

Enhancing Access via Telehealth @ US Dept of Veterans Affairs

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VA



U.S. Department of Veterans Affairs

Veterans Health Administration
Office of Connected Care

*What's
Happening
In Virtual
Care at VA?*



Priorities



Accessibility

Bring care to the Veteran



Capacity

Match supply and demand across the enterprise



Quality

Provide the right care at the right time



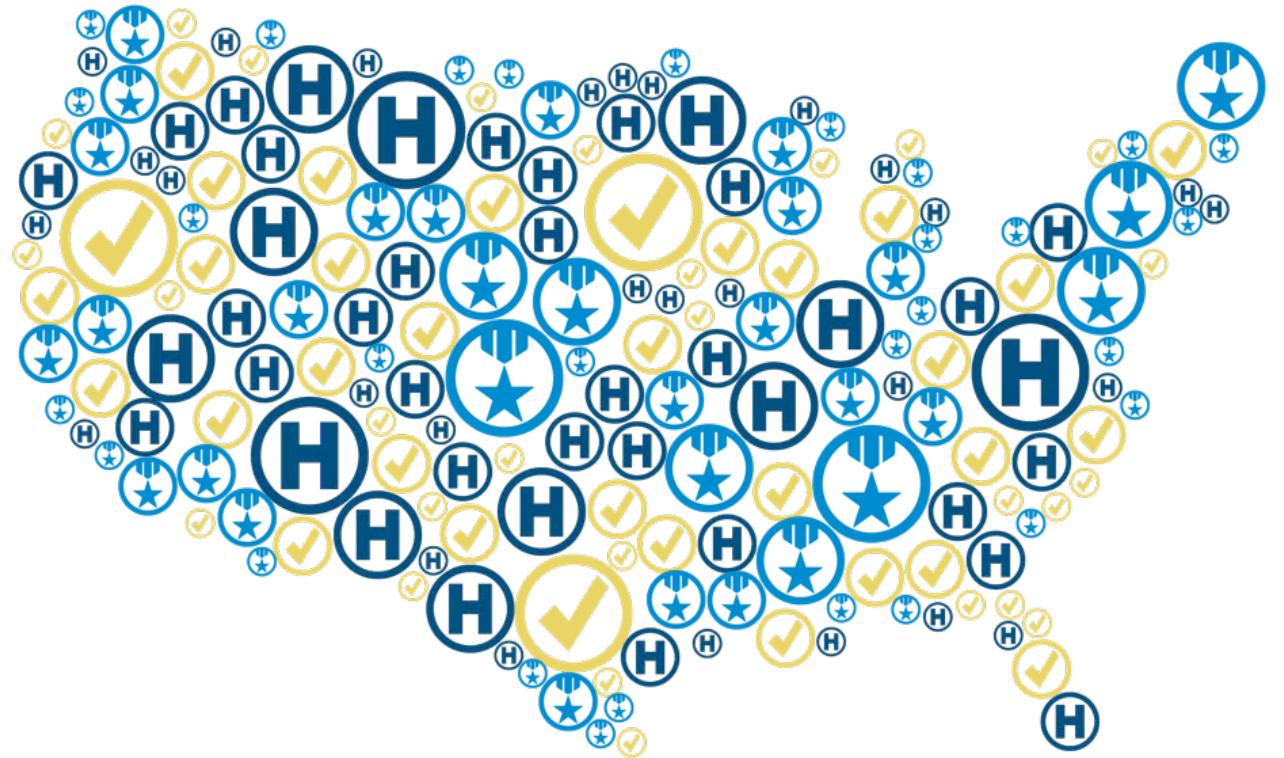
