

# Virtual Care CORE



## September 2021 Newsletter

### Quicklinks:

- [Recent News](#)
- [Funding and Presentation Opportunities and Deadlines](#)
- [Relevant Recent Publications](#)
- [Upcoming Meetings and Cyberseminars](#)
- [Links to Resources](#)

### Recent News from OCC and the VC CORE

#### Curious about how to provide VA telehealth services to State Veterans Nursing Homes?

One of the 2021 VA OCC funded QI projects is “Assessing changes in delivery and utilization of telehealth between Department of Veterans Affairs Medical Centers and State Veterans Nursing Homes due to the COVID-19 pandemic to inform future utilization, scalability, and adoption of telehealth modalities.”

The project team is giving three virtual learning group presentations to discuss findings from surveys and interviews with VA and State Veterans Nursing Home (SVH) staff. **The learning groups will be conducted on MS Teams on the following dates:**

- **Sept 9:** Focus of content will be tailored to VA Staff
- **Sept 23:** Focus of content will be tailored to SVH Staff
- **October 7:** Focus of content will be tailored to both VA and SVH staff, with the goal of sharing

#### Present Your Project at the next CORE Cyberseminar

Interested in presenting your work? The VC Core has one more Cyberseminar coming up this year, scheduled for **December 1**. We hope to run three presentations of 12–15 minutes. These are excellent opportunities to reach the VA research community, as well as other audiences. Our first two events attracted over 100 and 350 live attendees, as well as many views on presentation recordings. To be considered, send your presentation topic/title (if known) and a short summary to [VHAVirtualCareCORE@va.gov](mailto:VHAVirtualCareCORE@va.gov) by **Friday, September 13**.

MS Teams info can be found under Upcoming Meetings and Cyberseminars, below. **If you would like a calendar invite, please contact** [Kelly.Blanchard2@va.gov](mailto:Kelly.Blanchard2@va.gov). If you have any specific questions about the process of implementing or coordinating VA telehealth to SVHs or items you want answered about this process beforehand please email [Kelly.Blanchard2@va.gov](mailto:Kelly.Blanchard2@va.gov) or [leah.haverhals@va.gov](mailto:leah.haverhals@va.gov) so we can be sure to highlight that information.

#### The VARC Access Research Metrics Compendium is Live!

Do you have knowledge on a VA data measure? Do you often get requests for details about methods used for an analysis on technology? The VC CORE is partnering with the Veterans Access Research Consortium (VARC) to crowd-source a library of virtual care access metrics for researchers in the [VARC Access Metrics Compendium](#).

This product will help researchers and administrators quickly identify what access metrics are available, whether they have been validated, and where they can be found in various data sources.

Please consider submitting a data measure to the wiki library! Currently available Virtual Care resources include:

- VVC Visits: [Access: VA Video Connect \(VVC\) – Number of visits](#)
- Clinical Video Telehealth [Access: Clinical Video TeleHealth \(CVT\)](#)
- E-Consult: [Access: E-Consult Use](#)
- SHEP: [Access: Survey of Health Experiences of Patients \(SHEP\)](#)
- VSignals Survey: [Access: VSignals Patient Perceived Access Questions](#)
- Secure Messaging: [Access: Secure Messaging](#)
- Home Telehealth: [Access: Home TeleHealth \(HT\)](#)
- Primary Care VetLink: [Access: Primary Care VetLink Kiosk Questionnaires](#)
- Store and Forward Telehealth: [Access: Store and Forward Telehealth \(SFT\)](#)

If you have a measure that would be valuable to share with colleagues, please let us know! Some virtual care topics we are interested in creating measures for include:

1. VA Mobile Apps
  - a. Annie Application
2. Telephone visits
3. E-Consults
4. Home Telehealth
5. Store & Forward Telehealth
6. Patient experience survey measures
7. Provider or facility experience measures (surveys or interview guides)
8. MyHealtheVet (access, use, premium users, sustained use)
9. Online scheduling: use of, actual visits and cancelled visits

Email [Cindie.Slightam@va.gov](mailto:Cindie.Slightam@va.gov) to get involved!

## Help Wanted

**Approaches to analyzing patient-generated health data (PGHD):** We are analyzing data on 150 participants in a study of persons with COPD who used a sensor on their albuterol inhaler canister to record time of use over a 12-month follow-up period. We are interested in learning how other groups have analyzed PGHD used for telemonitoring, and the process for determining thresholds for alerting the health care team. To discuss further, please contact Vincent Fan at [vincent.fan@va.gov](mailto:vincent.fan@va.gov)."

### ORH-Funded Project Examining Tele-Geropsychiatry Consultation via Clinical Resource Hubs

The Palo Alto GRECC (PI: Christine Gould, PhD, ABPP) in collaboration with VISN 23 Clinical Resource Hub and Ranak Trivedi, PhD, of Ci2i, received notice of the continued funding of their project "Rural Virtual Geriatric Mental Health Consultation for VISNs" by the Office of Rural Health. During FY21, the project team delineated and evaluated a tele-geropsychiatric consultation model housed in the VISN 23 Clinical Resource Hub. This model utilizes a consultation-liaison psychiatry approach with Dr. Julie Filips, a geriatric psychiatrist, providing consultation via video telehealth (VVC & CVT), telephone, and e-consults across the VHA continuum of care (e.g., rural CBOCs, CLCs, in-home). Consultation requests are initiated by VHA providers for dementia-related behaviors that are disturbing and/or dangerous to Veterans and/or others, psychiatric conditions in context of cognitive impairment, depression, anxiety, PTSD, psychosis, and sleep concerns.

