

Virtual Care CORE



February 2022 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

NEW Resources from the Office of Connected Care!

Patient-Generated Health Data Community

The Patient-Generated Health Data Community on Connected Care Academy provides VA care teams with the foundational information needed to use patient-generated health data (PGHD) in clinical care. It offers access to training and materials that support published clinical competencies in the areas of PGHD in clinical care.

See QR Code to the right for direct access to the PGHD Community:



Virtual Care Best Practices Community

The [Virtual Care Best Practices Community](#) on Connected Care Academy provides VA care teams with the foundational information needed to integrate virtual care into clinical practice. It offers access to training and materials that support published clinical competencies in the areas of mobile health, telehealth, and the use of sensors and wearables in clinical care.

See QR Code to the right for direct access to the PGHD Community:



One of the resources in this community is the **[VA Virtual Care Best Practices Series](#)**, which is an 8-part training provides VA health care teams with foundational training for integrating virtual care into clinical practice. Target audiences include, but are not limited to, physicians, nurses, psychologists, social workers, counselors, and other professionals supporting Veteran care. TMS links and course number IDs are as follows:

[Part 1: Virtual Care Basics \(TMS course # VA 45280\)](#)

[Part 2: Virtual Care to Improve Patient Care \(TMS course # 45307\)](#)

[Part 3: Assessing Patient Readiness for Use \(TMS course # 45107\)](#)

[Part 4: Integrating Virtual Care Tools into Clinical Workflow \(TMS course # 46020\)](#)

[Part 5: Prescribing Virtual Care \(TMS course # 45988\)](#)

[Part 6: Security and Privacy Issues with Virtual Care \(TMS course # 44604\)](#)

[Part 7: Ethical and Legal Issues with Virtual Care \(TMS course # 46019\)](#)

[Part 8: Increasing Technological Cultural Competency to Meet Patient Needs \(TMS course # 45989\)](#)

Virtual Health Resource Centers (VHRC) Web Page, Video, and Implementation Consult Service

[This new page](#) and [informational video](#) on the Connected Care website promote VA's Virtual Health Resource Centers (VHRCs). In addition to explaining the services offered by VHRCs, the page includes information for VA sites interested in establishing a center. So far we have had over twenty facilities interested in building a VHRC, and as of January 12, 2022 we launched our first cohort of facilities that we are working with the VHRC Implementation Consult Service team to launch their VHRC. Email to learn more at VHAVHRC@va.gov

Early Career Investigator Spotlight



Megan Vanneman, PhD, MPH

I am a Core Investigator and Career Development Awardee at the VA Salt Lake City Health Care System's Informatics, Decision-Enhancement and Analytic Sciences Center (IDEAS). I am also an Assistant Professor in the University of Utah School of Medicine's Department of Internal Medicine, Division of Epidemiology and Department of Population Health Sciences, Division of Health System Innovation and Research.

My background is in health services research, with specific training in policy/politics, economics, and organizational behavior. My research focuses on VA policy and systems of care for Veterans, and the impact of policy changes on access, quality, and costs. I am also a multi-PI on the CREEK Center, VA HSR&D's center that aims to foster collaboration and knowledge diffusion in Community Care research between VA investigators and operations. As part of the VC Core's Telemental Health Group, I am interested in how changes in virtual care have impacted outcomes for Veterans with behavioral health conditions.

I earned my PhD in Health Services and Policy Analysis from UC Berkeley, MPH in Health Policy and Management from Columbia University, and BA in Human Biology from Stanford University. Prior to becoming a Core Investigator at IDEAS and faculty member at the University of Utah, I completed a Postdoctoral Fellowship in Health Services Research at the VA Palo Alto Health Care System's Center for Innovation to Implementation (Ci2i) & Stanford University School of Medicine's Center for Health Policy/Primary Care and Outcomes Research (CHP/PCOR). I am part of the Enhancing Development-Generating Excellence (EDGE) research scholars program through the University of Utah, which is a highly competitive program that supports the research of promising junior faculty. I received the 2021 Odell Junior Investigator Award, recognizing my leadership as an assistant professor in the Department of Internal Medicine.

Get in touch via email at megan.vanneman@va.gov



Lewei (Allison) Lin MD, MS

I am an addiction psychiatrist and Research Scientist at the Center for Clinical Management Research at VA Ann Arbor Healthcare System. I am also an Assistant Professor in Psychiatry and direct the University of Michigan Addiction Psychiatry Fellowship Program.

My work focuses on two main areas: 1) understanding disparities in care and outcomes for patients with substance use disorders (SUDs) using healthcare datasets *in order* to 2)

inform and test novel interventions that can be implemented in health systems to improve treatment access and outcomes for this vulnerable population. I have really enjoyed and appreciated working with Veterans with SUDs and my research is informed by observing the impacts of the opioid and SUD epidemic and recognizing the potential for healthcare systems to help address this major public health crisis. My clinical experience has also shaped insights on access barriers to SUD care and informs work developing and testing new models of virtually-delivered SUD care.

