

# Virtual Care CORE



September 2023 Newsletter

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## Recent News from OCC and the VC CORE

### New Request Portal for Letters of Support from the Office of Connected Care

VC CORE recently collaborated with the Office of Connected Care Telehealth Services team to create a [submission portal for Letter of Support requests](#). A product of years of successful partnership with the research community, OCC advocated for this channel in the hopes of simplifying the process of obtaining letters of support for investigators and their office alike. Investigators begin by inputting basic information about their proposed studies, including the primary technology of focus and type(s) of support requested. The portal then routes the request to appropriate subject matter expert for review and generates a draft letter to be refined by the investigator for signature, pending review. OCC asks that requests be submitted with ~4 weeks' notice before grant deadlines, whenever possible, to allow for adequate review and consideration.

We are excited to debut this process and begin receiving your submissions! As this portal is brand-new, we eagerly appreciate feedback from investigators who submit requests, both on the overall process and the draft letter output

### Help Develop the OCC Outcomes Framework: **Send Self-Report Measures Used in Your Work!**

The VC CORE is working in collaboration with OCC and VA's eHealth Partnered Evaluation Initiative to crowdsource validated self-report measures used by members of our investigator network in their projects focused on virtual care. Measures recommended by the CORE investigator network will be used as part of OCC's ongoing efforts to develop an outcomes framework related to the use of virtual care technologies.

Help with this noble cause by sharing self-report measures you have used in your own virtual care-

### **Study: Assessing Collaborative Research Networks to Enhance Research Value**

To better understand what individual and environmental factors contribute to successful collaborative research, Dr. Elizabeth Stevens at NYU Langone Health is conducting a research study that will collect information about our consortium's members and their collaboration networks.

**Please check your VA spam filters!** So far, two emails have been sent with the subject "Invitation to take part in a survey about research collaboration" on June 6 and June 20 from [noreply@nyulangone.org](mailto:noreply@nyulangone.org). The study will last approximately 5 years and involve several parts including a baseline survey, the possibility of a one-time 60-minute interview, and four follow-up surveys. The surveys ask about your background, personality, perceptions of collaborative research, research productivity, and collaboration networks. All study activities are 100% optional. If you do not wish to be contacted, please reach out to Dr. Stevens at [elizabeth.stevens@nyulangone.org](mailto:elizabeth.stevens@nyulangone.org).

related research and evaluation projects! Please look out for an invitation to share these measures with us through a brief REDCap survey in the weeks ahead. Similar requests to share your expertise and input may follow as this effort moves forward. If you have any questions about this effort, please reach out to [VHAvirtualcarecore@va.gov](mailto:VHAvirtualcarecore@va.gov).

#### OCC FY24 Rapid QI/Evaluation Project and ATLAS RFAs

The Office of Connected Care's **annual request for proposals addressing OCC's rapid QI and evaluation priorities is still open!** Proposals may request up to \$250k over two years, with a maximum of \$150k in either year. Priorities and full details for FY24 can be found in the RFA document attached in the email with this newsletter.

#### Telehealth to Optimize Management of Multiple Chronic Conditions Among Vulnerable Populations

The reissue of this [Targeted PCORI Funding Announcement](#) is soliciting applications that respond to the following question: What is the comparative clinical effectiveness of different approaches to incorporating access to and use of telehealth to optimize management of multiple chronic conditions in primary care, particularly among vulnerable populations? PCORI will host an [Applicant Town Hall](#) on September 14 from 12-1 EST. The deadline for LOIs is October 3 by 5 pm EST! For questions regarding this funding announcement, please reach out to [sciencequestions@pcori.org](mailto:sciencequestions@pcori.org).

#### Reminder: The VC CORE Directory is *Live!*

We are incredibly excited to share the [VC CORE Directory](#). We're still working on re-entering survey responses as multi-selections within our response columns, as well as adding our new VC CORE members who have joined since this went live. Thanks to the level of engagement from our wonderful Network (read: you), the list is very impressive, at over 170 entries. We invite you all to find yourselves and quality check your entries, as well as to find each other and connect! If you wish to be added to the Directory, it's not too late! Please reach out to [navid.dardashti@va.gov](mailto:navid.dardashti@va.gov) to receive a unique survey link we will use to populate your entry.

#### Funding and Dissemination Opportunities and Deadlines

Opportunities	Contact	Deadline
OCC FY24 RFA	<a href="mailto:VHAvirtualcarecore@va.gov">VHAvirtualcarecore@va.gov</a>	9/21/2023
Telehealth to Optimize Management of Multiple Chronic Conditions Among Vulnerable Populations in Primary Care -- Cycle 3 2023	<a href="mailto:sciencequestions@pcori.org">sciencequestions@pcori.org</a>	Letters of intent due 10/3/2023
Notice of Special Interest: Assessing Real-World Effectiveness and Implementation of Telehealth-Guided Provider-to-Provider Communication among Rural Communities	See <a href="#">NOSI posting on nih.gov</a> for full details and contact list	10/5/2023

#### Recent Virtual Care Publications

- Check back next month for new VC publications!

#### Upcoming Presentations and Cyberseminars

Title	Presenter(s)	Date/Time
<a href="#">Harnessing Technology to Increase Access to Couple and Family Treatment for Alcohol Use Disorders among Veterans registration - VA WebEx Enterprise Site</a>	Julianne Flanagan Elizabeth Santa Ana	9/13/2023 12:00 – 1:00 PM EST

<a href="#">Ways to Use (and Not Use) Mobile Devices to Assist PTSD Treatment: From Doomscrolling to Gaming</a>	Matthew Price, PhD	9/13/2023 12:00 – 1:00 PM EST
<a href="#">PCORI Targeted Telehealth funding APPLICANT TOWN HALL</a>	PCORI Representatives TBA	9/14/2023 12:00 – 1:00 PM ET
<a href="#">Burnout, Turnover, and Telehealth in VA Primary Care during the COVID-19 Pandemic registration - VA WebEx Enterprise Site</a>	Eric Apaydin, PhD, MPP Lucinda Leung, MD, PhD, MPH	9/20/2023 12:00 – 1:00 PM EST
Superusers' Best Practices in Proactive Integrated Use of Virtual Healthcare Resources in Specialty Care Settings	Jolie Haun, PhD, EdS Rachel Benzinger	10/11/2023 1:00 – 2:00 PM EST

### Recent Presentations and Cyberseminars

Title	Presenter(s)	Date/Time
<a href="#">Comparative Effectiveness and Outcomes of Telehealth Interventions: VA Studies in Neurology and Substance Use Disorder Treatment</a>	Lewei (Allison) Lin, MD, MS; Linda Williams, MD	7/12/2023 1:00 – 2:00 PM EST
<a href="#">Mobile and Web-based Intervention for Veteran Couples With PTSD and Pain</a>	Jolie Haun, PhD	7/12/2023 12:00 – 1:00 PM EST

### 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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