Cartographic: The 5 3/4  
Geographic Coordinates System: North America 1983 datum  
Printed Area: 100% projection  
Project ID: 00281

**CRH Level**

- Hub (blue square)
- Spoke (blue dot)
- VISN Boundary (brown outline)



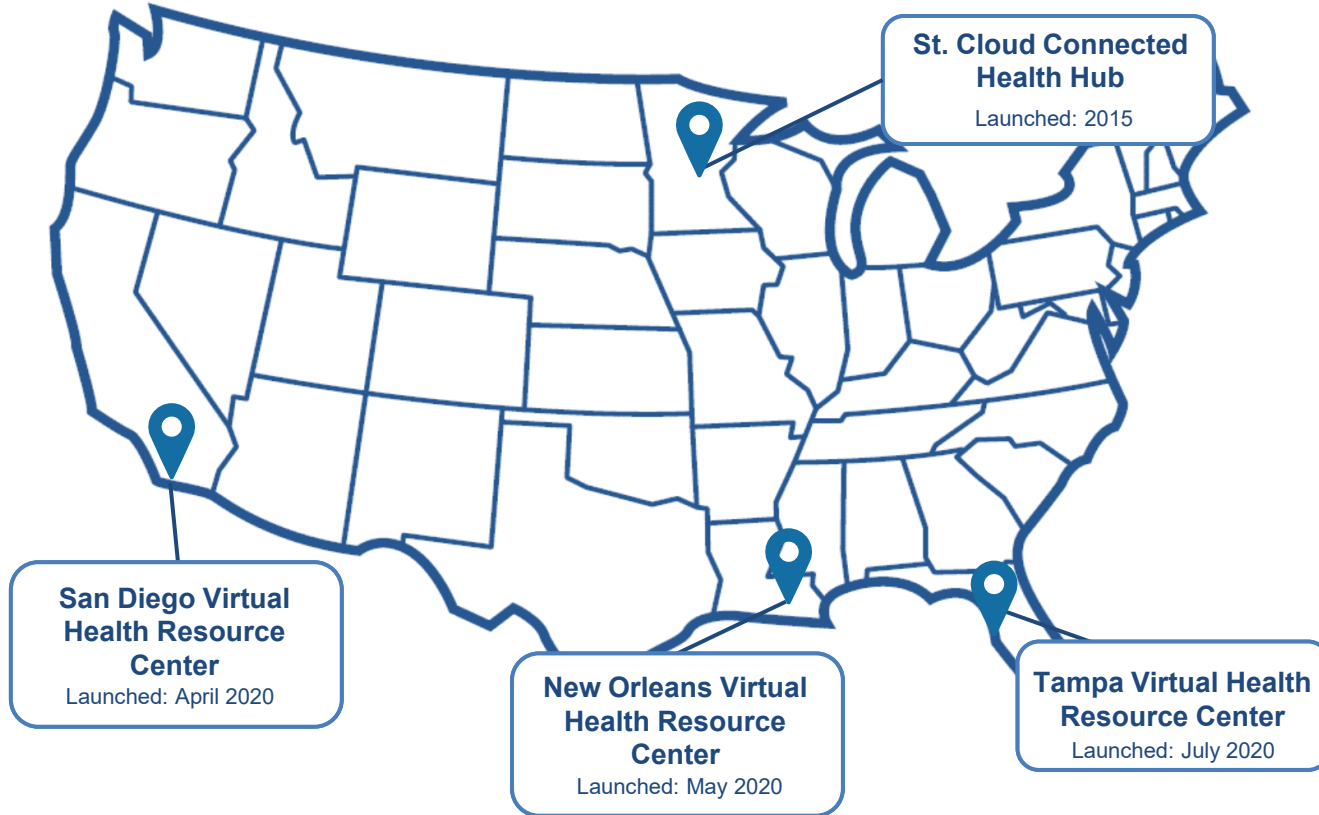
# VA Virtual Health Resource Centers

Provide support to Veterans, Veteran Families and Caregivers, and VA staff in the set up and use of virtual care tools.

## Goals:

1. Provide education and training to Veterans and VA staff to increase knowledge and skills for use of virtual health care tools
2. Provide Veterans and VA staff consultations, coaching and hands-on experience using virtual health tools
3. Provide access to materials and resources to increase awareness and use of virtual health care tools to Veterans and VA Staff

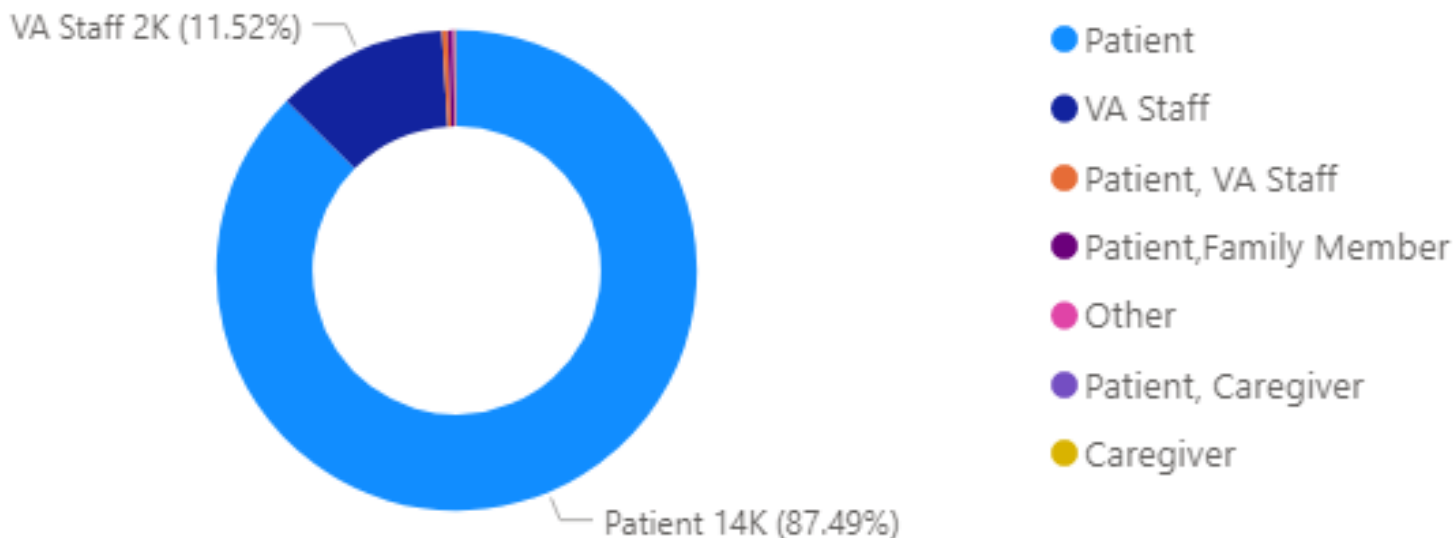
**VHRC Phone Line:**  
**1-844-813-4361**







