



U.S. Department  
of Veterans Affairs

# VA Telehealth: Overview and VISN 1 Opportunities

Office of Connected Care  
Veterans Health Administration

January 2018



# VA Connected Care's Mission

**Access** and the **Veteran Experience** will be enhanced through information and communication technologies that are effectively integrated into the daily lives of Veterans and VA Staff.



**ACCESS TO  
TRUSTED RELATIONSHIPS**



**ACCESS TO  
TRUSTED HEALTH INFORMATION**



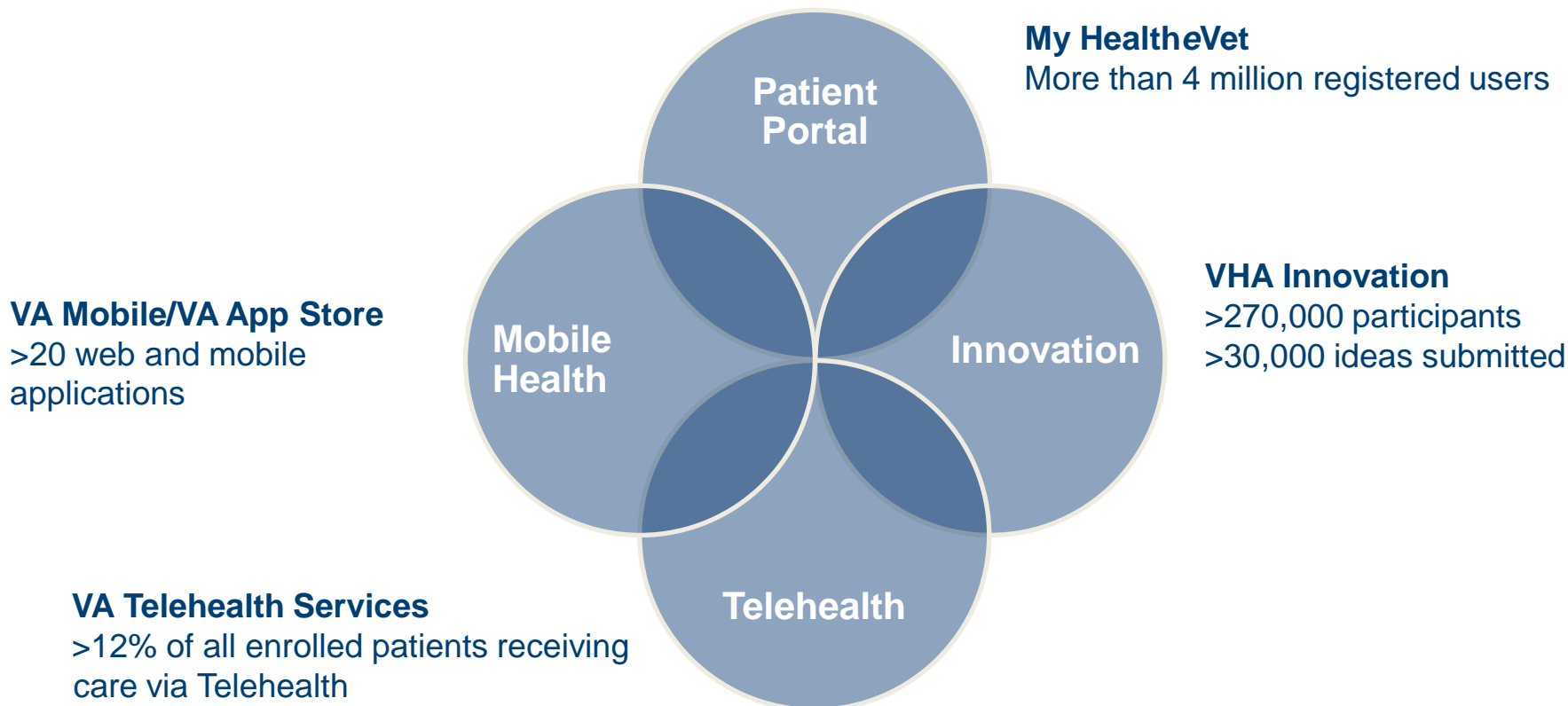
**IMPROVING THE  
CARE EXPERIENCE**





# Connected Care

Expanding patient access to care and enhancing the experience of care through virtual technologies





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# VA Telehealth



# TOPICS

- Where We Started
- Where We are Today
- Where We are Going
- Anywhere to Anywhere





