

VA



U.S. Department
of Veterans Affairs

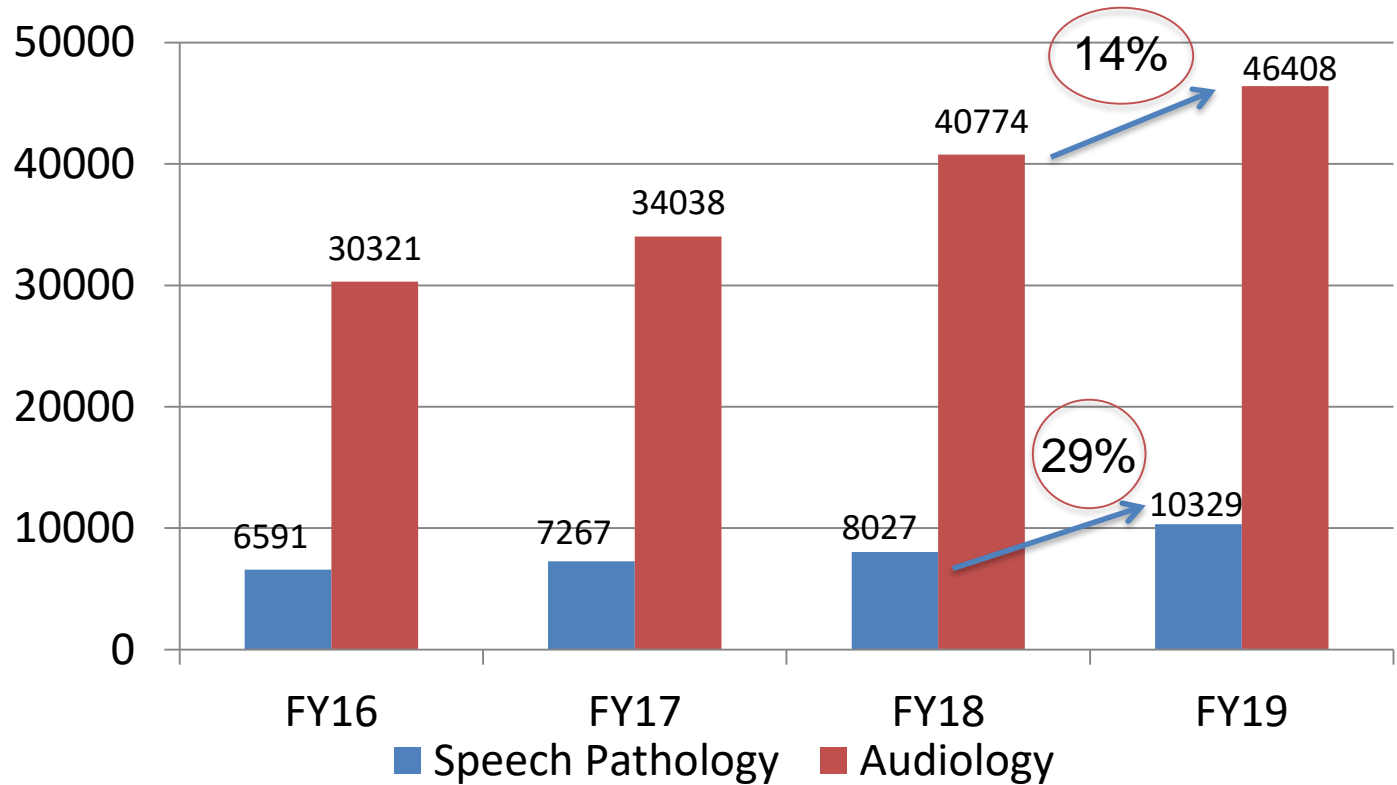
Teleaudiology – Bridging the Accessibility Gap

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Greater Choice through Telehealth



