



International Collaboration

ANNIE is named for Lt. Annie G. Fox. She was Chief Nurse at Hickam Field during the attack on Pearl Harbor on Dec. 7, 1941 and the first woman to receive the Purple Heart for combat.

VA's ANNIE was developed through international collaboration and is modeled after a similar award-winning platform in the United Kingdom. The British National Health Service's program is called "Flo", after Florence Nightingale, founder of modern nursing. Australia and New Zealand have also developed national versions of the program.



U.S. Department of Veterans Affairs
Veterans Health Administration
Office of Connected Care

Benefits of Annie

Veteran Benefits

- Encourages Veteran self-care, enhancing active partnership with the care team
- Veterans **feel more connected** to their care teams
- Veterans are **supported** in completing health tasks and achieving improved outcomes
- Receives **facility broadcast messages** and/or **automated, personalized clinical protocol messages**
- Allows receipt of messages tailored to Veteran preferences (e.g., timing, frequency)
- Veterans are **empowered with their own data** that is then also visible to their care team
- Veterans can use **SMS text messaging** to send and receive messages with the Annie system, or they can use the Annie app on a smart phone

Care Team Benefits

- **Enables collection and synthesis of clinical data outside of office visits**, reducing the need for staff interaction between visits and making care decisions easier
- **Provides automated clinical feedback**, increasing patient safety and education
- **Provides automated treatment prompts and information**, reducing calls/questions about the care plan
- **Assists with review and documentation** for chronic disease management
- **Reduces need for care team phone reminders** to patients



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Nationally Approved Protocols

Self-Subscribe Protocols

These protocols are **not patient specific** and **pertain to conditions that do not require diagnosis and/or treatment by a clinician**. The intent of these protocols includes delivering educational messages, motivational messages, and/or generic reminders. They are available nationally and **any patient registered within Annie can self-subscribe** to the protocol.

- Tobacco Cessation
- Weight Management
- Oncology Symptoms
- Coronavirus PRECAUTIONS
- Stress Management
- Coping During COVID

Non-Treatment Protocols

Non-treatment protocols are **not available via self-subscription**. They **must be assigned by a VHA staff person**, after receiving the patient's consent. Non-treatment protocols are available at all levels of protocol designation, e.g., Team, Facility, VISN, Nationally.

- Annie Use Reminders
- Medication Reminders
- Exercise Prompts
- Home Telehealth
- Coronavirus

Treatment Protocols

Applies to conditions that require diagnosis and/or treatment by a licensed clinician and is intended to assist the Veteran with **self-management of that condition**, including monitoring and/or tracking readings or symptoms. **Only Licensed clinicians practicing within the licensure that they hold, may solicit verbal consent from a patient to assign a protocol**

- Advanced Liver Disease
- All Asthma
- All Hepatitis
- All HIV
- All Hypertension
- Phosphorous Binding
- CPAP
- Diabetes
- Sleep Duration



Annie COVID-19 Protocols

- #Coronavirus for Veterans on ISOLATION or QUARANTINE
- #Coronavirus PRECAUTIONS-self-subscribe
- #Coronavirus PRECAUTIONS
- #Coping During COVID



Veteran Feedback & Outcomes



Veteran Feedback & Outcomes



75% of Veterans found Annie provided the information they sought



47% of Veterans reported they **would have** reached out to VA in at least one way (Secure Message, phone call, visit, or a combination of those)



14% of Veterans reported they would have interacted with VA Community Care (called or sought care)



76% of Veterans reported at least one positive sentiment (felt more connected to VA, confident, or educated, and/or felt less anxious)

VA Mobile

VA



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