Home Telehealth
Making a Difference
Bringing Home & Health Together Through Technology
at Charles George VAMC
Professional Definition

HT is the wider application of care and case management principles to the delivery of healthcare services using health informatics, disease management and telehealth to facilitate access to care and to improve the health of designated individuals and populations with the specific intent of providing **the right care in the right place at the right time.**
Patient Definition

HT is the use of new information technologies that connect people in health care services that help ensure the right care happens in the right place at the right time.
Care Coordinator Goals

★ Establish continuous healing relationships

★ Integration of healthcare environment to best meet the patient’s and caregiver’s needs

★ Proactive delivery of evidence-based care & follow-up
Why Do HT?

★ Increased access to services
★ Improved communication
★ Improved quality of life
★ Fewer healthcare crises
★ Reduced healthcare usage
★ Improved self-care behaviors
★ Improved satisfaction
Criteria for enrollment in HT?

★ Diagnosis of: HTN, CHF, DM, COPD, PTSD, Depression, SA, Weight Management and newly added Hepatitis C.

★ OTHER NEW Diagnoses: Pain management, CAD, pre-diabetes, Dementia, Cancer maintenance, and Smoking Cessation.

★ Cell phone or Ethernet ideal but not always needed.

★ Pre-Diabetics must have HgB A1C 6.1-6.4, and documented lab CBG of 100-125 range, Diabetics must have HgB A1C level >9.0, SA patients must be enrolled in SA program, and WM patient’s BMI must be >24.9 Overweight or >30 Obesity categories.

★ Must have recent hospitalization in past year or 14 clinic visits in past year for all but WM category.

★ Must be psychiatrically stable and willing to participate.

★ Call ext. 4464 if you have questions.
Care Coordination and the Veteran

★ Enhances the relationship between Veterans and the VA health care system by Coordinating their care, and in doing so improves the health of the Veteran population.

★ Has made us recognized by the Institute of Medicine as a leader in health care innovation.

★ Our information technologies help support care delivery in the home and help Veteran patients to enjoy better health and remain living independently.
Care Coordination Components

★ **Disease management**
  – symptom
  – knowledge
  – behavior

★ **Care/case management**
  – Across the continuum

★ **Self-management**
  – Tools for self care
  – Technology is key
ViTelNet’s Turtle 400

- Touch Screen
- Multiple daily readings
- Monitors BP, pulse, weight, temperature, glucose, SpO2
- Reads questions (low literacy)
Health Buddy System

- Diagnosis Specific
- Low Cost
- 6th Grade
- Multiple Mental Health Protocols
- Ethernet capable

Care Coordination/Home Telehealth
Cardiocom Flex

- Multiple disease management protocols.
- Built-in cellular modem capabilities
- Connected peripheral devices available such as scales, SPO2, and BP monitors.
Decision Support Tools:

iCare Desktop™

You are viewing sessions for Jul 23, 2003 in the "All Programs" program.
26 responses have been received and there are 3 non-responding patients.

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Results of Day 2 of Month 10 from Health Hero 12 mth CHF Program
Taken on Friday, Jun 01, 2001 12:16 AM America/Chicago

Risk Question
low Did you weigh yourself today? Yes | Behavior, Weight
medium This is somewhat higher than your usual weight. This could be a sign of fluid retention. Be sure you remember to limit your salt intake and take your medications as prescribed by your doctor. Okay | Symptoms, Weight
high Yes or no I have recently fallen while checking my weight. No | Symptoms, Weight
Excellent! Be sure to let your doctor know if you ever have a fall for any reason, especially if you are injured. continue | Behavior, Weight

Care Coordination/Home Telehealth
CARDIOCOM Interactive Voice response (IVR)

Cell phone only – no device needed!
Also available: Messaging device with soon to be released built-in cellular modem.

