

Virtual Care SOTA Panel Discussion

Moderator

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Associate Director, Center for Innovation to Implementation;
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Panelists

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Executive Director, Office of Health Equity

(Access Workgroup)

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(Engagement Workgroup)

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Director, Health Services Research & Development

(Outcomes Workgroup)

Virtual Care SOTA Panel Discussion

Q: After hearing yesterday's discussions, what do you see as some of the most promising directions for VA research focused on virtual care?

Virtual Care SOTA Panel Discussion

Q: As we move into a final group exercise to prioritize these research questions, can you speak to major initiatives, policies, or other changes on the horizon that should inform priorities for VA research focused on virtual care?

Prioritizing Research Questions

Something you will rarely be instructed to do at a conference:

- Take out your phone!
- Scan the QR code on the following slide
- You will be prompted to select 5 research priorities across workgroups

Virtual Care SOTA Panel Discussion

Audience Q&A

VA



U.S. Department of Veterans Affairs

Veterans Health Administration
Health Services Research & Development Service

Prioritizing Research Topics

Participants were instructed to select 5 from the list of 20 research priorities included in the following slides

- Participants scanned a QR code, which brought them to the sli.do platform, allowing them to pick from
- 39 participated; 195 votes were cast

Prioritized Research Topics

Question	Votes
Identify which implementation strategies increase patient/clinician adoption of effective virtual care technologies	23
What is the right portfolio of care (mix of modalities) for patients with complex medical and/or social needs?	17
How can we understand the Veteran journey, from the period of active service to the period of being a VA patient, and when and how VC can best be introduced along that journey to maximize engagement	16
Identify and evaluate opportunities to optimize Veterans' access to virtual care through interventions at the patient, provider, system level	14
Can PGHD be combined with EMR data to create alerts/predictions that are clinically valuable (not already obvious) to providers?	14
Designing and testing strategies that can be integrated into clinical workflows that offload tasks to non-clinical stakeholders (e.g., other facility staff, informal caregivers)	13

Prioritized Research Topics

Question	Votes
Examine how VA can offer access to virtual care that meets a Veterans' dynamic clinical needs and social circumstances	10
What is incidence of patient safety events that can be attributed to Virtual Care?	10
Testing promising strategies in meaningful combinations to promote adoption and/or sustained use of VC	10
Does PGHD empower patients to change behavior and/or manage their own care?	9
Customize technology, implementation strategies, virtual care models in order to ensure equitable access	8
Identify rapid, real-time evaluation methods to optimize virtual care access, engagement, and outcomes	8
Create standardized virtual care access metrics with the goal of tracking access expansion and equity	7

Prioritized Research Topics

Question	Votes
How can we best utilize non-clinical stakeholders, ranging from facility staff to family members and other informal caregivers, to support Veteran initial adoption and sustained use of VC?	7
How can we develop and disseminate context-sensitive measures of engagement appropriate for different VC platforms and use cases?	6
Evaluations of Virtual Care across outcomes for patients with complex medical and/or social needs	6
Does PGHD impact population health in the long term?	4
How can we more fully characterize and evaluate the role of clinical team member, facility, and system-level factors on Veteran engagement with VC?	3
Translating established strategies applied in other non-tech contexts to the realm of VC technologies	3
How can we best utilize non-clinical stakeholders, ranging from facility staff to family members and other informal caregivers, to support Veteran initial adoption and sustained use of VC?	7



Thanks and Recognition: Organization

- CIDER
 - Karen Bossi, Jerry O'Keefe
- EES
 - Jessica Thress, Susie Riedthaler, Latricia Wells, Brian Peplinski, Jeffrey Gray
- HSR&D
 - Mary Walsh, Kevin Chaney, Naomi Tomoyasu, David Atkins, Rachel Ramoni, Carolyn Clancy

Thanks and Recognition: Planning Committee

- VC CORE Team
 - Navid Dardashti, Elizabeth Duran, Cindie Slightam, Nicholas McMahon
- Veteran Representatives
 - Rosie Glenn, Ron Gonzalez, Rebecca Keller
- Research Leads
 - Jeydith Gutierrez, Samantha Connolly, Jenice Guzman-Clark, Taona Haderlein, Ursula Myers, Charlie Wray
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And Last but Certainly not Least...

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VA



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