# Who accesses services at VHRCs?



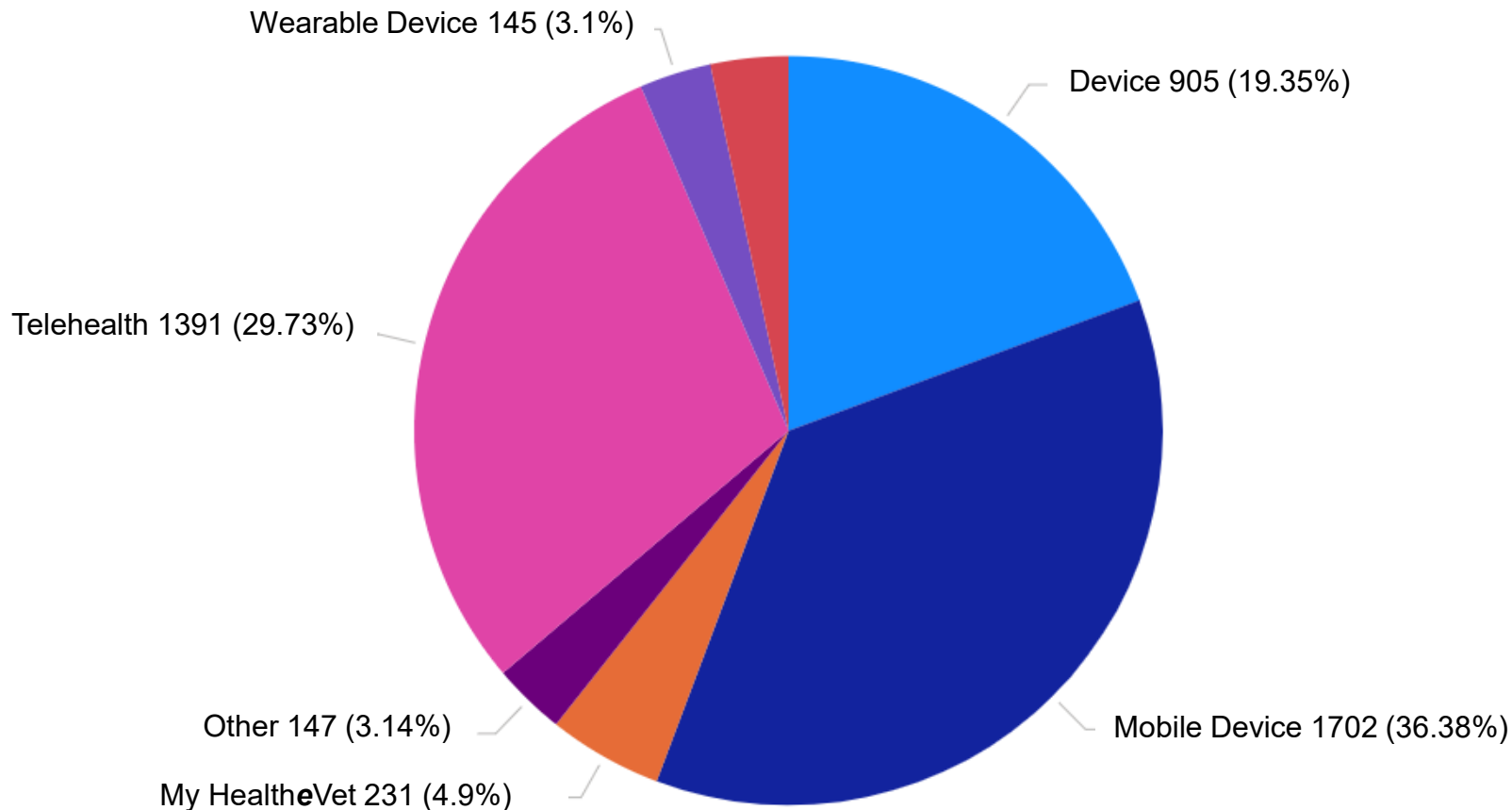
[Open in Power BI](#)

COE & MOVE! Dashboard

Filtered by **Encounter (groups)** (is not (Blank) or Blank), **Facility** (is New Orleans, San Diego, St Cloud, or Tampa)



# What services are being provided at VHRCs?



[Open in Power BI](#)