Experience

Make VA health care simple and delightful

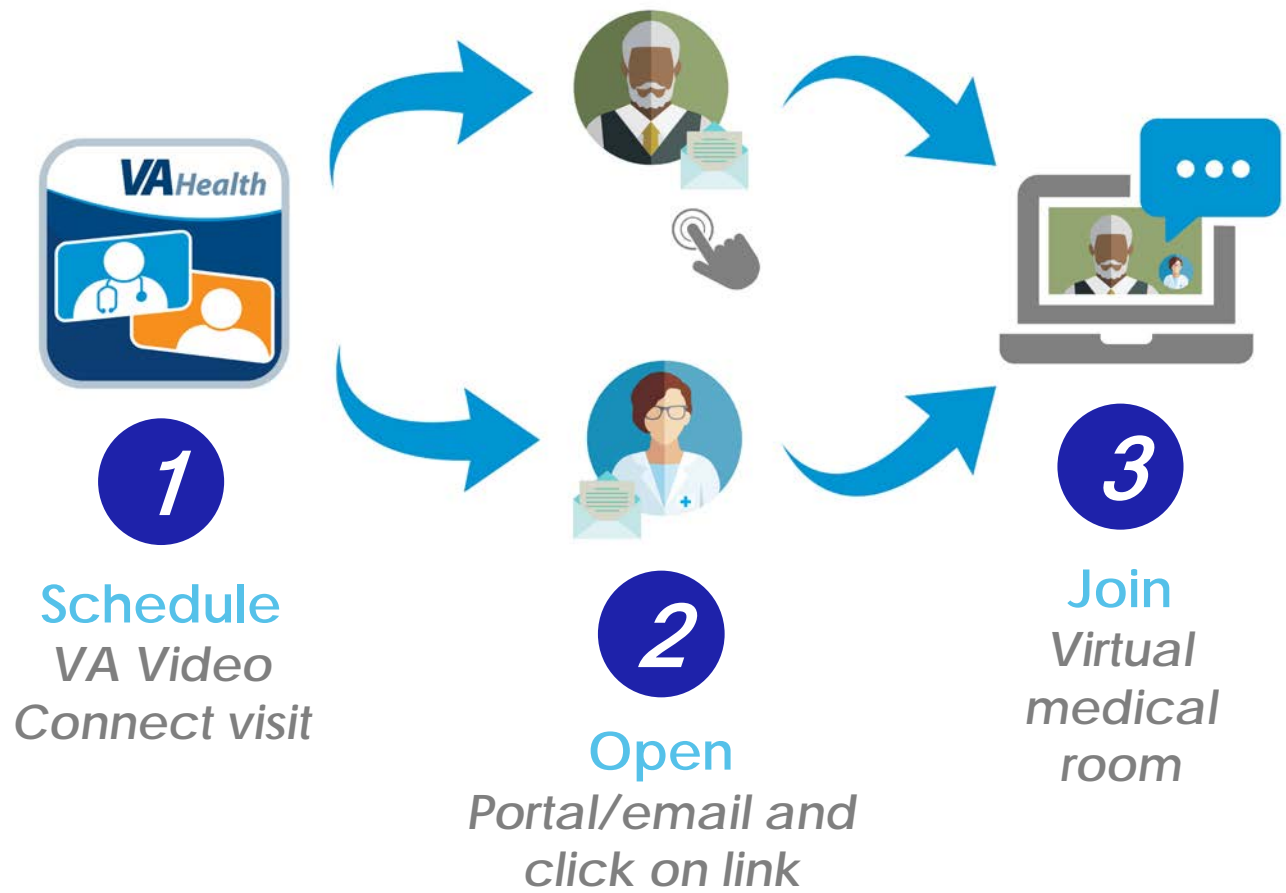


Telehealth Data 2019

- ✓ > 2.6 million episodes of care
- ✓ > 900,000 Veterans served
- ✓ > 15% of Veterans received an element of their care through a telehealth modality
- ✓ 900 VA sites of care
- ✓ > 50 specialty areas
- ✓ > 1.6% of Veteran received care in their home or non-VA location



VA Video Connect



How Will COVID-19 Change Access?

What's Our New Normal?