I have a HSR&D CDA focused on telehealth for opioid use disorder treatment in the VHA and I also co-lead a Virtual Care Core Rapid Response Project (with Dr. Megan Adams) examining the impacts of COVID-19 on specialty virtual care across VHA. In addition, I co-lead In.Reach, a NIH-funded R01 testing a novel telehealth model of care for patients with alcohol use disorder in primary care and the Persist Study, another NIH R01 testing a telehealth-delivered cognitive behavioral intervention for patients with opioid use disorder and chronic pain. Both interventions are being studied in Veterans and non-Veterans.

Our work examining shifts in care since COVID-19 in Veterans with SUDs suggests virtual care has had an important role sustaining critical treatments for Veterans and ongoing work is needed to examine impacts on quality of care and outcomes across different Veteran populations in order to inform ongoing improvements to virtual care. However, major challenges with treatment access remain for patients with SUDs and the question is if virtual care can be incorporated in new models of care to both increase access and also improve outcomes for these vulnerable Veteran populations. Throughout this work, I have really enjoyed collaborations and opportunities to mentor trainees and greatly appreciate the Virtual Care Core in supporting these efforts.

Get in touch at: lewei.lin@va.gov and leweil@med.umich.edu

Funding and Presentation Opportunities and Deadlines

Opportunities	Contact	Deadline
<p>Present at our Upcoming VC CORE Cyberseminar Wednesday, May 4, at 1 PM EST!</p> <p>We are seeking more early career investigators to present at our next cyberseminar in May! Investigators are encouraged to submit their project title and brief abstract for consideration. Our Cyberseminars have been extremely well-attended, averaging approximately 200 live attendees and many more registrations.</p>	<p>vhavirtualcarecore@va.gov</p>	<p>3/15/2022</p>

Recent Virtual Care Publications

- Connolly, S.L., Stolzmann, K.L., Heyworth, L., Sullivan, J.L., Shimada, S.L., Weaver, K.R., Lindsay, J.A., Bauer, M.S., & Miller, C.J. [Patient and provider predictors of telemental health use prior to and during the COVID-19 pandemic within the Department of Veterans Affairs](#). *American Psychologist*, 12/2021.
- Armstrong C.M., Wilck N.R, Murphy J., Herout J., Cone W.J., Johnson A.K., Zipper K., Britz B., Betancourt-Flores G., LaFleur M., Vetter B., Dameron B., Frizzell N. [Results and Lessons Learned when Implementing Virtual Health Resource Centers to Increase Virtual Care Adoption During the COVID-19 Pandemic](#). *Journal of Technological Behavioral Science*, 10/2021.
- Aubert, C.E., Henderson, J B., Kerr, E.A., Holleman,R., Klamerus,M.L., & Hofer, T.P. [Type 2 Diabetes Management, Control and Outcomes During the COVID-19 Pandemic in Older US Veterans: an Observational Study](#). *Journal of General Internal Medicine*, 01/2022.

Upcoming Meetings and Cyberseminars

Title	Presenter(s)	Date/Time
Overview of CMS & USRDS data from VIREC	Kristin de Groot, MPH	2/7/2022 1:00 – 2:00 PM EST
PETALS (Patient Engagement Tracking and Longterm Support): A new HSR&D Resource for Communicating with Veterans via Text and IVR	Nicolle Marinec, MPH John Piette, PhD	2/8/2022 1:00 – 2:00 PM EST
Virtual Care to Support Heart Health	Kariann Drwal, MS Andrea Kossoudji, MS, MBA, RN Kathleen Craig, BSN, RN	2/17/2022 12:00 – 1:00 PM EST
Considering Human Factors in the VA EHR Transition	April Savoy, PhD Michael Weiner, MD, MPH Scott Wiltz, MD, MPH, FAAFP	2/23/2022 12:00 – 1:00 PM EST

Past Presentations and Cyberseminars

Title	Presenter(s)	Date/Time
Virtual Care Early-Career Investigator Series	Lewei (Allison) Lin, MD, MS Charlie Wray, DO, MS, FHM	2/2/2022 1:00 PM – 2:00 PM EST
Providing Complementary and Integrative Health Services via Telehealth: Lessons Learned from Whole Health Providers in VA	Justeen Hyde, PhD Juliet Wu, BS	1/20/2022 12:00 PM – 1:00 PM EST
Navigating CDW Data	Brian Robison, MPH	1/13/2022 2:00 PM – 3:00 PM EST
Centralized Interactive Phenomics Resource (CIPHER): Overview of the VA Phenomics Library and Plans for Expansion	Kelly Cho, PhD, MPH Jacqueline Honerlaw, RN, MPH	1/10/2022 1:00 PM – 2:00 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](#)

MyHealthVet

- [MyHealthVet | 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.
- 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!

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.