Care Coordination/Home Telehealth
Coronary Artery Disease (CAD) Disease Management Protocol (DMP)

• The focus of the CAD program is to monitor and educate patients on self-management behaviors.
• It includes medication reminders, educational curriculum about medications (effects/side effects), dietary instruction, and tips for managing symptoms of CAD.
• Patients are taught signs and symptoms to report, the disease process, risk factors and other pivotal aspects of care in managing CAD. Each daily session ends with an affirmation or fun trivia question.
Coronary Artery Disease (CAD)

Questions Outline

- Coronary Artery Disease
- Cardiac Risk Factors
- CAD Prevention/Control
- CAD management
- Diet/Nutrition/Lipids
- Angina
- Medications
- Activity/Exercise
- Stress Management
- Smoking
- Obesity/Weight Mgt
- When to call 911
- AICD/Pacemaker
- Dyspnea/Oxygen Safety
- Heart Physiology
- Hypertension
Cancer Maintenance Disease Management Protocol (DMP)

• The focus of the Cancer Maintenance Program is to monitor and educate patients on self-management behaviors.
• It includes medication reminders, educational curriculum about medications (effects/side effects), dietary instruction, pain management education, complications/SE of chemo, and other useful tips for managing Cancer treatment.
• Patients are taught signs and symptoms to report, the disease process, risk factors and other pivotal aspects of care in managing their Cancer condition. Each daily session ends with an affirmation or fun trivia question.
Cancer Maintenance
Questions Outline

Cancer – general/specific
Stress/Anxiety

Safety
Energy conservation
Sleep
Chemo/SE
Psychosocial
Risk Factors

Eating disturbances
Depression/fatigue
Pain medications/SE
Nausea/anorexia/diet
Spirituality
Mental attitude
The focus of the Chronic Pain Program is to monitor and educate patients on self-management behaviors to help control pain.

It includes medication reminders, educational curriculum about pain medications (effects/side effects), alternative pain control methods, dietary instruction, importance of controlling stress, exercising regularly, and other tips for managing Chronic Pain symptoms.

Patients are taught signs and symptoms to report, education on the chronic pain cycle process, risk factors, and other pivotal aspects of care in managing chronic pain. Each daily session ends with an affirmation or fun trivia question.
Chronic pain Questions Outline

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DEMENTIA
Disease Management Protocol (DMP)

• The focus of the Dementia Program is to monitor and educate patients/caregivers on self-management behaviors. It includes medication reminders, educational materials and resources for caregivers and patients, suggested coping skills, caregiver burden assessments, and other additional information.

• Patients are taught signs and symptoms to report, the disease process, risk factors and other pivotal aspects of care in managing dementia. Each daily session ends with an affirmation or fun trivia question.
Dementia Questions Outline

Zarit Burden (caregiver) Inventory
Education Assessment
Communication
Communicating with the Healthcare team
Support systems for the Caregiver Care
Community resource Caregiving
Diagnosis along with other co-morbidities
Sharing caregiver burden
Dementia and Safety
Behaviors common to Dementia
Planning for the Future
Stress and Self Care

Transportation and Mobility
Medication Management
Stress Assessment
Dementia and Sexuality
Caregiver Physical Self-Care

Find Enjoyment in
Finance and Legal aspects
Veteran Care and Grooming
Travel and Environments
Education Assessment
Zarit Post test
Grief and Loss

Care Coordination/Home Telehealth
Pre-Diabetes Disease Management Protocol (DMP)

- The focus of the Pre-Diabetic Program is to monitor and educate patients on self-management behaviors. This is provided for those whose HgB A1C is 6.1-6.4 plus documented fasting lab CBG of 100-125 range.
- It includes medication reminders, educational curriculum about medications (effects/side effects), dietary instruction, and tips for managing symptoms of Pre-Diabetes.
- Patients are taught signs and symptoms to report, the disease process, risk factors and other pivotal aspects of care in managing Pre-diabetic condition. Each daily session ends with an affirmation or fun trivia question.
Pre-Diabetic Questions Outline

Pre-Diabetes general
Nutrition/Dietary changes
Behavior change/priorities
CAD Prevention
Hypo/Hyperglycemia
Metabolic syndrome

Tips on managing pre-diabetes
Flu shots/preventative care

Exercise/weight mgt.
Stress/Anxiety
Complications
ER/Medical Care
Foot Care
Hyperlipidemia
Smoking Cessation (DMP)

- The focus of the Smoking Cessation/Tobacco treatment DMP is to monitor and educate patients on self-management behaviors to help them to stop smoking/using tobacco products.
- It includes medication reminders, educational curriculum about medications (effects/side effects), alternative smoking control methods, dietary instruction, importance of controlling stress, exercising regularly, and other tips for managing withdrawal symptoms.
- Patients are taught signs and symptoms to report, education on the nicotine addiction process, risk factors, and other pivotal aspects of care in managing cravings for the use of tobacco related products.
QUESTIONS
Teamwork is Vital
Let’s Work Together