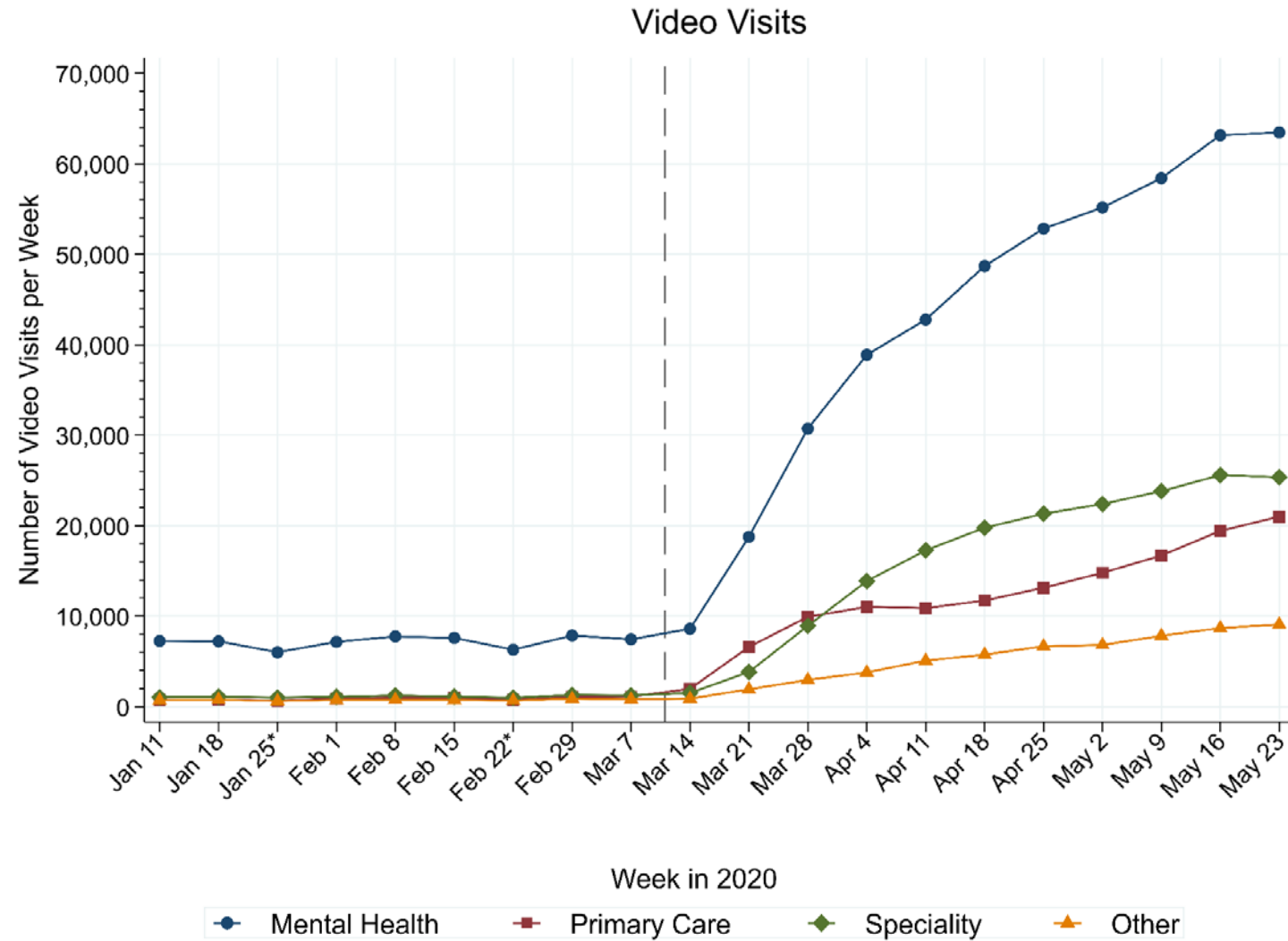
- The pandemic emphasizes the importance of ongoing care delivery in the safest manner possible for both Veterans and staff
- “Virtual care should remain the primary modality of care when clinically appropriate.”
- VHA has made great strides in delivery of virtual care – must now focus on Specialty Care
- Recent Article in NEJM Catalyst:

Heyworth, L., Kirsh, S., Zulman, D., Ferguson, J. M., & Kizer, K. W. (2020, July 01).

Expanding Access through Virtual Care: The VA's Early Experience with Covid-19.