# WHERE WE STARTED

## **1959** University of Nebraska Medical Center

- Two-Way Television
- Group Therapy
  - Omaha VA
  - Lincoln VA
  - Grand Island VA Hospital



*Image from Wittson, Cecil L.; Affleck, D. Craig; Johnson, Van Mental Hospitals, Vol 12(10), 1961, 22-23.*



# WHERE WE STARTED

## Where VA Telehealth Occurs

### Home

- Home Telehealth
- Remote Monitoring
- VA Video Connect



### Clinic

- Video Telehealth
- Store and Forward Telehealth



### Hospital

- TeleICU
- TeleStroke



## How VA Implements Telehealth

### Facility

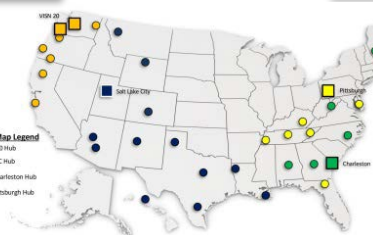
Telehealth encounters delivered to facility CBOCs and into the home



### Regional

Telehealth Resource Hubs

- TeleDermatology
- TeleMental Health
- TelePrimary Care
- TeleRehabilitation
- TeleSleep



### National

Expert TeleConsultation

- National TeleMental Health Center
- TeleRadiology
- TeleGenomics

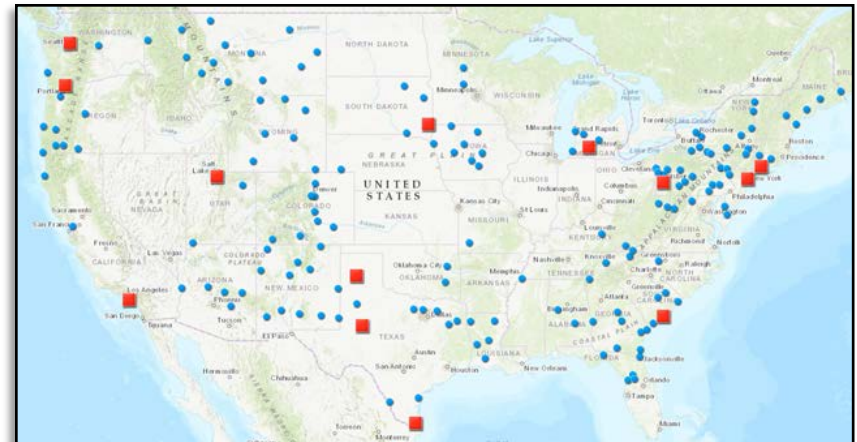




# WHERE WE ARE TODAY: VHA DATA

## VHA Telehealth: 2017

- **>2.18 million** episodes of care
- **>727,000 Veterans** served
  - 45% live in rural areas
  - High satisfaction
- **>50 specialties**
- **>900 locations**
- **Home Telehealth:**
  - **57%** reduction in VA bed days of care
  - **34%** reduction in acute psychiatric VA bed days of care
  - **31%** decrease in VA hospital admissions



Telemental Health Hubs and Spokes



Tele-Primary Care Hubs and Spokes





# EXAMPLES OF TELEHEALTH SPECIALTIES

- TeleAddiction Services
- TeleAudiology
- TeleAmputation Care
- TeleBipolar Disorder
- TeleCardiology
- TeleChaplain
- TeleDental Care
- TeleDermatology
- TeleEpilepsy
- TeleGastrIntestinal/Hepatitis Care
- TeleGenomic Counseling
- TeleInfectious Disease
- TeleKinesiology
- TeleMOVE! Weight Management
- TeleNephrology
- TeleNeurology
- TeleNutrition



- TeleOccupational Therapy
- TelePain Management
- TelePathology
- TelePodiatry
- TelePolyTrauma Care
- TelePulmonology
- TeleRehabilitation
- TeleSchizophrenia
- TeleSpinal Cord Injury Care
- TeleSpirometry
- TeleSurgery (Pre & Post Care)
- TeleTransplant (Pre & Post Care)
- TeleSleep Medicine
- TeleWound Care
- Women's Telehealth