COE & MOVE! Dashboard

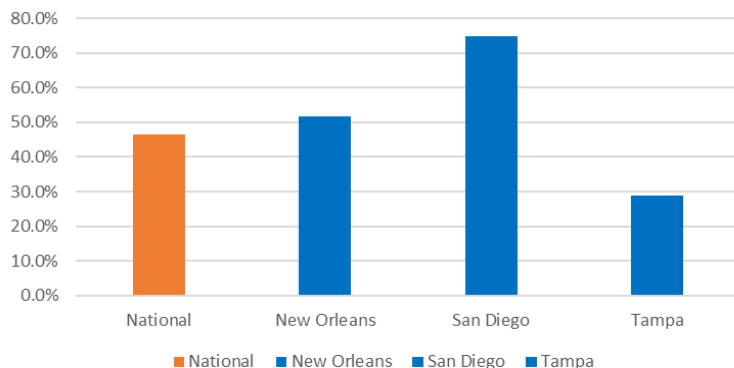
Filtered by **Encounter (groups)** (is not (Blank) or

Blank), **Facility** (is New Orleans, San Diego, St Cloud, or Tampa



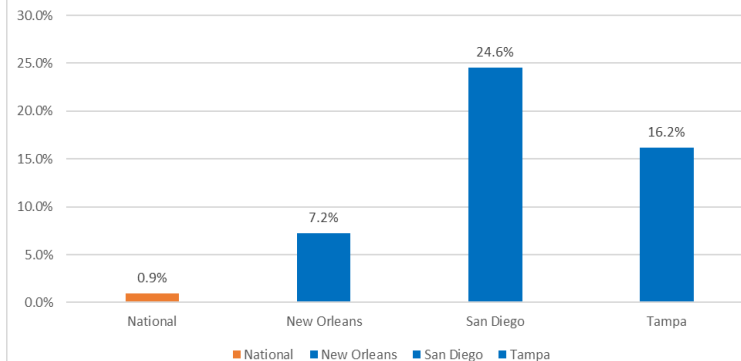
# Impact of VHRCs on Virtual Tool/Technology Utilization

Percentage Change in Tele1: Q4FY20 -Q4FY21



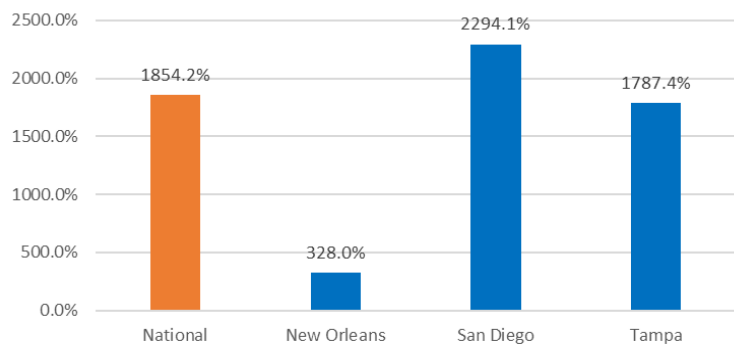
Source: VSSC, [Connected Care Report](#)

Percent Change in Number of MHV, Premium Accounts: Q4FY19 to Q4FY21



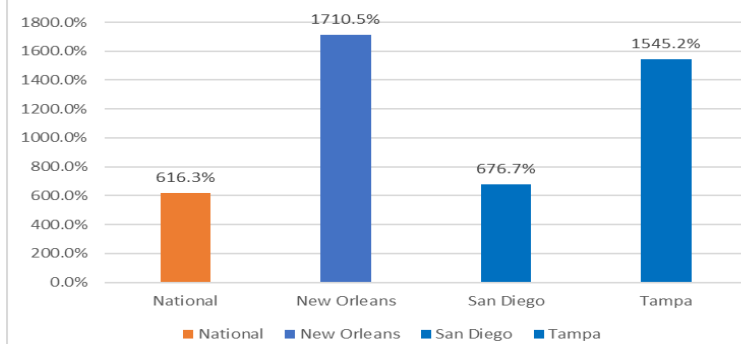
Source: VSSC, [My HealtheVet/Secure Messaging Statistics](#)

Percent Change in Number of Unique VVC Encounters: Q4FY19 to Q4FY21



Source: VSSC, [VVC Encounter Report](#)

Percent Change in Number of Annie, Number of Unique Veteran (Participant) Users: Q4FY19 to Q4FY21



Source: [Metrics Annie Power BI](#)





# Growing the VHRC Model Across the VA

- To meet the need for the development of VHRCs across the VA, the Office of Connected Care is creating a VHRC Implementation Consult Service (VHRC ICS), providing guidance to facilities in the development of additional VHRCs
- The VHRC ICS program will leverage best practices in implementation science and lessons learned in the establishment of current VHRCs to support the development of additional VHRCs across the VA.





# VHRC ICS Services

## **Partner with VAMCs to provide:**

- Short term intensive facilitation implementation consultation
- 6-month implementation cycle, new cohorts starting quarterly as of January 2022
- Long term support and partnership with VA VHRC ICS team
  - sustainment support x12 months

## **Goals:**

- Enhance innovative, world class health care delivery in support of our Veterans life journey
- Enrich staff and Veteran virtual care experience(s)
- Support VA's Strategic Plan, 2018-2024 priorities and goals 1-4

## **Objective:**

Employ evidence based best practices in implementation science including lessons learned from the field to support virtual health utilization and positive care outcomes



# Population Trends in Virtual Care

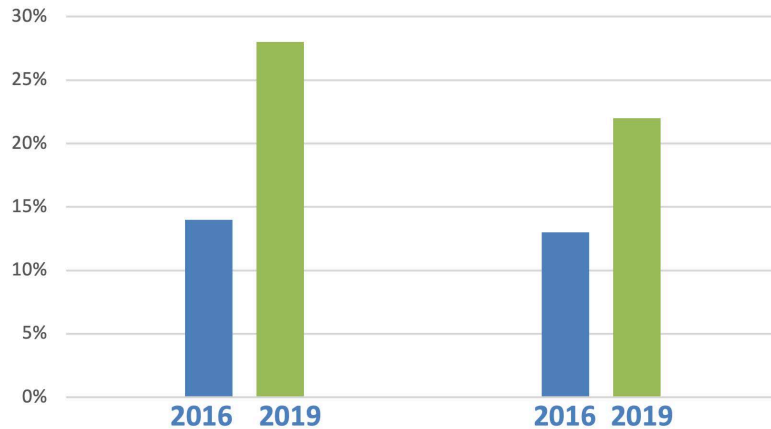


Reference: Safavi & Kalis, 2020.

