



COVID in 20: VA Innovation and COVID Response

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TENTS at the GLA



A look inside the GLA tent

Technology



Strategic Goals and Impact:

- Improve same day access to virtual care by delivering high quality, high value care via technology especially during the COVID-19 crisis
- Improve access to emergency departments (ED) for severely ill
- Create a Veteran experience that is customer-centric, easy to access and reduces or eliminates travel time
- Maximize clinically meaningful first contact resolution
- Significant reduction in COVID-19 transmission promoting Veteran and workforce safety
- Significant reduction in PPE use preserving supplies for critical needs

Available Virtual Health Tools



VA Video Connect:

VVC enables Veterans and providers to conduct secure, real-time video visits in a virtual medical room using the camera on a phone, computer, or tablet.

<https://mobile.va.gov/app/va-video-connect>



Virtual Care Manager:

Providers can create, manage, and join video visits with Veterans.

Note: Virtual Care Manager does not place an appointment in VistA. To schedule future video visits, please work with your clinic schedulers.

<https://mobile.va.gov/app/virtual-care-manager>



My HealthVet:

My HealthVet is VA's private and secure online patient portal, which allows patients to send nonurgent Secure Messages to VA providers, schedule and manage VA appointments, and refill prescriptions.

<https://www.myhealth.va.gov/mhv-portal-web/home>



Rx Refill:

Through Rx Refill, Veterans can request refills of their refillable VA-issued prescriptions, track VA prescription deliveries and view VA prescription history from the convenience of their mobile device.

<https://mobile.va.gov/app/rx-refill>



Annie App:

Annie is an automated text message reminder service that promotes self-care for Veterans and allows clinicians to create care protocols for patients to submit their health readings.

<https://mobile.va.gov/app/annie-app-clinicians>



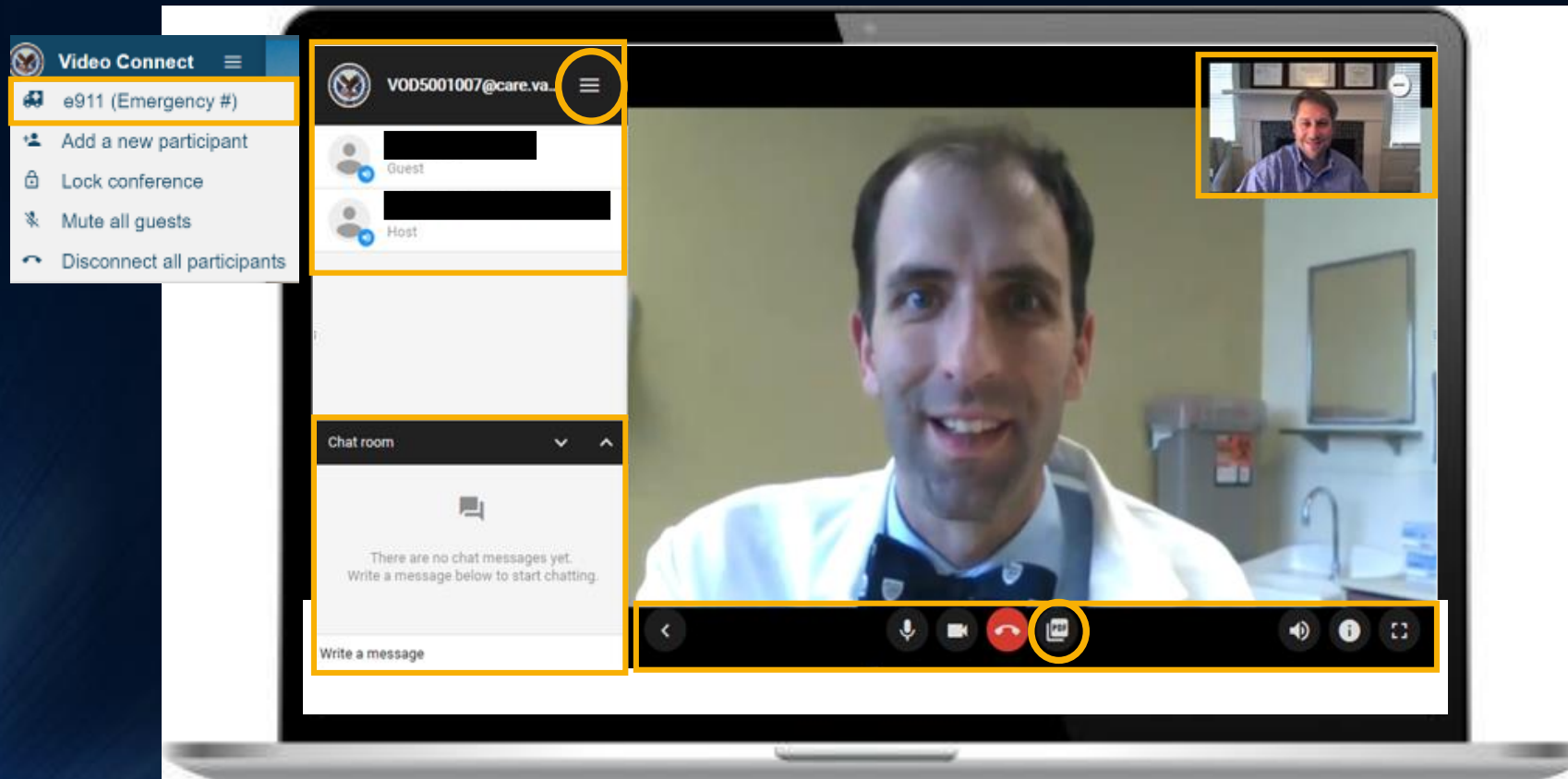
Home Telehealth:

Home Telehealth is the program that oversees in-home and mobile monitoring technologies. Care Coordinators work with Veterans and their families to ensure continued support.

<http://vawww.telehealth.va.gov/pgm/ht/index.asp>

For more information, visit the [Appendix](#)

VA Video Connect: on personally owned equipment



Teleworking Scenarios



Scenario 1

*Provider in the office,
patient at home*

- **The patient** accesses the VVC session from emailed link or from within VA Online Scheduling system (VAOS)
- **The provider** accesses the VVC session from emailed link in Outlook or from within Virtual Care Manager



Scenario 2

*Provider working
from home, patient
at the clinic*

- **The patient** is checked into the VVC session by clinic staff
- **The provider using GFE** accesses the VVC session from emailed link in Outlook or from within Virtual Care Manager, or
- **The provider** using their personal device accesses the VVC session from new, non-VA/ personal email outside CAG



Scenario 3

*Provider working
from home, patient
at home*

- **The patient** accesses the VVC session from emailed link or from within VA Online Scheduling system (VAOS)
- **The provider using GFE** accesses the VVC session from emailed link in Outlook or from within Virtual Care Manager, or
- **The provider** using their personal device accesses the VVC session from new, non-VA/ personal email outside CAG

Expanding Home Telework/Telehealth

Recommended configuration for video telehealth with personal equipment:

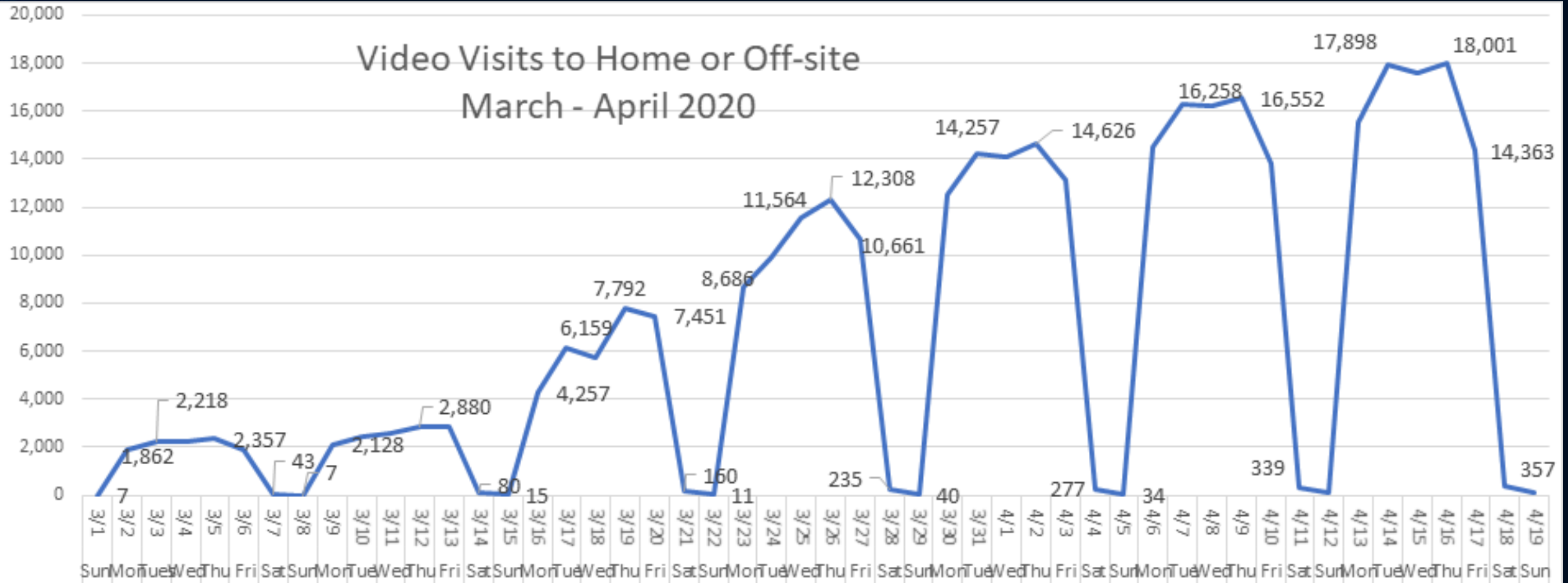
- a. High speed internet connection
- b. Computer/laptop connected to Citrix Access Gateway (CAG)
- c. A PIV reader (or PIV exemption) connected to the computer/laptop
- d. A secondary video capable device, e.g. computer/laptop/tablet/smartphone
- e. A headset or earbuds

Note: Providers should have access to a phone, in case of video failure.



