VHA Home Telehealth and Remote Patient Monitoring

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• **Professional Definition:** the wider application of care and care management principles to the delivery of health services using health informatics, disease management and Telehealth technologies to facilitate access to care and to improve the health of designated individuals and populations with the specific intent to providing the right care in the right place at the right time.

• **Patient Definition:** a service that includes the use of new information technologies that connect people to healthcare services that help ensure that the right care happens in the right place at the right time.
VHA Home Telehealth model is focused on:

a. Patients with chronic diseases such as diabetes, hypertension, CHF, PTSD, depression, spinal cord injury, traumatic brain injury and chronic respiratory disease

b. Making home the preferred place of care for Veterans, when appropriate

c. Focusing on patients whose treatment incurs 20-30% of health care costs and resources

d. Providing non-institutional care support for Veterans and their caregivers

e. Assisting Veteran patients to self-manage their disease.
Key players:
Patient
Patient’s caregiver/support
PACT members
Specialty providers
Care coordinator
Program support assistant
Skilled Care Coordinators

- Triage & assess all data received
- Evaluate and intervene for just-in-time care
- Communicate with VA & non-VA providers
- Knowledge gap assessment & patient education
- Self-management coaching
- Advocacy & psychosocial support
- Resource linkage
Strong Training Program

• Home Telehealth Training Center
  – The Home Telehealth National Training Center is committed to the development of staff through a variety of educational opportunities.

• Vendor Trainings

• Master Preceptors
  – A cadre of experts to facilitate training efforts within each Network and to promote personal and professional development within the Home Telehealth program

• Home Telehealth Preceptors
  – Administrative support experts to facilitate training efforts within each VISN and to promote personal and professional development within Home Telehealth Program support staff.
Strong Network for Communication

• Computerized Medical Record
• E-mail
• National and local meetings
• Technical User Group (TUG)
• Electronic Quality Improvement Reports (QIR’s)
ROES & DALC

• The VA Denver Acquisition & Logistics Center (DALC) has a long history as an award-winning government program in procurement of medical products for use in the Department of Veterans Affairs healthcare system. The DALC exemplifies the benefits of volume purchasing and centralized distribution to achieve cost efficiencies for VA and elsewhere in the federal government. The DALC is well-known to VA clinical staff in audiology & speech pathology, prosthetic and sensory aids, and blind rehabilitation disciplines. The DALC’s Remote Order Entry System (ROES) is a model online ordering application used exclusively by clinical and administrative professionals within VA.

• The ROES application allows authorized individuals to place orders online for products and/or services available through the DALC. ROES provides a convenient, secure means of using the Internet to place orders for products available through the DALC.
Disease Management Protocols

• Home Telehealth technologies are used to support the fundamental components of care coordination and care management. There are multiple technologies for which VA has national contracts, and they offer different capabilities and functionalities that enable the Care Coordinator to select for use based on the needs of the individual patient. The one functionality that all Home Telehealth devices have in common is that they can provide Disease Management Protocols.

• Disease Management Protocols (DMPs) are algorithmic questionnaires delivered to patients via Home Telehealth technology that assess the symptoms, health factors, educational needs and self-management status of patients. DMP elements are sent to the patient daily and the questions elicit responses from patients that enable the Care Coordinator to assess patients’ health status trends and triage any health concerns. Additionally, vital signs and other clinical data may be captured via DMP responses.

• The patient responses to these questionnaires determine the type of care coordination interventions and patient education the patients will receive.
• Diabetes  • Coagulation Management
• Congestive Heart Failure  • Hepatitis C
• COPD  • HIV
• Hypertension  • Spinal Cord Injury
• Depression  • Tobacco Cessation
• Pain Management  • Multiple Sclerosis
• Schizophrenia  • Chronic Kidney Disease
• TBI  • Hyperlipidemia
• Weight Management  • Polypharmacy
• Palliative Care  • Cancer Care
• Dementia  • MI
• PTSD  • Low ADL
• Substance Use Disorder  • Any combinations of DMPs
• Bipolar Disorder
• CAD
Ensuring Quality of Program:

• May be surveyed by Joint Commission
• VHA has developed Conditions of Participation standards to ensure compliance
• On-site and remote visits every 2 years by Telehealth Quality Management staff
• May be reviewed by the Office of the Inspector General
Funding

• VHA utilizes VERA reimbursement
  – Baseline
  – Health Promotion/Disease Prevention
  – Chronic Care
  – Non-institutional Care
• Average cost per patient per year
• Cost to patient
Benefits of Home Telehealth

• Value in HT is not the technology itself – but how the technology is used in combination with case management and self management to improve health care
• Safe and effective care for high risk/complex patients
• Support for patient preference for convenient care at home
• Improved patient access to health care (Especially for rural Veterans)
• Improved outcomes: reduced BDOC & admissions, high satisfaction
New Innovations
&
Directions
Secure Messaging

Secure Messaging is a communication channel for patients and VA Health Care Teams, allowing them to collaborate and build a partnership in order to improve patient health outcomes.

USES OF SECURE MESSAGING INCLUDE, BUT ARE NOT LIMITED TO...

- Request VA prescription renewals
- Follow up on medical conditions
- Request, change, and/or cancel VA appointments
- Ask health-related questions

SECURE MESSAGING HELPS the Veteran to...

- Partner with his/her VA health care team
- Get a timely response to messages – within three business days
- End phone tag and waiting time on the telephone
- Save gas and parking frustrations by decreasing unnecessary VA visits
Clinical Video Telehealth into the Home

• VHA is implementing Clinical Video Telehealth into the Home as a tool to increase Veteran connectedness to services as part of a continuum of care. For now, the technology primarily includes videoconferencing software and desktop or laptop computers.

• Clinical Video Telehealth into the Home will eventually include a range of clinical services to enhance Veteran access to care, offer Veterans an opportunity to exercise their preferences for the site of care delivery, participate in shared decision-making and engage in self-management.

• No copay for patients
TES units

Use in Home Based Primary Care and Homeless populations

Telewound

Expansion of TH services to other Federal and Community providers
Questions?