In FY22, the team will further develop the tele-geropsychiatric consultation model through testing with both a single consultant and an interdisciplinary team approach in VISNs 1 and 9, respectively. In addition, the project team will define and examine an alternative CRH-based geriatric mental health care model (panel management) that VISN 20 is implementing for rural Veterans in Alaska in FY22. The team's ultimate goal is to refine this geriatric mental health care model for rural Veterans and prepare for future replication and dissemination in additional VISNs. For inquiries, please contact [Christine.Gould@va.gov](mailto:Christine.Gould@va.gov) or [Chalise.Carlson@va.gov](mailto:Chalise.Carlson@va.gov).

## Funding and Presentation Opportunities and Deadlines

Opportunities	Contact	Deadline
<b>Call for papers on Healthcare System Recovery Post COVID-19.</b> Topic includes handling deferred care, staffing innovations, employee and patient safety (mentally and physically). Main goal being the collation of evidence on issues to generate solutions helping to rebuild healthcare and offer resilience and especially future sustainability	Information can be found <a href="#">here</a>	9/30/2021

## Recent Virtual Care Publications

- Robinson S.A., Cooper J.A., Goldstein R.L., et al. [A randomised trial of a web-based physical activity self-management intervention in COPD](#). *ERJ Open Res*, 07/2021.

## Upcoming Meetings and Cyberseminars

Title	Presenter(s)	Date/Time
<a href="#">Harnessing Social Support in the Age of Social Media: Implications for Suicide Prevention in Veterans</a>	Alan Teo, MD, MS	9/08/2021 11:00 AM – 12:00 PM EST
<a href="#">Virtual Learning Groups on State Veteran Nursing Home Telehealth Delivery</a> <a href="#">+1 872-701-0185,,150562387#</a>	Leah Haverhals, PhD, MA Kelly Blanchard, LCSW Chelsea Manheim, LCSW Amber Lane, BS	9/09/2021 9/23/2021 10/07/2021 11:00 AM – 12:00 PM EST
<a href="#">Insomnia and Suicide Prevention: Leveraging Technology to Mitigate Risk</a>	Sarra Nazem, PhD	9/13/2021 3:00 PM – 4:00 PM EST
<a href="#">Advancing Access to Care Through Partnered Research with the Office of Rural Health</a>	Deborah Gurewich, PhD ; Travis Lovejoy, PhD; Sarah Ono, PhD; Matthew Vincenti, PhD; Michael Ward, MD, PhD, MBA; Bradley Watts, MD	9/23/2021 2:00 PM – 3:00 PM EST

## Past Presentations and Cyberseminars

Title	Presenter(s)	Date/Time
<a href="#">Annie Clinician Training</a>	Boyd Loehr, RN	9/01/2021 1:00 PM – 2:30 PM EST

<a href="#">COVID Lessons Learned: The Invaluable Need for Virtual Care</a>	Christina Armstrong, PhD	8/10/2021 10:15 AM – 11:15 AM PST
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## Links to Resources

### Telehealth

- [VHA Telehealth Services Website](#)
- [Telehealth Intranet Site](#)
- [VHA Mobile and Peripheral Devices for Facilities](#)

### VA Mobile

- [VA Mobile | VA App Store](#)
- [New VA Mobile 'My App List' functionality/categories](#)
- [ANNIE Automated Texting System | SharePoint site](#)
- [VACO Mobile Mental Health & Technology | SharePoint site](#)
- [VA Mobile Health Practice Guide | SharePoint site](#)

### MyHealtheVet

- [MyHealtheVet | Portal Homepage](#)
- [MyHealtheVet | VA Intranet Product Homepage](#)
- [My HealtheVet Statistics - My HealtheVet Product \(va.gov\)](#)
- [My HealtheVet Secure Messaging Reports Guide](#)

### Data Reports, Measures, Definitions, and Training

- [VHA Reports and Measures Portal \(RAMP\)](#)
- [Reporting and Analytics Field Training \(RAFT\)](#)
- [VSSC – Connected Care, Telehealth, Call Centers](#)
- [Data Definitions for VSSC Data Cubes](#)

### Patient Generated Health Data

- [Approved VA Policy on PGHD](#)
- [PGHD video for staff](#)

### General Office of Connected Care

- [Connected Care Website](#)
- [Connected Care Outreach Toolkit](#)
- [Connected Care Academy](#) (VA Intranet Required)

## Contact Information

- For any comments or questions about material in this newsletter or about the Virtual Care Consortium of Research, please email the CORE team at [VHAVirtualCareCore@va.gov](mailto:VHAVirtualCareCore@va.gov).
- Please let us know if you have news to share with the community! Email us and we will add it to the next newsletter.
- Finally, [follow us on Twitter](#) for regular, bird-sized bits of information!

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*The mission of the VA Virtual Care Consortium of Research is to facilitate research that evaluates and improves use of virtual care to enhance the accessibility, capacity and quality of VA health care and Veteran experience.*

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