## Physicians Using:

### Telehealth for Clinical Visits

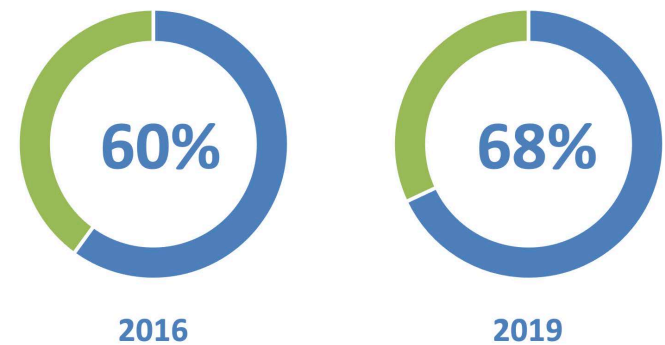
### Remote Patient Monitoring



## Motivation for Using Sensors and Wearable Devices

**"Allows me to provide care to my patients remotely."**

% indicating this as important or very important



Reference: American Medical Association, 2020.



# VHRC Resources

- [VHRC public facing website](#)
- [VHRC Promotional Video](#)
- [VHRC ICS Leaf Request site](#)
- [VHRC Microsoft Teams shared document site](#) (pending)
- [VHRC Power BI Data Dashboard](#)
- VHRC Phone Number: [1-844-813-4361](tel:1-844-813-4361)
- VHRC Implementation Consult Team: [VHAVHRC@va.gov](mailto:VHAVHRC@va.gov)



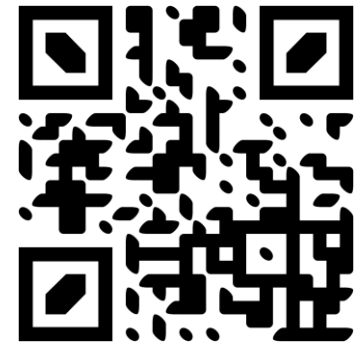
# “Virtual Care Best Practices” Provider Toolkit



# “Virtual Care Best Practices” Community



Scan this with your VA or personal mobile device to access the Virtual Care Best Practices Community while you are away from your VA computer.





# 'VA Virtual Care Best Practices' Series



[Part 1: Virtual Care Basics \(TMS course # VA 45280\)](#)



[Part 2: Virtual Care to Improve Patient Care \(TMS course # 45307\)](#)

[Part 3: Assessing Patient Readiness for Use \(TMS course # 45107\)](#)

[Part 4: Integrating Virtual Care Tools into Clinical Workflow \(TMS course # 46020\)](#)



[Part 5: Prescribing Virtual Care \(TMS course # 45988\)](#)



[Part 6: Security and Privacy Issues with Virtual Care \(TMS course # 44604\)](#)



[Part 7: Ethical and Legal Issues with Virtual Care \(TMS course # 46019\)](#)

[Part 8: Increasing Technological Cultural Competency to Meet Patient Needs \(TMS course # 45989\)](#)



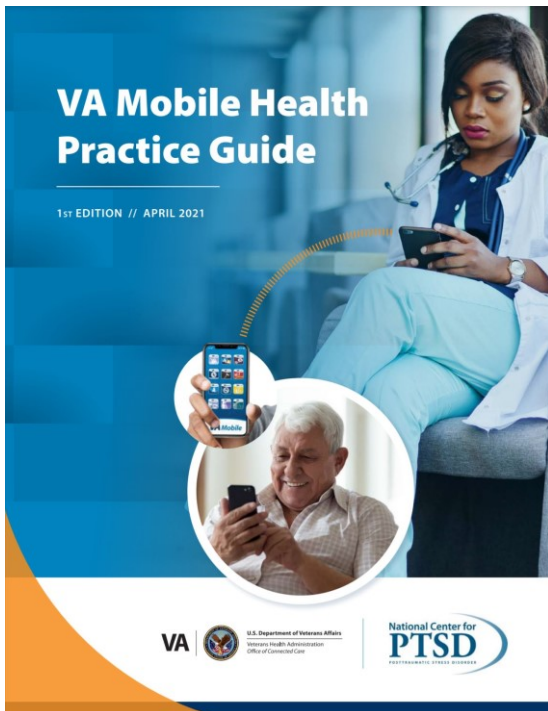
Click the links to the left for direct access to these trainings.

**Continuing Education available for:** ACCME - Accreditation Council for Continuing Medical Education | ACCME-NP - Accreditation Council for Continuing Medical Education . for non-physicians | Accredited Training | ANCC - American Nurses Credentialing Center | APA - American Psychological Association | ASWB - Association of Social Work Boards | JAIPCE - Joint Accreditation Interprofessional Continuing Accreditation | NBCC - National Board for Certified Counselors | NYSED-P - New York State Education Department for Psychology | NYSEDSW - New York Social Work | Patient Care Processes | Patient Health Education





# VA Mobile Health Practice Guide



- Guide for integrating VA virtual care tools into clinical practice
- Provides further information on 5 core knowledge areas for integrating virtual care into clinical practice
- Activity sheet examples:
  - Increasing Your Technological Cultural Competence
  - Introducing a Mobile Health App in Clinical Care
  - Prescribing a Mobile Health App in Clinical Care
- Script for assessing Veteran readiness to use VA apps