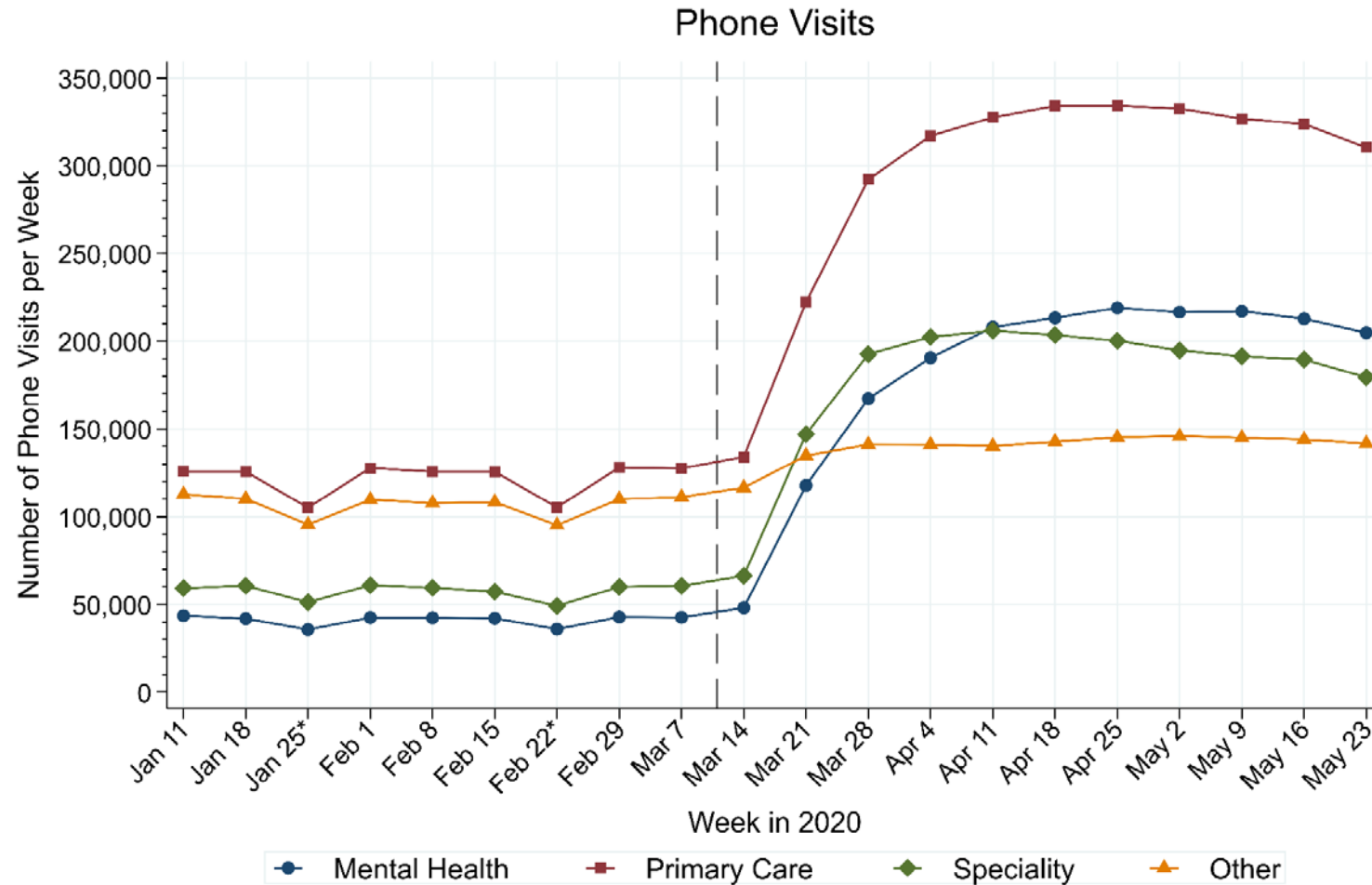
Retrieved from <https://catalyst.nejm.org/doi/full/10.1056/cat.20.0327>





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Access Foundations



Extending Reach to “Anywhere”

Anywhere to Anywhere Regulation:

DEPARTMENT OF VETERANS
AFFAIRS

38 CFR Part 17

RIN 2900–AQ06

**Authority of Health Care Providers To
Practice Telehealth**

AGENCY: Department of Veterans Affairs.

ACTION: Final rule.