- **Expansion Initiatives –**

- Rural Health funding expanded equipment in FY19
- Audiology and Speech Pathology Hands-on training conference – 2018, 2020
- Innovations – Automated Audiometry and Remote Programming



Teleaudiology Portfolio

- **Clinical Video Telehealth (CVT)**
 - Remote diagnostics, fittings, and follow ups
 - Audiologic Rehab and Tinnitus Education
 - Remote Cochlear Implant Programming
- **Store and Forward (SFT)**
 - Asynchronous hearing testing with images
- **Clinical Video Telehealth to Home (CVThm)**
 - Remote fine-tuning for hearing instruments
 - VVC for individual and group tinnitus management, audiologic rehabilitation, and hearing aid counseling



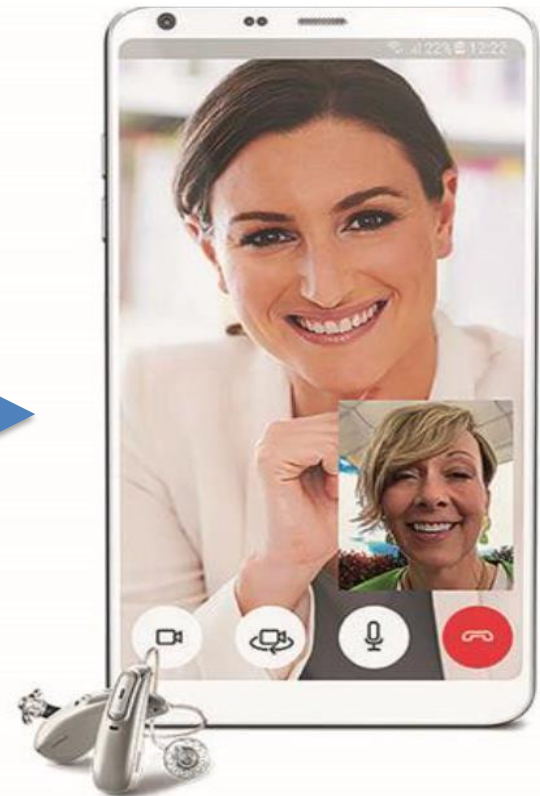
Enterprise Remote Tuning of Hearing Instruments

CVThm

- Increases Veterans' access to care by enabling remote access to VA hearing aid services from the Veteran's home via smartphone or tablet
- Reduces inconvenience and costs related to medical travel
- Synchronous methods:
 - Oticon, Phonak, Resound, Sivantos



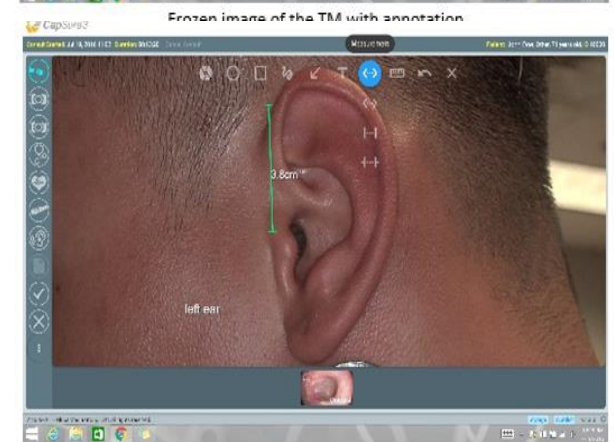
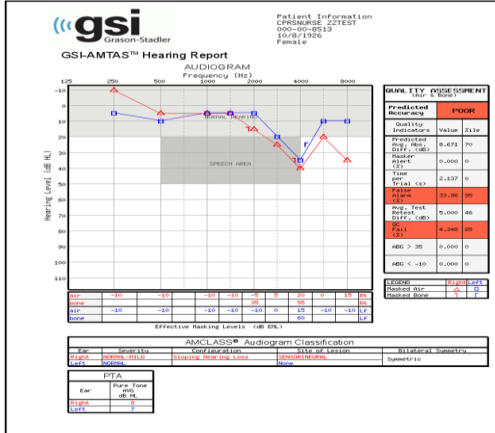
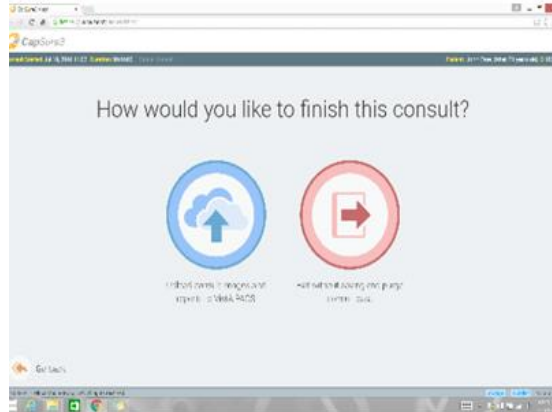
VA workstation