Available at: [connectedcare.va.gov/outreach-toolkit](https://connectedcare.va.gov/outreach-toolkit)



# Clinician's Guide: VA Virtual Care Tools

Clinician's Guide: VA Virtual Care Tools  
Helping Clinicians Choose Virtual Tools for Veterans

Page 1 of 2

For Veterans To Manage Their Care      For Veterans To Achieve Their Health Goals      For Veterans To Improve Their Mental Health

	Alcohol, drugs, and tobacco use	Anger and irritability	Anxiety, stress, and PTSD	Cancer and oncology	Depression	Diabetes and kidney health	Disaster and exposure	Dyslipidemia (cholesterol)	Family and caregivers	Hypertension (high blood pressure)	Mindfulness and resilience	Pain and headaches	Personal development and goal setting	Pressure ulcers	Sleep and insomnia	Traumatic brain injury	Weight, fitness, nutrition, and exercise	Intended for use in treatment
Alcohol, drugs, and tobacco use	Yes																	
Anger and irritability		Yes																
Anxiety, stress, and PTSD			Yes															
Cancer and oncology				Yes														
Depression					Yes													
Diabetes and kidney health						Yes												
Disaster and exposure							Yes											
Dyslipidemia (cholesterol)								Yes										
Family and caregivers									Yes									
Hypertension (high blood pressure)										Yes								
Mindfulness and resilience											Yes							
Pain and headaches												Yes						
Personal development and goal setting													Yes					
Pressure ulcers														Yes				
Sleep and insomnia															Yes			
Traumatic brain injury																Yes		
Weight, fitness, nutrition, and exercise																	Yes	
Intended for use in treatment	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

Connect today! For more information about these apps, visit [mobile.va.gov/appstore](https://mobile.va.gov/appstore).

Need help accessing these virtual health tools or setting them up? Call: Health Resource Center Help Desk: 877-470-5947 | Monday to Friday: 7 a.m. – 7 p.m. CT. Office of Connected Care Help Desk: 866-651-3180 | 24/7

Requires Login: Veterans: My Health4me Premium, OS Logon Level 2 (Premium), or ID.me; VA staff: FIC, FV exemption, or Work login credentials.

VA Mobile   VA Telehealth   health-vet

Draft version 1.0   Updated: 1/26/2021   Send feedback on this draft version to: [saregpremonkey.com/VAHealthCare](mailto:saregpremonkey.com/VAHealthCare)

Provides VA health care staff with a way to choose which virtual care tool to use based on symptoms, platform, and functions.

Available at: [connectedcare.va.gov/outreach-toolkit](https://connectedcare.va.gov/outreach-toolkit)



# Clinician's Guide: VA Virtual Care Tools (cont.)

Clinician's Guide: VA Virtual Care Tools  
Helping Clinicians Choose Virtual Tools for Veterans

Page 2 of 2

VA U.S. Department of Veterans Affairs  
Veterans Health Administration  
Office of Connected Care

Icons: iOS, Android, Web, Options, Requires login, Rx built, VA Health Chat, VA Online Scheduling, CHAMPVA Pay, My VA Images, Image Viewing Station, Patient Viewer, VA Mental Health Checkup, Ask a Pharmacist, Virtual Case Manager, VA Video Connect, Sync/Screen, Telehealth, ATLAS (Accessing Through Local Area Network), Remote Patient Monitoring (L2 Low Intensity), Remote Patient Monitoring (H2 High Intensity), Asynchronous Telehealth

	myhealth.va.gov	mobile.va.gov	telehealth.va.gov
Where to access virtual tools and training materials			
Communicate with VA staff			
Receive health tests			
Refill prescription			
Schedule appointment			
Send images			
Take health assessment			
View or download VA health records			
Look up/participate in status of CHAMPVA medical codes			
Assign/recommend self-management protocols			
Conduct anywhere-to-anywhere virtual visit			
Conduct clinic-to-clinic virtual visit			
Conduct virtual visit to local area stations			
Provide care management/remote care			
Provide health coaching and patient education			
View images sent by patient			

To help veterans access virtual tools requiring logins, VA staff can help veterans register for a MyVAhealth Premium account to get them started. When considering the possibility of a virtual visit, VA staff should ask whether a patient is "video-capable" (i.e. has a computer, smartphone, or tablet with a camera, and access to the internet). If the patient is not video-capable, contact your local VA facility telehealth coordinator to determine the veteran's eligibility for the equipment loan and/or training programs.

Need help accessing these virtual health tools or setting them up? Call the Office of Connected Care Help Desk: 866-651-3180 | 24/7

Draft version 3.0 Updated 12/18/2021 Send feedback on this draft version to: [surveymonkey.com/s/VAVirtualCare](https://surveymonkey.com/s/VAVirtualCare)

Available at: [connectedcare.va.gov/outreach-toolkit](https://connectedcare.va.gov/outreach-toolkit)