(b) *Health care provider’s practice via telehealth.* (1) Health care providers may provide telehealth services, within their scope of practice, functional statement, and/or in accordance with privileges granted to them by VA, irrespective of the State or location within a State where the health care provider or the beneficiary is physically located. Health care providers’ practice

Anywhere to Anywhere Legislation:

One Hundred Fifteenth Congress
of the
United States of America

AT THE SECOND SESSION

*Begun and held at the City of Washington on Wednesday,
the third day of January, two thousand and eighteen*

An Act

SEC. 151. LICENSURE OF HEALTH CARE PROFESSIONALS OF THE
DEPARTMENT OF VETERANS AFFAIRS PROVIDING TREAT-
MENT VIA TELEMEDICINE.

(a) IN GENERAL.—Chapter 17 is amended by inserting after
section 1730B, as added by section 134, the following new section:

“§ 1730C. Licensure of health care professionals providing
treatment via telemedicine

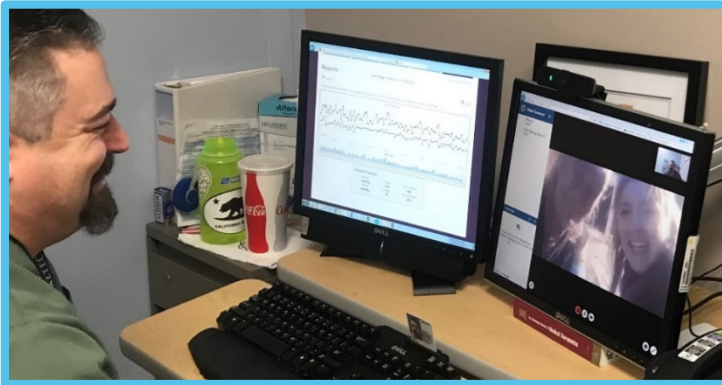
The Telehealth Capable Team



Telehealth capable providers 2021



Integration of telehealth into routine clinical operations



Virtually connect every interested patient to VA

- Video to home, asynchronous mobile technology, remote monitoring
- Coordination across services

Access & the Digital Divide

6 months after loaned tablet receipt:

- ↑ in Veterans reporting convenient care (67% to 80%)
- 28% fewer missed appointments or no shows in mental health
- ↑ in VA's mental health continuity of care measure (31.6% to 40.2%)