# WHERE WE ARE TODAY: PROGRAMS

## Clinical Video Telehealth: TeleMental Health



*Into the Home*



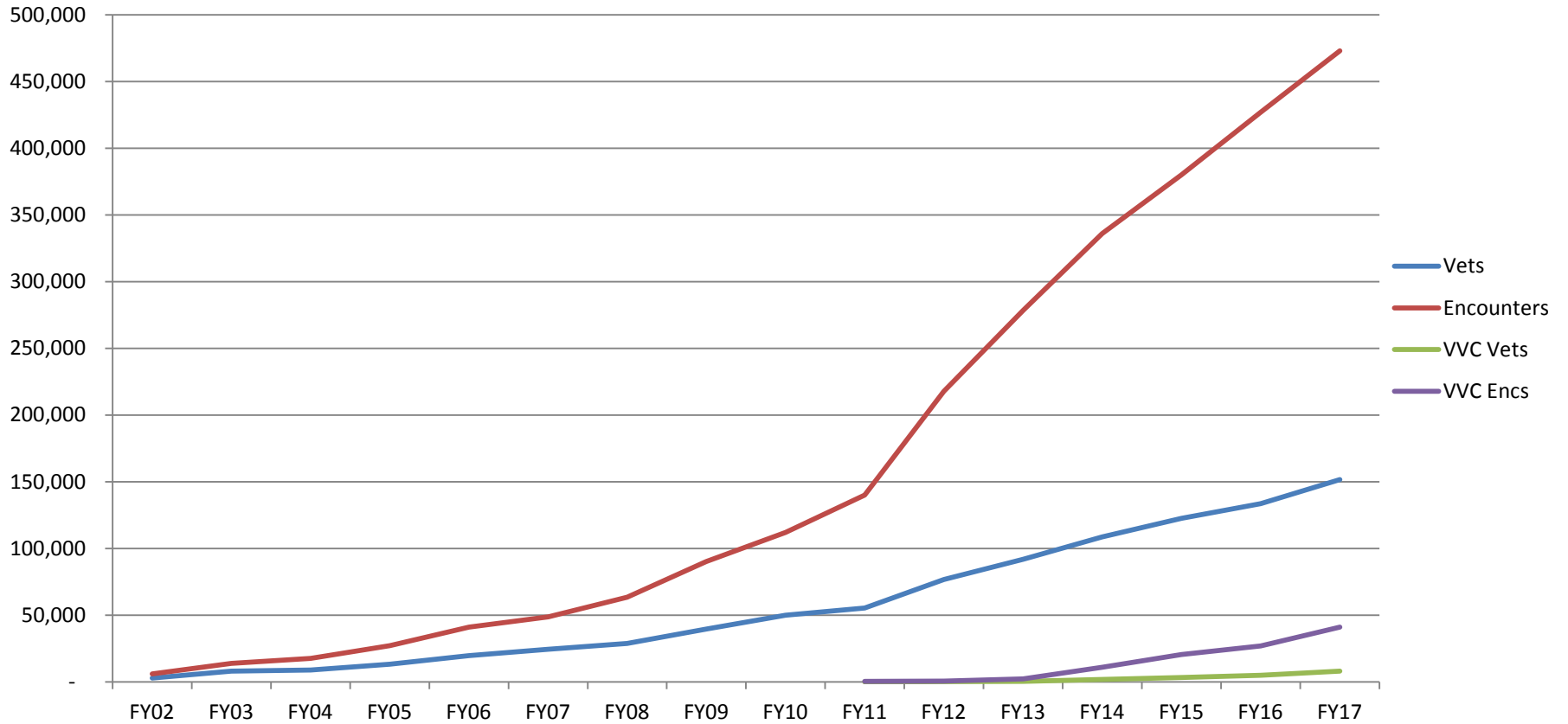
*Clinic Based*

*National Expert Consultation*





# TELEMENTAL HEALTH GROWTH FY02-17





# WHERE WE ARE TODAY: PROGRAMS

## **Clinical Video Telehealth: Primary Care**

*Leverages TelePresenters and Exam Peripherals*

- Multidisciplinary team model
- In-person and video





# WHERE WE ARE TODAY: PROGRAMS

## Store-and-Forward Telehealth:

- **TeleDermatology**
  - ~107,000 FY17 Encounters
- **TeleRetinal Imaging (TRI)**
  - ~186,000 FY17 Encounters
  - Trained Imagers and TRI Equipment





# WHERE WE ARE TODAY: PROGRAMS

## Remote Monitoring

- 145,000 Veterans in FY17
- Care and Case Management
- Devices, Software or Interactive Voice Response
- Chronic disease management
- *Independence*