Veteran's Telephone



Automated Audiometry Clinical Extender (AACE)- Store and Forward Telehealth





Audiology Key Development Strategies

- Designing, developing, and disseminating specific protocols and standard operating procedures nationally throughout VHA.
- Strategically planning for innovative ideas and technology to move virtual health capabilities forward (e.g., automated audiology, hearing aid remote programming).
- Creating network of Teleaudiology Master Preceptors and Subject Matter Experts to supplement Program Office's assistance to individual clinics across VHA, setting up:
 - Local business process (e.g., creating clinics, designing note templates, safety plans, etc.)
 - Technology aspects such as assisting with selection of equipment, training on the equipment, and providing support when there are technology issues.



Audiology Key Sustainment Strategies

- Sustainment of the audiology's virtual health portfolio (Clinical Video Telehealth, Store and Forward, and VA Video connect) involves **consistent training** and **communication efforts** through the following:
 - Biweekly call with OIT, Biomedical Engineering, Telehealth staff, audiology providers
 - Quality, Implementation, and Development (weekly call)
 - Asynchronous SFT Technology Subgroup (biweekly call)
 - Telehealth Technology Workgroup (biweekly call)
 - Offering National Hands-On training events in collaboration with Telehealth Services and Telehealth equipment vendors to empower field staff with the necessary skill set.



Virtual Increase - COVID 19

Encounter Cube - pulled 5-21-20				
Primary	Telephone			
Secondary	(203) AUDIOLOGY		(203) AUDIOLOGY	
Encounter Date	Encounters	Unique Patients	% Change Encounters	% Change Uniques
OCT-FY20	2,327	2,263		
NOV-FY20	1,981	1,939	-14.9%	-14.3%
DEC-FY20	1,998	1,950	0.9%	0.6%
JAN-FY20	2,532	2,454	26.7%	25.8%
FEB-FY20	2,223	2,157	-12.2%	-12.1%
MAR-FY20	16,855	16,007	658.2%	642.1%
APR-FY20	37,186	32,477	120.6%	102.9%

Telehealth Cube - pulled 5-21-20				
	CVT ProviderToHomePatient (179)			
	(203) AUDIOLOGY		(203) AUDIOLOGY	
Encounter Date	Encounter Count	Patient Count	% Change Encounters	% Change Uniques
OCT-FY20	17	17		
NOV-FY20	14	14	-17.6%	-17.6%
DEC-FY20	22	20	57.1%	42.9%
JAN-FY20	34	34	54.5%	70.0%
FEB-FY20	23	23	-32.4%	-32.4%
MAR-FY20	640	625	2682.6%	2617.4%
APR-FY20	5,890	5,261	820.3%	741.8%



Audiology Resources

- Internet site for Veterans:
 - <https://www.rehab.va.gov/audiology/>
- Teleaudiology Sharepoint
 - <http://vaww.telehealth.va.gov/clinic/rehab/taudo/index.asp>