<https://youtu.be/hIU8xgreOCM>

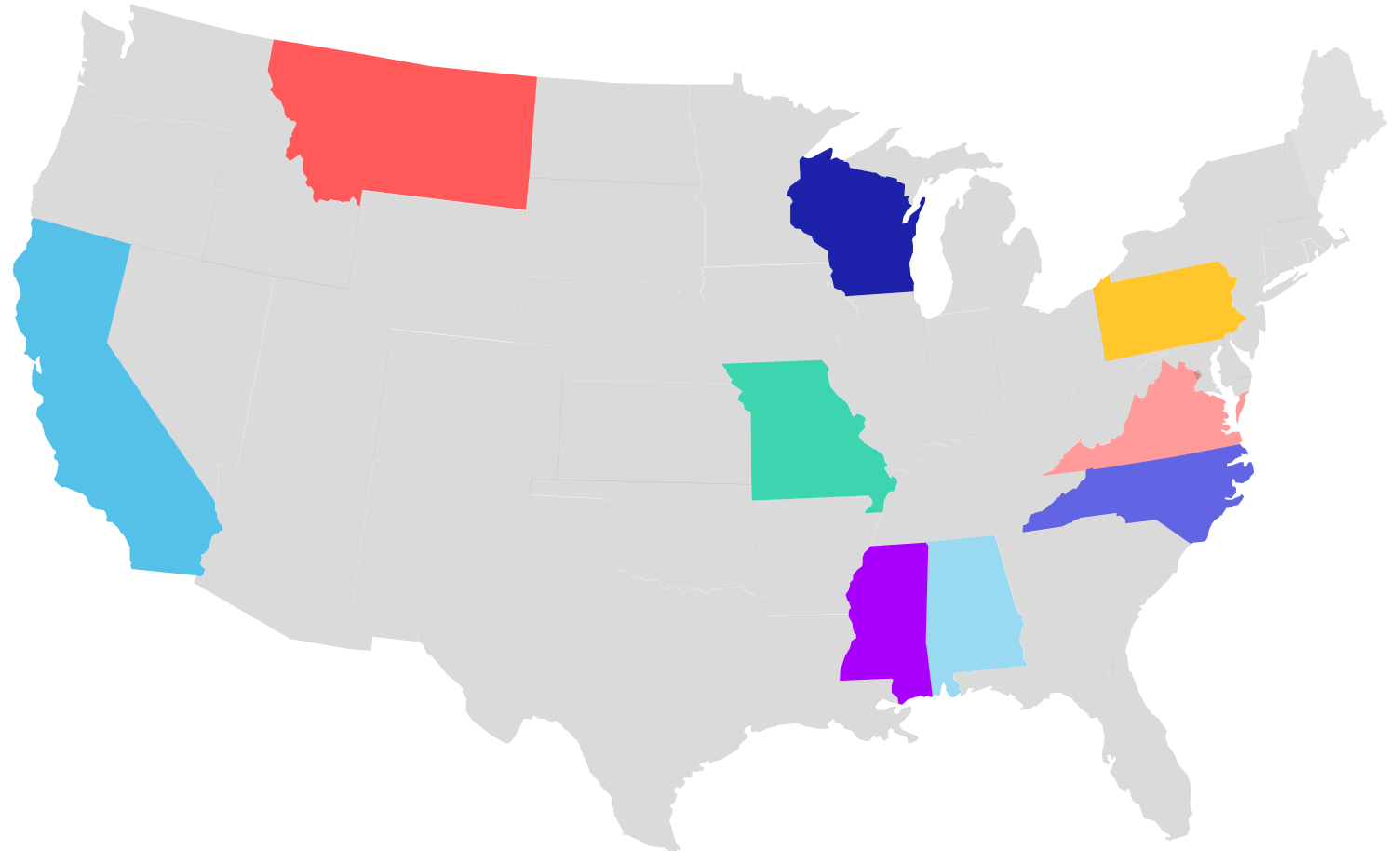
Lifeline Program

- ✓ Lifeline is the **Federal Communication Commission's** program to help make **communications services more affordable** for low-income consumers.
- ✓ Lifeline provides subscribers a discount on monthly telephone service, broadband Internet access service, or voice-broadband bundled service purchased from participating providers.
- ✓ Eligibility criteria apply.



ATLAS (Accessing Telehealth through Local Area Stations)

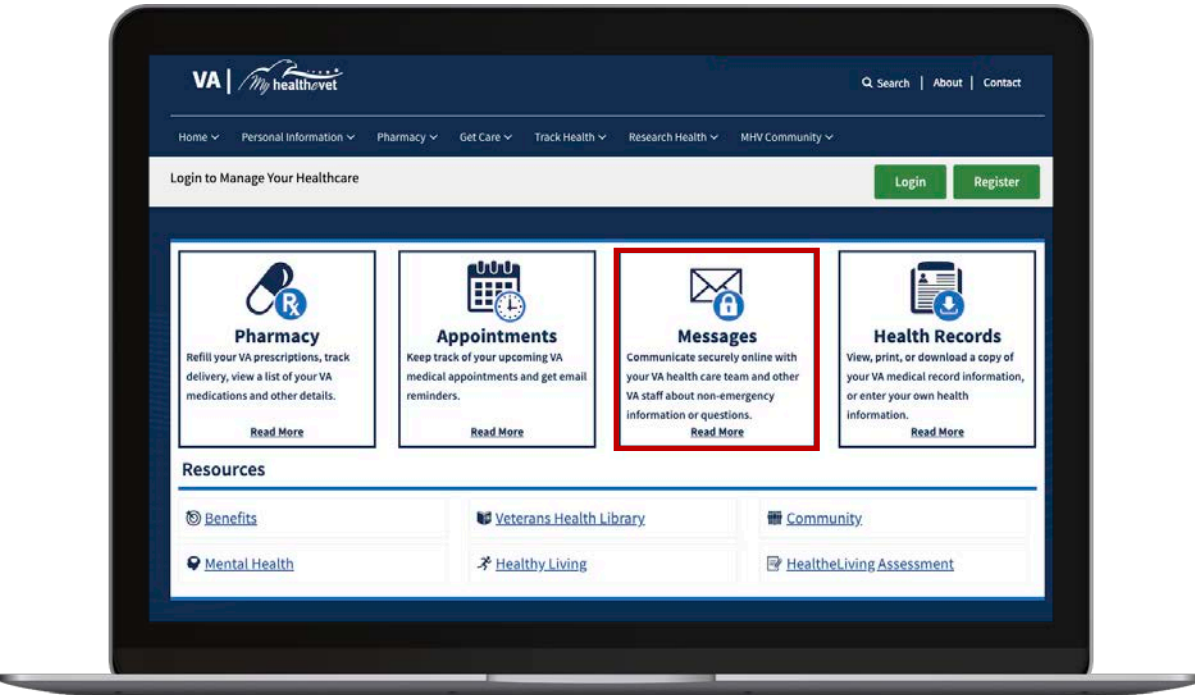
- VFW (Los Banos, CA)
- VFW (Eureka, MT)
- Walmart (Fond du Lac, WI)
- Walmart (Keokuk, IA)
- VFW (Linesville, PA)
- Walmart (Cullman, AL)
- Walmart (Boone, NC)
- American Legion (Springfield, VA)
- Walmart (Asheboro, NC)