*Chronic Disease Management*

*Independence/NIC*





# Home Telehealth





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# Where We Are Going: Anywhere to Anywhere

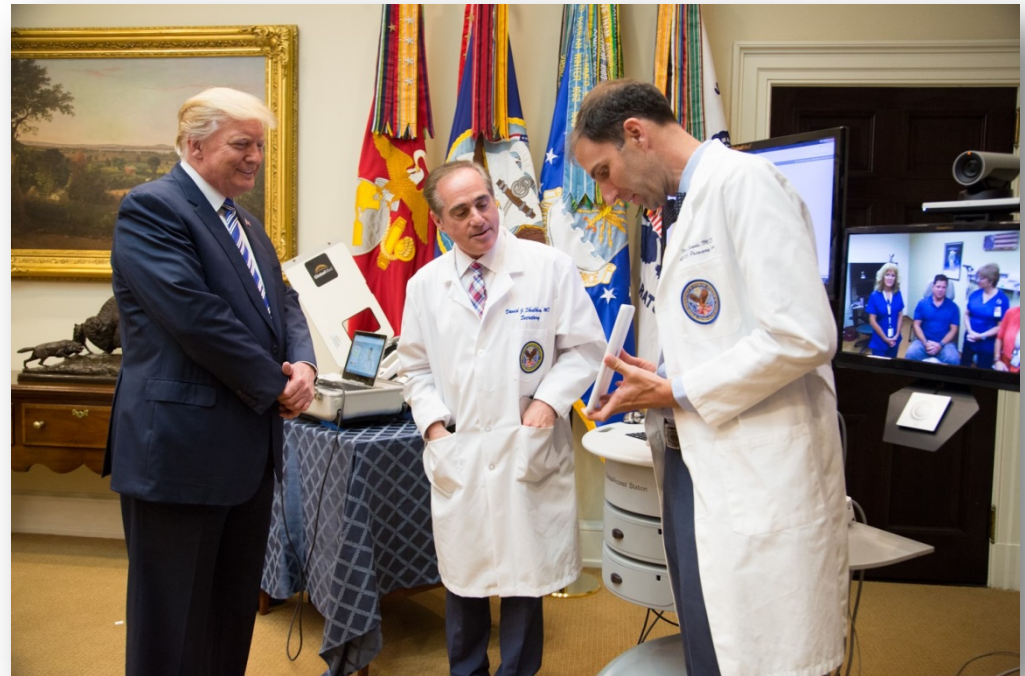




# Anywhere to Anywhere Telehealth

On August 3, 2017, the President and Secretary Shulkin discussed plans to **expand VA telehealth services**.

Dr. Shulkin announced plans for a proposed rule that “allows our VA providers to provide telehealth services from anywhere in the country to veterans anywhere in the country, whether it's in their homes or any location. We call it **‘anywhere to anywhere’ VA healthcare**. That's a big deal.”



VA also launched **VA Video Connect**, an app that allows Veterans receiving VA care to access those health care services on their smartphones, tablets and personal computers.



# Regulation Update

VA will be issuing a regulation authorizing our providers to care for our Veterans *Anywhere to Anywhere*

## Fall 2017:

- OMB published regulation in a Notice of Proposed Rulemaking NPRM:  
<https://www.federalregister.gov/documents/2017/10/02/2017-20951/authority-of-health-care-providers-to-practice-telehealth>

## Next Steps

- VA received nearly 80 comments during the public comment period.
- VHA addresses the public comments in the rule and obtains approval to publish as final rule.
- **The final rule is expected to be published and become legally effective in early 2018.**



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# VA Video Connect





# What is VA Video Connect?

- **Video Conferencing Tool**
  - Web based
- Quick & Simple
- Encrypted & Secure
- Connects providers to Veterans, families, caregivers
  - Any device
  - Any location
  - Any time