VA Video Connect Encounters

Video Visits to Home or Off-site
March - April 2020



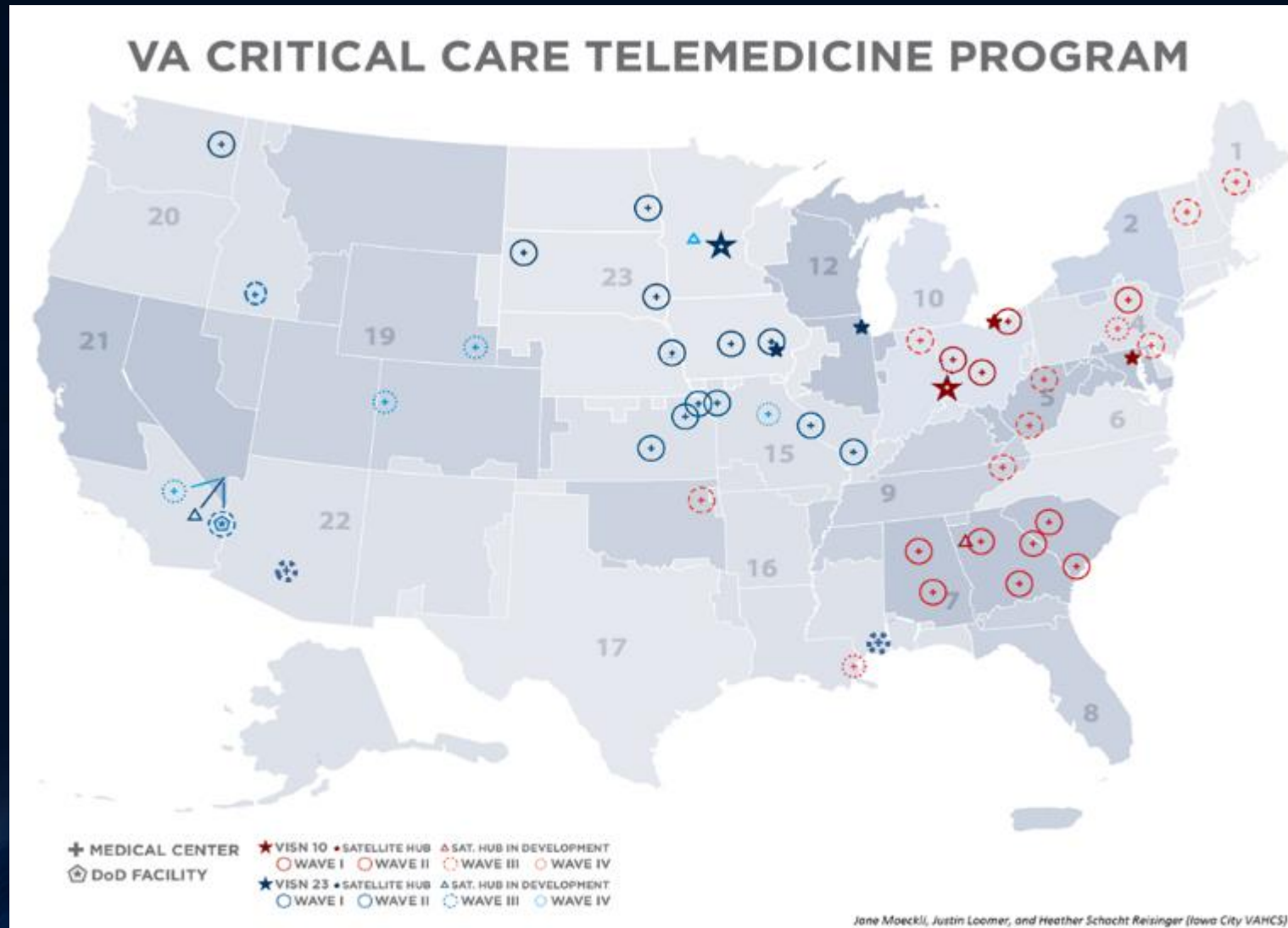
VA's Loaned Tablet Program

- **Home quarantined Veterans** needing monitoring with peripherals (e.g. pulse oximeter, thermometer) and a tablet
- **Tablets for inpatient wards** to COVID-isolated or "PUI" Veterans to reduce foot traffic
- **Tablets for Tele-ICU**
- **Tablets for CLC, SVH**



<https://youtu.be/hIU8xgreOCM>

Tele-Critical Care Support



Jane Moeckli, Justin Loomer, and Heather Schacht Reisinger (Iowa City VAHCS)

Revised by Matthew Goede (VISN 23
Regional TeleICU)

COVID-19 Critical Care Cooperative Community (C⁵)



