

# REGISTER NOW IN TMS for



## September 10 Live Virtual Training is accredited for:

.25 credit hour for ACCME, ACCME-NP, ACPE, ADA, ANCC, ABIM MOC, CDR

- You must **register in TMS before the event starts using the Register Now button rather than Assign to Me.**

### ❖ To obtain full credit for the class in TMS:

- Register, confirm attendance **AND** complete the after-session evaluation
- Click the link [COVID in 20: Sept 10, 2020](#) to register in TMS

**Participants will not be registered after the event.**

For information on how to register and print certificates in TMS [click here](#).

## Call starts at 4:30 pm ET

- **Adobe Connect**
  - Accessible outside the network – on your personal computer and phone.
- **Audio**
  - Participants are muted – use Q & A to interact
  - Use Adobe Connect to listen
  - If needed, use VANTS **1 800 767 1750** then **12328**
- **Recordings**
  - Available soon after the live event at [EM Community of Practice Website](#).

~~Assign to Me >~~

You may also:

~~Start course >~~

**Register Now >**

[New Survey](#) - see "Web Links" pod!



# CONGRATULATIONS

## Jan Ainsworth, CHAI Award Winner!!



The person I am nominating is not a VA employee. She is a caregiver to her husband, a Vietnam Era Veteran with dementia. She is enrolled in the Caregiver Support Program at our facility. When Covid first hit she volunteered to make cloth masks for Veteran's and staff at our VA. She got her quilting group "Loose Threads" involved and to date they have donated 660 cloth masks to our facility. What an amazing accomplishment for someone in their 70's caring for her husband with dementia 24/7! VA employees and Veterans are great, but we have many hidden heroes caring for our nation's Veterans.

Submitted by Cindy Potter, Fayetteville VA Medical Center

# Essential Worker Support Video

Piano arrangement and edit by Anika Bhoopalam

(Daughter of Dr. Sudha Bhoopalam, Associate Chief of Medicine for Primary Care at Hines)



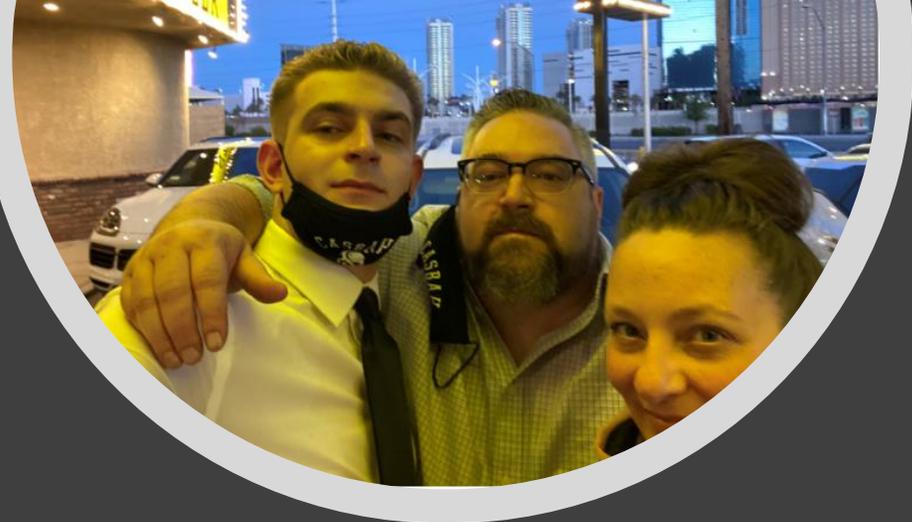
**Thank you for all that you do**



## Brian Vetter

Brian started working for the VA in 2004 as a clinical dietitian at the St. Cloud VA in central Minnesota. He transitioned into working with virtual technologies for St. Cloud and for VISN 23. In 2016, Brian joined the Annie team and now leading the national implementation for this exciting new program!





## Boyd Loehr

Boyd is an RN Care Coordinator with the VISN 16 Clinical Resource Hub who recently graduated from The University of Denver with his Masters of Science in Healthcare Management. He has been actively involved with the Annie App since 2017 and is the Deployment Operations Lead for the Office of Connected Cares, Telehealth Emergency Management program.



Today's Guests Published in the  
[Journal of American Medical  
Informatics Association!](#)

OXFORD ACADEMIC

VA New Orleans Sign In Register

JAMIA A SCHOLARLY JOURNAL OF INFORMATICS IN HEALTH AND BIOMEDICINE

AMIA INFORMATICS PROFESSIONALS. LEADING THE WAY.

Issues More Content Submit Purchase Alerts About

All Journal of the Americas Advanced Search

Volume 27, Issue 8 August 2020

### Veterans' response to an automated text messaging protocol during the COVID-19 pandemic

Jason J Saleem, Jacob M Read, Boyd M Loehr, Kathleen L Frisbee, Nancy R Wilck, John J Murphy, Brian M Vetter, Jennifer Herout

Journal of the American Medical Informatics Association, Volume 27, Issue 8, August 2020, Pages 1300-1305, <https://doi.org/10.1093/jamia/ocaa122>  
Published: 04 July 2020 Article history

PDF Split View Cite Permissions Share

#### Abstract

The US Department of Veterans Affairs (VA) is using an automated short message service application named "Annie" as part of its coronavirus disease 2019 (COVID-19) response with a protocol for coronavirus precautions, which can help the veteran monitor symptoms and can advise the veteran when to contact his or her VA care team or a nurse triage line. We surveyed 1134 veterans on their use of the Annie application and coronavirus precautions protocol. Survey results support what is likely a substantial resource savings for the VA, as well as non-VA community healthcare. Moreover, the majority of veterans reported at least 1 positive sentiment (felt more connected to VA, confident, or educated and/or felt less anxious) by receiving the protocol messages. The findings from this study have implications for other healthcare systems to help manage a patient population during the coronavirus pandemic.

**Keywords:** COVID-19, coronavirus, text messaging, mobile app, virtual care  
**Issue Section:** Brief Communications

4 View Metrics

#### Email alerts

Article activity alert  
Advance article alerts  
New issue alert

Receive exclusive offers and updates from Oxford Academic

#### Related articles in

Google Scholar

#### Citing articles via

Google Scholar  
Crossref

Latest Most Read Most Cited

# GOOD NEWS PAGE

## The CHAI Award

# COVID-19 Hero Award for Innovation

*An award to celebrate hard  
work and innovation in the face  
of COVID*

**Not your average cup of Chai!**

**We would love to hear your stories!**

Have good news, success stories,  
innovative ideas from the front line, funny videos?

**Please share them with us!**

*We will feature selected stories here!*

- Please submit videos in .mov or .MP4 format
- Try to keep videos around a minute long
- If recording on a smartphone, shoot video sideways
- We plan to share one submission per *COVID in 20* episode.
- Be creative!

Link to CHAI Award Online Nomination [here](#).



# C20 Wants You!

## To Share Your Talent

There are a lot of wonderfully talented people in VA. We would like to showcase that talent here on COVID in 20.

If you are willing to share, please email VHA COVID in 20 [VHACOVIDin20@va.gov](mailto:VHACOVIDin20@va.gov). Title your email with your talent and attach audio or video file.