***\*Integrated into workflow, patient lifestyle***

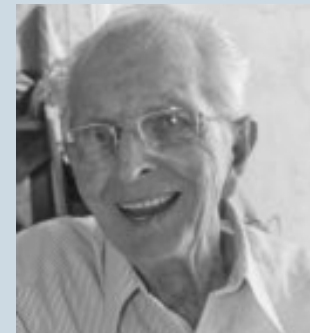
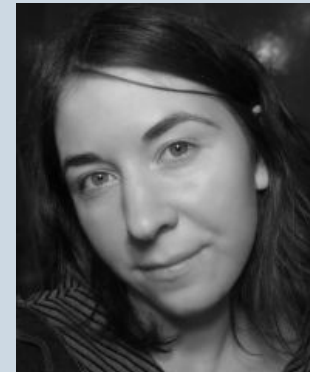
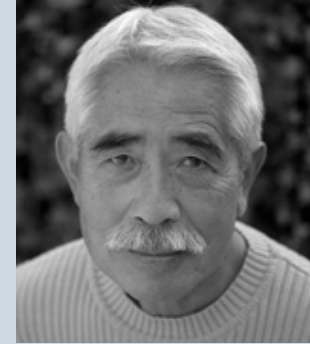




# VA Video Connect Data *(as of August 2017)*

- **55,882:** Video to Home/Non-VA Location Encounters - up 45
- **12,000+:** Video to Home/Non-VA Location Unique Users - up 43%
- **2,833:** Staff Trained

*Growth Target for FY2017-FY2018  
Video to Home/Non-VA Location  
Unique Users: **2000%***





# How It Works



## 1. Schedule

VA Video Connect Visit

## 2. Open

Email & Click on link.

## 3. Join

Virtual Medical Room



# How It Works



## Request an On Demand Virtual Medical Room

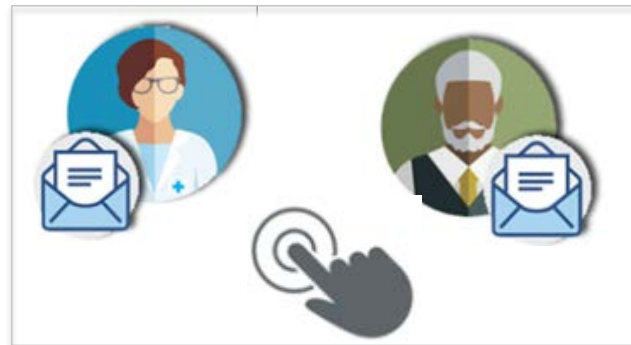
Patient E-mail Address \*

Test.Person@email.com

Request On Demand VMR



The On Demand VMR has been created. Emails have been sent to provider and patient.