# Prescription for VA Virtual Care

## Prescription for VA Virtual Care Tools Expanding Veteran Access to Care Through Virtual Technologies

• iOS • Android • Web • Requires login

Achieve Your Health Goals	Improve Your Mental Health	Connect With Your Care Team	Manage Your Care
<p> <b>CBT Coach</b> • <b>A</b> Receive support for cognitive behavioral therapy (CBT) for anxiety.</p> <p> <b>COVID Coach</b> • <b>A</b> Receive tools to support self-care and mental health during the COVID-19 pandemic.</p> <p> <b>Insomnia Coach</b> • <b>A</b> Guided breathing and tips to help you track insomnia and improve sleep.</p> <p> <b>Live Whole Health</b> • <b>A</b> Learn with us today to reach your whole health goals.</p> <p> <b>Mindfulness Coach</b> • <b>A</b> Learn mindfulness to reduce stress and improve emotional balance.</p> <p> <b>MOVE! Coach</b> • <b>A</b> Learn to walk with this app! 10 week weight loss program.</p> <p> <b>Stay Quit Coach</b> • <b>A</b> Connect with this app to track smoking and stay smoke-free.</p> <p> <b>VetChange</b> • <b>A</b> Overcome health-shaming habits through this app's tools and guidance.</p>	<p> <b>ACT Coach</b> • <b>A</b> Practice proven, science-based Acceptance and Commitment Therapy (ACT) for your daily life.</p> <p> <b>AIMS for Anger Management</b> • <b>A</b> Better track, address, and manage your anger with AIMS.</p> <p> <b>Couples Coach</b> • <b>A</b> Explore ways to improve your relationship with your partner.</p> <p> <b>CPT Coach</b> • <b>A</b> Deliver your cognitive processing therapy (CPT) treatment for PTSD.</p> <p> <b>PE Coach 2</b> • <b>A</b> Use this app during prolonged exposure (PE) therapy with a health professional.</p> <p> <b>PTSD Coach</b> • <b>A</b> Get the info, support, and tools you need to manage PTSD.</p> <p> <b>PTSD Family Coach</b> • <b>A</b> Receive the support you need for living with someone who has PTSD.</p> <p> <b>STAR Coach</b> • <b>A</b> Enhance your progress with psychotherapy with interactive tools and education.</p>	<p> <b>Annie App for Veterans</b> • <b>III</b> Receive text reminders to help you manage your care.</p> <p> <b>Ask a Pharmacist</b> • <b>III</b> Access information about VA pharmacies and medication easily.</p> <p> <b>My VA Images</b> • <b>III</b> Submit and track dermatology and health photos and videos in response to requests from your VA provider.</p> <p> <b>Pain Coach</b> • <b>III</b> Receive helpful tools for tracking and managing chronic pain.</p> <p> <b>Sleep Coach</b> • <b>III</b> Use this app with your CBT Coach to track your sleep apnea at home.</p> <p> <b>VA Health Chat</b> • <b>A</b> Chat with VA staff members through easy online access (available on desktop sites).</p> <p> <b>VA Online Scheduling</b> • <b>III</b> Schedule, request, and track VA appointments with ease.</p> <p> <b>VA Video Connect</b> • <b>A</b> Secure video visits with your VA care team from anywhere.</p>	<p> <b>Airborne Hazards and Illness Registry</b> • <b>III</b> Open Bureau PE Registry. Access information and resources for deployment-related exposures.</p> <p> <b>Multi-Kidney</b> • <b>III</b> Monitor your kidney health and access educational resources.</p> <p> <b>VA Mental Health Checkup</b> • <b>III</b> For Veterans. Monitor stress, and access information for mental health conditions.</p> <p> <b>VA Pressure Ulcer Resource</b> • <b>A</b> Learn to prevent and care for pressure ulcers and injuries.</p> <p> <b>Rx Refill</b> • <b>A</b> Request, refill, and track VA prescriptions with ease.</p>

### Connect today!

To browse more tools that may fit your needs, visit [mobile.va.gov/appstore](https://mobile.va.gov/appstore).

Most apps are available on the Apple App Store and Google Play; however, some apps are available only on the VA App Store through a desktop version.

If you need technical assistance with these tools, call:

Health Resource Center Help Desk:  
877-470-5947 | Monday to Friday: 7 a.m. – 7 p.m. CT.

Office of Connected Care Help Desk:  
866-651-3180 | 24/7



VA Mobile

VA Telehealth

health.vet

Draft version 3.0 Updated: 12MAR2021

Send feedback on this draft version to: [survey.monkey.com/va/virtualcare](https://survey.monkey.com/va/virtualcare)

## Share with Veterans:

- What virtual care tool to use
- The goal of the virtual care tool
- How to use and access the tool
- The expected frequency of use

Available at: [connectedcare.va.gov/outreach-toolkit](https://connectedcare.va.gov/outreach-toolkit)



