COVID in 20

July 9, 2020: Remote Patient Monitoring and Home Telehealth: Saving Resources, Saving Lives

Panel:

(Program Office – Telehealth Services)

**Cathy Buck** – is a Geriatric Nurse Practitioner who has been with the VA for 16 years. She led the development of the Richmond VA Home Telehealth program in 2005 and joined the national program office in 2010. She is the National Lead for the Remote Patient Monitoring -Home Telehealth program and works with the fantastic Telehealth Services team in the Office of Connected Care.

(Southern Arizona / Tucson)

**Patricia Amaro** is the RN Home Telehealth Clinical Nurse Manager at the Southern Arizona VA in Tucson. Has been a nurse for 30 years. brings experience from Telemetry, ED, OR, SPD, SR, Education, Infection control, and Patient Safety.

(Ann Arbor)

**Luke Abbott** – Luke is an Army Veteran and served in Desert Storm. He has been a nurse for 26 years – the past 15 in the VA including the last 3 years in Home Telehealth. He has also worked as a PACT RN, surgical OR nurse, and Community Care RN.

**Questions:** To make more conversational, my thought for Question 2 – would start with Cathy and then both Patricia and Luke would give example from their programs – and then do same for Question 3 (ending on very positive note).

1. What is Remote Patient Monitoring – Home Telehealth and how was it expanded to provide care for COVID-19? **Cathy Buck**
   1. Very quick description of what it is
   2. New disease management protocols written
   3. Global message for all 70,000 enrolled Veterans.
   4. Increased coverage from usual M-Fri to 7 days/ week for those enrolled on COVID-19
   5. Acute Care Initiative / Logistics collaboration
2. How did the use of RPM-HT save VA resources? **Cathy**
   1. Will show couple graphs that show enrollments / encounters which mirror peak, levelling off and new resurgence – and how that reduced impact on clinics, in-patient. ED
   2. Discuss the Acute care initiative / logistics plan – preserved inpatient capacity.
   3. Refer to Tucson program, Patricia Amaro on panel for program discussion / example (one slide for timeline)
   4. Refer to Luke Abbott from Ann Arbor (ED program) for program discussion / example
3. Do you have any specific examples of how these initiatives saved lives / helped Veterans? Any patient stories to share? **Cathy**
   1. Will tell great story from VAntage Point of Veteran who states it saved his life - **really want to highlight this one**
   2. Will also mention Max’s story on COVID in 20 last week.
   3. Then examples from Patricia’s Program
   4. Examples from Luke’s program