USE OF TECHNOLOGY TO SUPPORT ACCESS, SELF-MANAGEMENT AND CARE PROCESS

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Research support
- Department of Veterans Affairs
- National Institutes of Health

Prior consultant to Magellan Health; no current support

This presentation does not reflect official policy or positions of the Department of Veterans Affairs
Focus on
- Chronic pain
- Adults
- Psychological/behavioral interventions
- Themes around technology as a method of delivering self-management
 WHY USE TECHNOLOGY TO DELIVER CARE?

- Increase access to providers
- Address travel and schedule barriers
- Reduce patient burden
- Reduce stigma
- Internet
- SMS/text
- Interactive voice response (IVR)
- Mobile apps
- Wearable devices
- Telemedicine-2 way communication voice/visual
- Machine learning/Artificial intelligence
- Virtual reality
- Social avatars

DIVERSE TECHNOLOGIES
DIVERSE INTERVENTIONS

- Adaptations of theory and evidence-based interventions
  - Psychological/behavioral, exercise/physical activity
- Treatment components
  - Self-monitoring/diaries, goal setting, social support, skill acquisition, education, reminders, assessment, patient/provider communication
- Level of therapist interaction
  - Self-guided, asynchronous, synchronous
Promising findings but limitations in quality and comparability prevent answering questions\textsuperscript{3}

- What is the effectiveness of these interventions relative to in-person care
- Which technologies are best
- Which treatments or treatment components are most important/effective
- What level of therapist contact is necessary


\textbf{EVIDENCE}
RECOMMENDATIONS

- Higher quality studies
- Increase comparability across studies
- Focus on interventions with theoretical or evidence base
- Examine cost of treatments
- Determine role of therapist contact
- Include clinical experts and researchers in development
- Develop or adapt treatments for special/underserved populations

We know very little about implementation of these interventions

- Direct to patient
- Health system

Barriers and facilitators to internet treatment for anxiety and depression\(^5\)

- Need for better and more timely access is clear
- Skepticism about treatment
- Recruitment/Marketing
- Fit with therapist practice
- Two transition points to navigate to sustainability

POLICY/GUIDANCE

- Billing
- Licensure
- Sustainability
- Manage risk
- Information security
- Promote of research/commercial/system/governmental partnerships
- Develop consensus statements

SUMMARY

- Not everyone who wants or could benefit from self-management interventions will get them under the current system
- Technology-based treatments show promise, but important barriers remain
- We do not know which treatments are best
- We don’t know how to implement technology-based treatments into routine care
- Independent researcher acting alone will not surmount the barriers
  - Consensus among researchers
  - Partnerships