# Video Demonstrating Integration into Clinical Care



Example scenario

## Prescription for VA Virtual Care Tools

Expanding Veteran Access to Care Through Virtual Technologies

• iOS • Android • Web • Requires login

Achieve Your Health Goals	Improve Your Mental Health	Connect With Your Care Team	Manage Your Care
<input type="checkbox"/> <b>CBT Coach</b> • • Receive support for cognitive behavioral therapy (CBT) for insomnia.	<input type="checkbox"/> <b>ACT Coach</b> • • Practice lessons learned during acceptance and commitment therapy (ACT) in your daily life.	<input type="checkbox"/> <b>Annie App for Veterans</b> • • Receive text reminders to help you manage your care.	<input type="checkbox"/> <b>Airborne Hazards and Open Burn Pit Registry</b> • • Access information and resources for deployment-related exposures.
<input type="checkbox"/> <b>Concussion Coach</b> • • Manage concussion symptoms with this customizable tool.	<input type="checkbox"/> <b>AIMS for Anger Management</b> • • Better track, address, and manage your anger with AIMS.	<input type="checkbox"/> <b>Ask a Pharmacist</b> • • Access information about VA pharmacies and medication easily.	<input type="checkbox"/> <b>MobileKidney</b> • • Monitor your kidney health and access educational resources.
<input type="checkbox"/> <b>COVID Coach</b> • • Receive tools to support self-care and mental health during the COVID-19 pandemic.	<input type="checkbox"/> <b>Couples Coach</b> • • Explore ways to improve your relationship with your partner.	<input type="checkbox"/> <b>My VA Images</b> • • Submit and track dermatology and health photos and videos in response to requests from your VA provider.	<input type="checkbox"/> <b>VA Mental Health Checkup</b> • • Monitor, assess, and access information for mental health conditions.
<input type="checkbox"/> <b>Insomnia Coach</b> • • Guided breathing and tips to help you track insomnia and improve sleep.	<input type="checkbox"/> <b>CPT Coach</b> • • Enhance your cognitive processing therapy (CPT) treatment for PTSD.	<input type="checkbox"/> <b>Pain Coach</b> • • Receive helpful tools for tracking and managing chronic pain.	<input type="checkbox"/> <b>VA Pressure Ulcer Resource</b> • • Learn to prevent and care for pressure ulcers and injuries.
<input type="checkbox"/> <b>Live Whole Health</b> • • Learn skills to help you reach your whole health goals.	<input type="checkbox"/> <b>PE Coach 2</b> • • Use this app during prolonged exposure (PE) therapy with a health professional.	<input type="checkbox"/> <b>Somnography</b> • • Pair this app with your CPAP machine to track your sleep apnea at home.	<input type="checkbox"/> <b>Rx Refill</b> • • Request, refill, and track VA prescriptions with ease.
<input type="checkbox"/> <b>Mindfulness Coach</b> • • Learn mindfulness to reduce stress and improve emotional balance.	<input type="checkbox"/> <b>PTSD Coach</b> • • Get the only, support, and tools you need to manage PTSD.	<input type="checkbox"/> <b>VA Health Chat</b> • • Chat with VA staff members through easy online access (available at limited sites).	
<input type="checkbox"/> <b>MOVE! Coach</b> • • Lose weight with this app's 19 week weight loss program.	<input type="checkbox"/> <b>PTSD Family Coach</b> • • Receive the support you need for living with someone who has PTSD.	<input type="checkbox"/> <b>VA Online Scheduling</b> • • Schedule, request, and track VA appointments with ease.	
<input type="checkbox"/> <b>Stay Quit Coach</b> • • Create a tailored plan to quit smoking and stay smoke-free.	<input type="checkbox"/> <b>STAR Coach</b> • • Enhance your in-person STAR psychotherapy with interactive tools and education.	<input type="checkbox"/> <b>VA Video Connect</b> • • Secure video visits with your VA care team from anywhere.	
<input type="checkbox"/> <b>VetChange</b> • • Develop healthier drinking habits through this app tools and guidance.			

Connect today!  
To browse more tools that may fit your needs, visit  
**mobile.va.gov/appstore**  
Most apps are available on the Apple App Store and Google Play, however, some apps are available only on the VA App Store through a desktop version.  
If you need technical assistance with these tools, call the Office of Connected Care Help Desk: **866-631-3180 | 24/7**

**VA Mobile** **VA Telehealth** **VA Health**





## Clinician's Guide: Virtual Weight Management Intervention

## Clinician's Guide: Virtual Pain Management

## VA Virtual Care Guide for TeleOncology

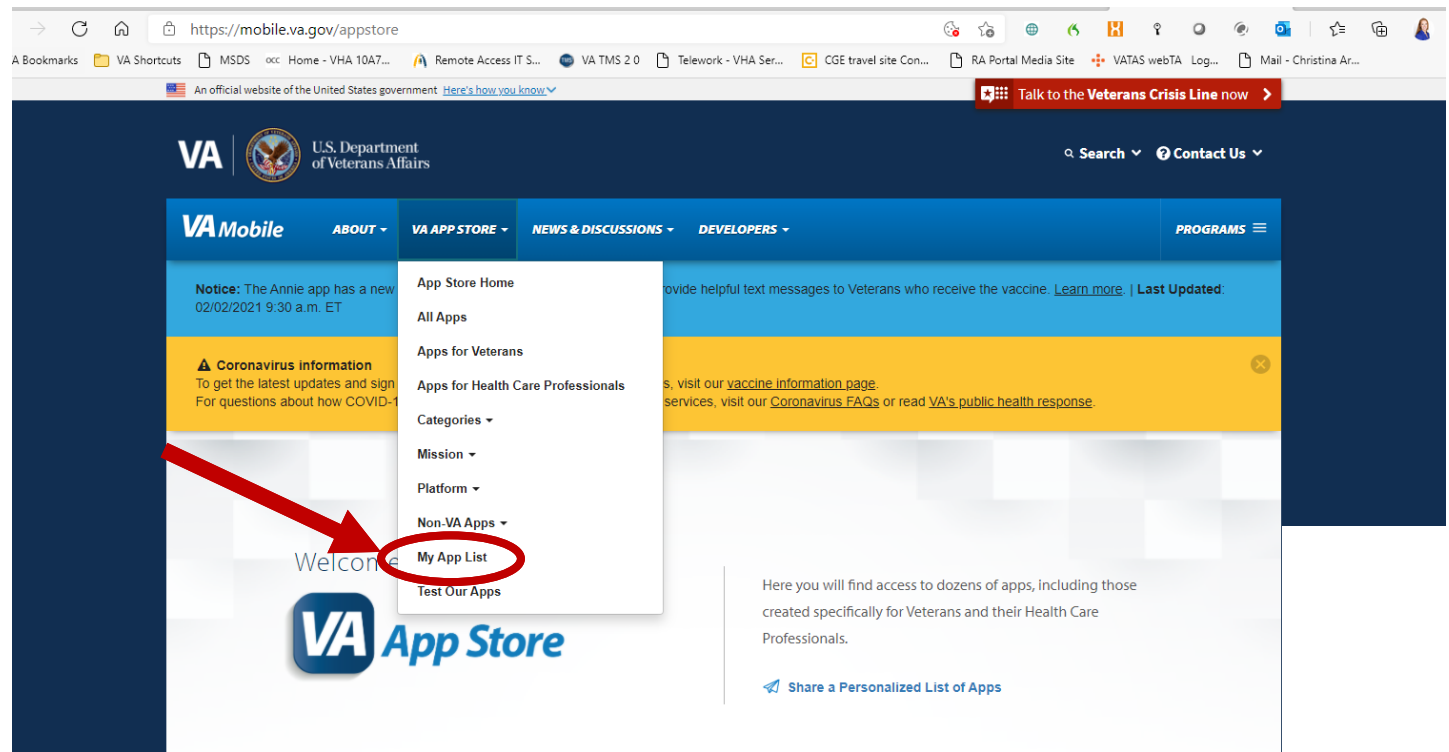
VETERANS HEALTH ADMINISTRATION





# Custom Prescription Pad

- 'My App List' can be accessed at:  
<https://mobile.va.gov/my-app-list>
- Find it on the dropdown menu in the VA App Store:



**VA Mobile**  
My App List

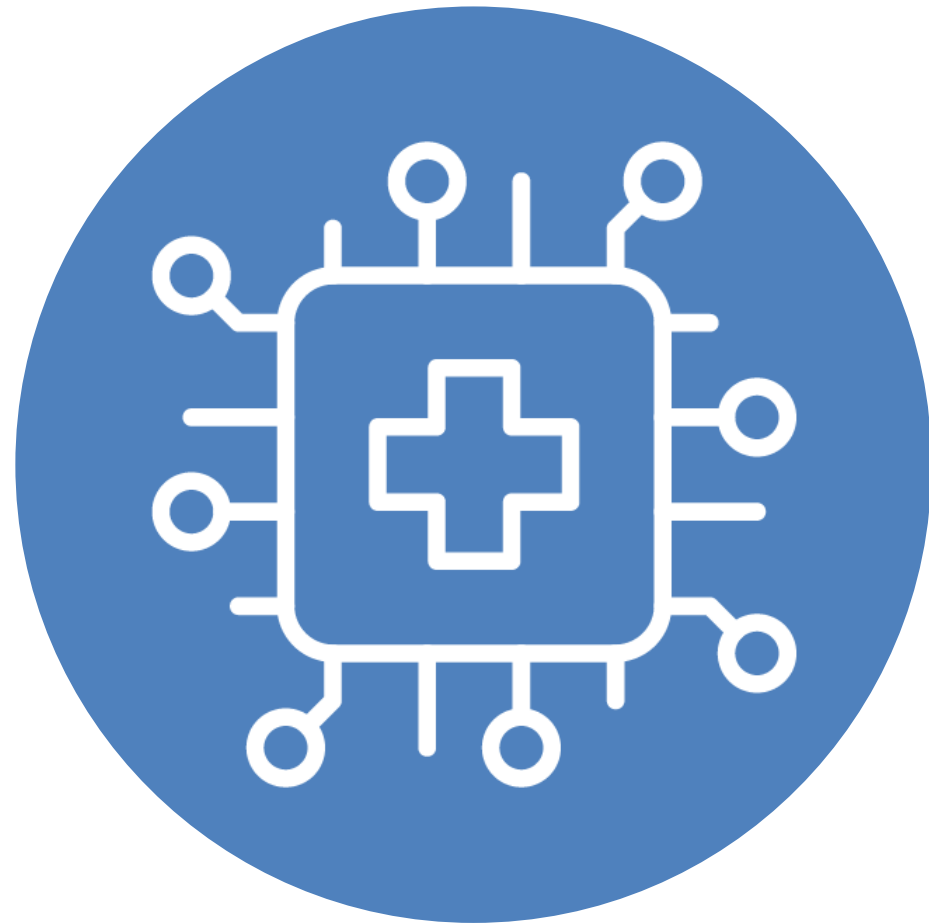


# What's Next?



# The healthcare system is forever changed

- The healthcare system will be feeling the direct impact for the next five to ten years we're going to continue feel the effects. To prepare we need:
  - Further the development and integration of emerging virtual care tools
  - Changes in policies and practices to ensure continuity of operations and prepare for future emergencies
  - To invest in workforce expansion trained in virtual care and in infrastructure improvements to support virtual care





# Developing and Implementing Virtual Care Technologies

- Sensors, Wearables, and Remote Patient Monitoring
- Patient-Generated Health Data
- Prescribing Virtual Care
- Rolling out new EHR and creating interoperability with existing infrastructure





# Changes in Policies and Practices

## **Pre-pandemic**

- MISSION Act

## **During pandemic**

- CARES Act
- VHA Directive 1914
- SAVES Lives Act
- VHA Directive 6506
- American Recovery Plan Act



# Patient-Generated Health Data (PGHD)

## Current PGHD toolkit:

- [PGHD Introductory Video \(YouTube\)](#)
- [PGHD in VCM Introductory Video \(YouTube\)](#)
- [VHA Directive 6506 – Review and Use of PGHD](#)
- [PGHD Communications SharePoint](#)
- [PGHD Fact Sheet](#)
- [PGHD in Virtual Care Manager Fact Sheet](#)
- [PGHD and Shared Vitals in My Health eVet Fact Sheet](#)
- [Published Competencies for Sensor, Wearable and Remote Patient Monitoring](#)

**In development:** PGHD section in Connected Care Academy ([vaots.blackboard.com](https://vaots.blackboard.com)), as well as several on-demand continuing education training modules (Introduction to PGHD (this should be available by the end of October); Clinical Use of PGHD in Virtual Care Manager (this should be available by the end of December); What VA Healthcare Staff Need to Know about Veteran Use of PGHD in VA Health Hub (this should be available by the end of February)).



# Resources

## Connected Care Training Resources

- [Connected Care Academy](#)
- [Connected Care Outreach Toolkit](#)
- [Connected Care Discussion Series](#)
- Attend our monthly VA Connected Care Community of Practice (email [CHImplementation@va.gov](mailto:CHImplementation@va.gov) to be put on distribution list)



# Questions?



Thank you!

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**VA**



**U.S. Department of Veterans Affairs**  
Veterans Health Administration  
*Office of Connected Care*