Reimagining Access



Making an Appointment 2.0



“MyHealthVet” is a web application that allows patients to secure message, self-schedule, review notes/labs



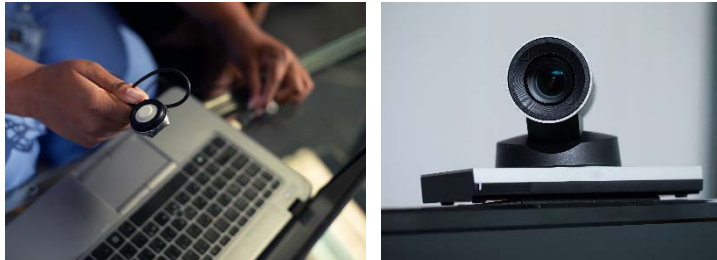
“My VA Images” is a web application that allows patients to submit videos or images to their provider for review

Maximizing Remote Care

Phase 1



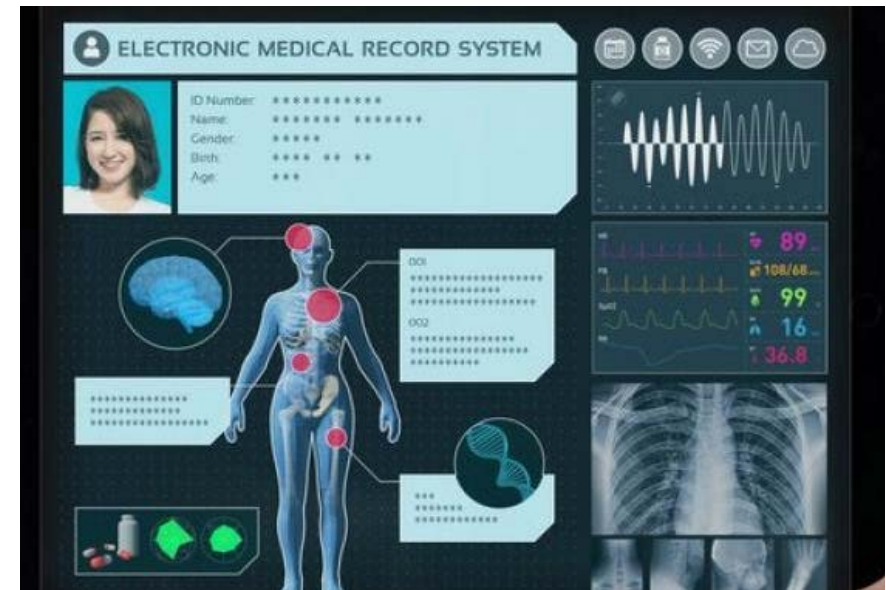
Phase 2



Phase 3



EMR



Critical Next Steps



Measure & Evaluate

Access & Virtual Care Research Cores



Focus on the Veteran

What do they want? When? How?



Make telehealth delightful

An encounter of choice for provider and Veteran



Innovate & iterate

Pilot and measure

