Asynchronous Telehealth Initiatives for Limb Loss Care
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Connected Care Discussion Series: Asynchronous Telehealth Initiatives for Limb Loss Care
April 28, 2022
Amputation System of Care at the VA
Virtual Care in Denver

• Access to care $\rightarrow$ telehealth clinics to remote sites
  – Established clinics in Colorado, Wyoming, Montana VA sites

• Timely Access to care $\rightarrow$ VVC to home (2018)
  – Montana amputation clinic appointment wait time decreased from 3 months to 2 weeks.

• Timely Access to care with collaboration with local non-VA Care team $\rightarrow$ VVC to vendor office (2019)

Treating Prosthetist’s Participation During VA Amputation Clinic Evaluation (2019)
Where are we today with Virtual Care?

- 211/692 (CVT to local VA site)
- 211/693 (CVT to remote/IFC VA site)
- 211/179 (VVC to patient’s home)
- 211/648 (VVC to non-VA site)
- 250/179 (Group amputation rehabilitation through VVC)
- 418/693 (prosthetist only assistance to IFC VA site) – Not included in graph below
Welcome to My VA Images

Start using the application by selecting/tapping one of the options below to take Hi-Res images/pictures or videos of the area(s) of interest

- **My Telederm**
  - 3 items requiring action

- **My Video**
  - 3 items requiring action

- **My Photos**
  - 3 items requiring action
My VA Images

- In transition with Virtual Care manager, testing in progress for national release soon
- Better image quality than MHV, less bandwidth required
- Vista integration with CPRS note writer, encounter completion, image saved into the record
  - Ability to reply through app with saving to record
My VA Images

- VA Amputation Clinic “check out” appointments
  - Clinical Improvements
  - Alignment
  - Cost
My VA Images

- VA Amputation Clinic “check out” appointments
  - Clinical Improvements
  - Alignment
  - Cost
- Skin/Soft Tissue Assessment
My VA Images

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• Pain Assessment
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VA Amputation Clinic

- “check out” appointments
- Clinical Improvements
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- Skin/Soft Tissue Assessment
- Pain Assessment

Video Request Details

Click the video icon to view the submitted video: 

NOTE: Video can only be viewed for two (2) years from submission date.

*Comment back to patient:

Thank you for submitting the video and your efforts to do so. It looks like the area is along the peroneal nerve region. I know the socket fits solid/good, but I wonder if there is just too much pressure (not to cause skin damage, but to just irritate the nerve). I see you and Phil have an appt 3/24 at RMH. I can pop in then during that appt.

Comment made by So, Noel on 03/16/2022

Add another comment

Export to Notewrite | Cancel

Patient Viewer - v5.0.29

Logged in as: So, Noel - Rocky Mountain Regional VA Medical Center
My VA Images

- VA Amputation Clinic “check out” appointments
  - Clinical Improvements
  - Alignment
  - Cost
- Skin/Soft Tissue Assessment
- Pain Assessment
- Gait Assessment
My VA Images

- Our goal is to make this the standard for “check out” appointments for our clinic, if the veteran is doing well after prosthesis delivery

- Our next goal is to roll this out across ASoC as a standardized practice

- Special THANKS to Dr. Helen Hoenig, Sara Derycke, and the Asynchronous Telehealth My VA Images/VCM team
The Sock Ply Management Protocol
Presented by the HealthCare Access Committee for the ASoC
• Improve sock ply management skills
• Reinforce training already provided
• Provide education and encouragement
• Interactive text messages
• Annie replies with guidance based on answers provided
• Tapering of message frequency
• Uses - post initial rehab, post boot camp, ANYTIME!
Protocol’s Flow:

Day 1
Welcome and pre-app questions

Week #1
7 days of contact

11 am
What is your sock ply?

What is your socket comfort?

If answer b/n 1-6

Did that increase your comfort?

If Yes, Done

If No, You may want to call your prosthetist to help with your socket fit.

3 pm
What is your sock ply?

If answer b/n 7-10

Great, talk to you later today.

5:30 pm
send education and good night message

Week 1-
7 days of contact 2X/day

Week 2-
5 days of contact 2X/day

Week 3-
3 days of contact 2X/day

Week 4-
2 days of contact 2X/day

Proper sock ply can greatly affect socket comfort. Consider adjusting your sock ply to improve your comfort.
Clinician Education Flyer for Annie - ASoC Sock Ply Management

This 28 day protocol assists Veterans in learning to manage the fit of their prosthesis through education and encouragement to reinforce training already provided by the Amputation Team. Initially, messages will be daily and slowly taper to promote self-management.

Annie works through interactive text messages requesting updates on socket fit and comfort. Annie replies with guidance based on answers provided.

For use with any Veteran nearing the end of initial rehab, getting used to a new socket, or needing extra support to manage socket fit.

Follow the steps below to get your Veteran started:

1. How to Register A Veteran (SharePoint Link)
   Annie_Registration_Clinician Check List 20Feb2019.pdf

2. Protocol Assignment (SharePoint Link)
   Annie_Protocol Assignment Clinician Check List 20Feb2019.pdf

3. Veteran Consent to Annie (SharePoint Link)
   Consent to Participate in Annie CPRS Template.docx

General Annie Resources, Trainings, and FAQ's:

Annie for Clinicians
Annie for Veterans
Welcome to the Annie protocol! I’ll be checking in daily with questions about your sock ply and socket comfort over the next 4 weeks!

Hi this is Annie, How many plys of sock are you wearing right now? (2) 3ply socks would equal 6 plys). Respond like this: Ply 6

What is your socket comfort this morning on a scale of 1-10 with 10 being most comfortable? Respond like this, Comfort 7

It sounds like you aren’t feeling comfortable, try adding or removing one sock.

Did that improve your comfort? Please respond with either Improve YES or Improve NO.

It sounds like you aren’t feeling comfortable, try adding or removing one sock.

Please call your prosthetist, I will message you to check in again later.
Education and Encouraging Messages:

If you wear a liner with a pin, be sure the sock material is clear of the pin to avoid getting it stuck in the lock.

Good evening, this is Annie. The key to success is to focus on your goals, not your obstacles. Talk to you next time.
Pre/Post App Questions: FY23 Goal

How often should you wash your socks?
   A. Monthly   B. Daily   C. Weekly   D. When dirty

When should you wear your shrinker?
   A. When prosthesis is off   B. When sleeping   C. Never   D. Once a week

Should you carry extra socks with you?
   A. Yes   B. No

What concern would cause you to call your prosthetist?
   A. Red spot that won’t go away   B. Wearing 15 ply   C. Hearing a clicking noise   D. All of the above

When should you sit for long periods with your legs hanging down and unsupported?
   A. When watching tv   B. When eating dinner   C. Never   D. When in a plane, train, or automobile

Is it ok for your socks to be wrinkled in your prosthesis?
   A. Yes   B. No

How often should you check your skin?
   A. Once per week   B. Daily   C. Twice per day   D. Monthly

When is it appropriate to modify your socks?
   A. When my socket is painful   B. When my leg is sore   C. When my socks are dirty   D. Never

Do you know how to contact your team?
   A. Yes   B. No

What is the first thing you should do if your socket feels loose?
   A. Tighten fit with whatever material you can find   B. Call your prosthetist   C. Add socks 1 ply at a time   D. Both A and B
– The Sock Ply Management Protocol is ready for use!

– Text ANNIE to 1-844-480-0303 to experience

– Questions? Ideas for another protocol?
   Email the HealthCare Access Committee:
   
   vhaasochcacommittee@VA.gov
Thank You

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