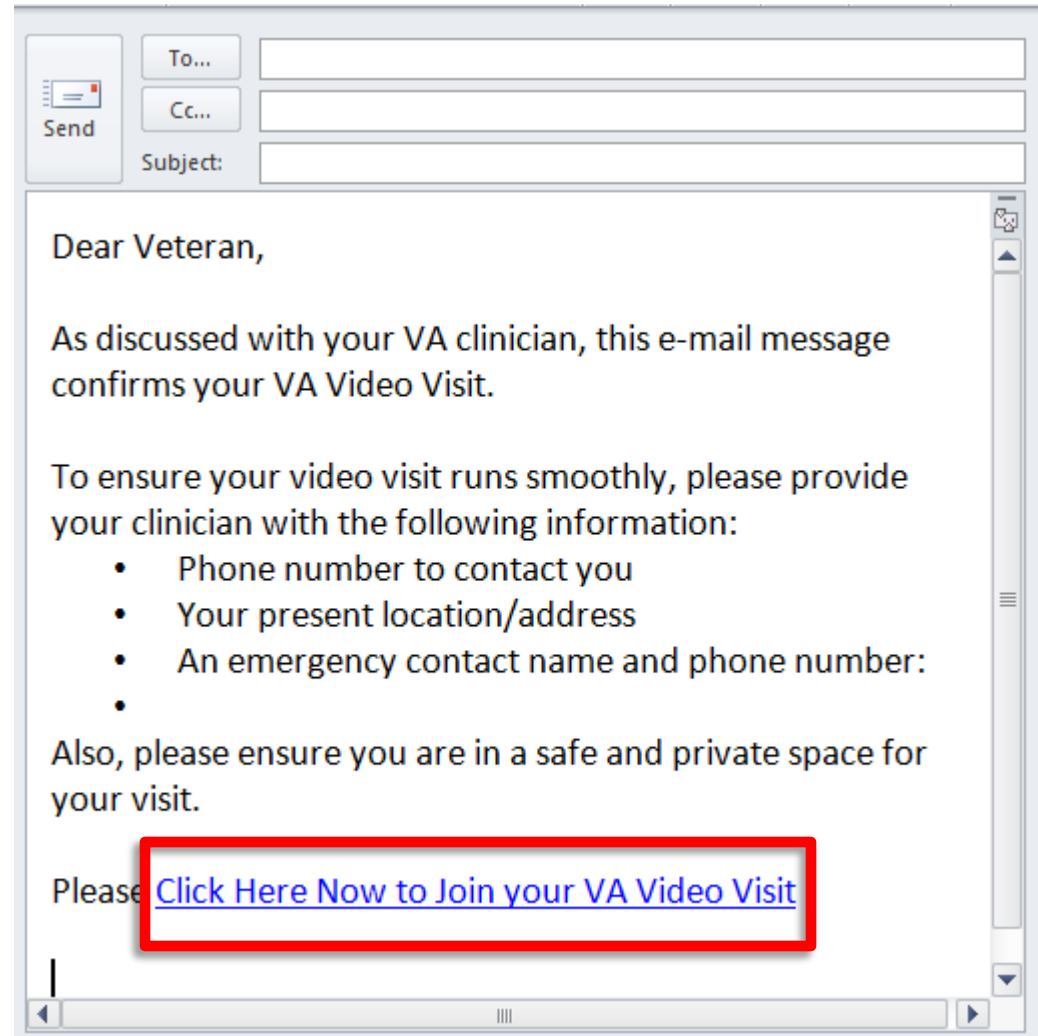




# How It Works

## Sample Email

[\(Click Here to Demonstrate\)](#)







# How Does It Work

## Inside the Virtual Medical Room





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# VISN 1 Opportunities



# CURRENT STATE

## **Top 5 Clinical Video Telehealth clinics in the VISN in FY17 (by volume)**

- Mental Health – individual sessions
- MOVE Program group sessions
- Physical Therapy
- Clinical Pharmacy
- Podiatry

## **Top 5 Clinical Video Telehealth clinics in Manchester in FY17 (by volume)**

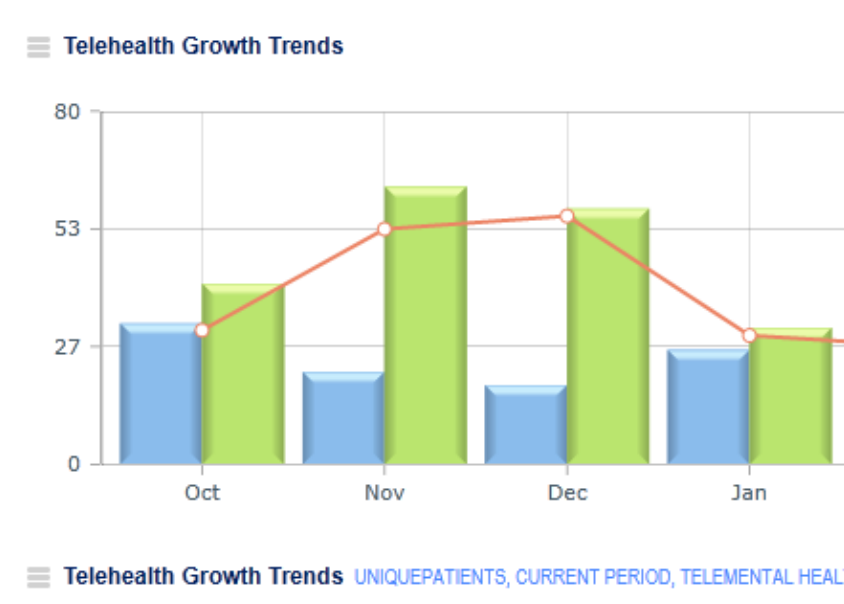
- Clinical Pharmacy
- MH Clinic – individual sessions
- Nutrition/Dietetics – individual sessions
- Amputation Clinic
- Physical Therapy



# ONGOING EFFORTS

- Manchester is increasing its utilization of all modalities of telehealth.
- Usage of CVT for Mental Health during the first quarter of FY18 doubled (when compared with FY17).
- At the January midpoint, the TeleMental Health encounter count already exceeds the entire volume for January FY17.

**Blue - FY17**  
**Green - FY18**





## VISN 1 TELEHEALTH HUBS - OPPORTUNITIES

- VISN 1 TeleMental Health – VA Connecticut
- National TeleMental Health Center – VA Connecticut
- TeleDermatology – Providence, Boston
- TeleSpinal Cord Injury – Boston
- TeleRetinal Imaging – Boston

***All hubs have capacity to provide additional services and support to Manchester***