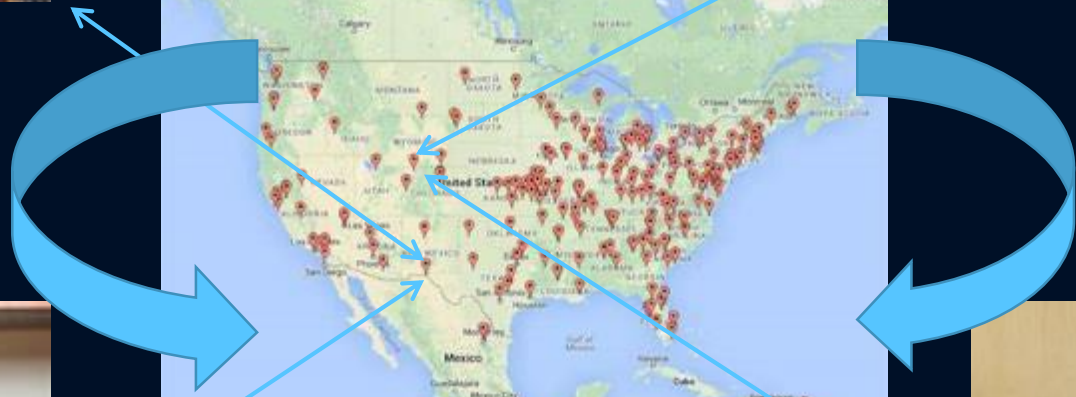
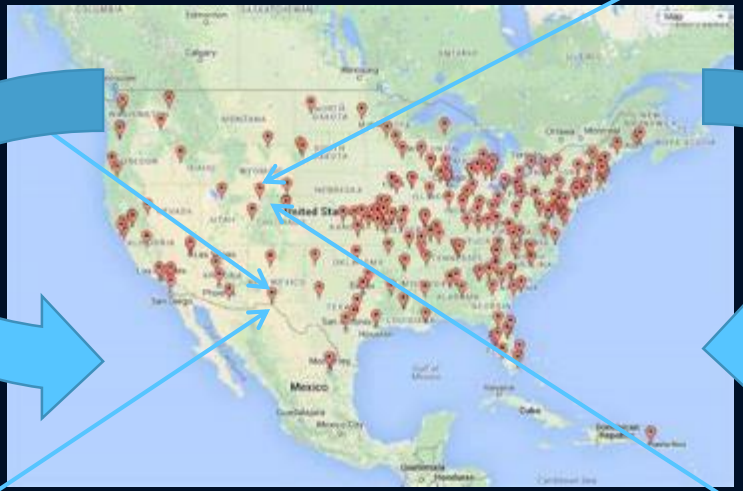
C⁵ Triage Nurse
Minneapolis Cincinnati



C⁵ Intensivist
(anywhere within VA)



C⁵ Intensivist
-Teleworking
-WebVRAM



612-725-8088

Alternative Technologies

PREFERRED VA TOOLS



VIDEO

The preferred technology is
VA Video Connect



AUDIO

Government furnished phones for use at home or VA facility



MESSAGING

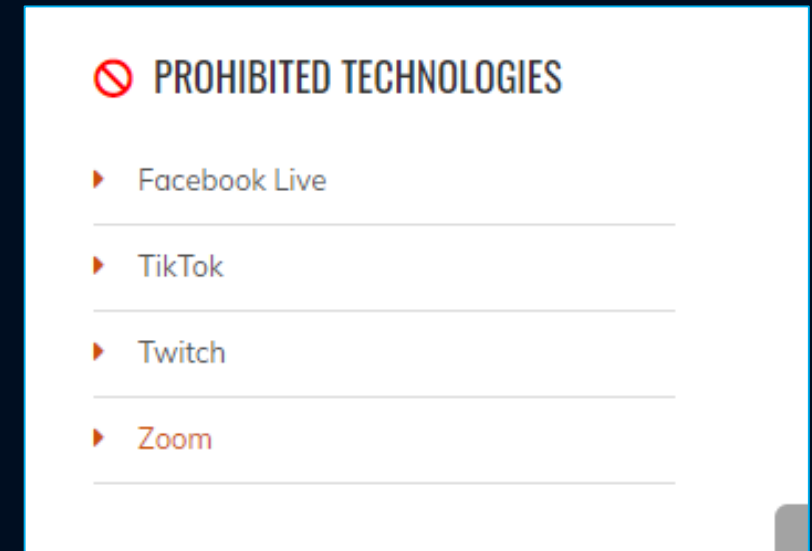
The preferred technology is
MyHealthVet Secure Messaging

<https://vaww.telehealth.va.gov/technology/covid19-tech.asp>

Why does Connected Care endorse VVC?

- Secure and encrypted
- Can schedule it:
- Easy:
- Provider privacy:
- Patient privacy:

- Built-in safety features:
- “Zero Rating”:



A Little Bit of Sunshine Coast To Coast

