

# Accelerating Implementation of Virtual Care in VHA Practice: Think Tank Results

February 11<sup>th</sup>, 2020

Durham, NC

# Who We Are



**Hayden Bosworth, PhD**

Deputy Director, Center of Innovation to Accelerate Discovery and Practice Transformation (ADAPT), Durham VA Health Care System



**Allison Lewinski, PhD, MPH**

Investigator, ADAPT



**Oliver Massey**

Facility Telehealth Coordinator, Durham VA Health Care System



**Carolyn Turvey, PhD, MS**

Clinical Director, Iowa City Veterans Rural Health Resource Center, Department of Veterans Affairs

We thank these individuals  
and organizations for the time,  
effort, and funding they  
provided for the TeleFAR Think  
Tank in December 2019.



# Outline

## 1. Introduction & Welcome

Hayden Bosworth

## 2. “Real World” Virtual Care

Oliver Massey

## 3. Virtual Care 101

Hayden Bosworth

## 4. Think Tank Results

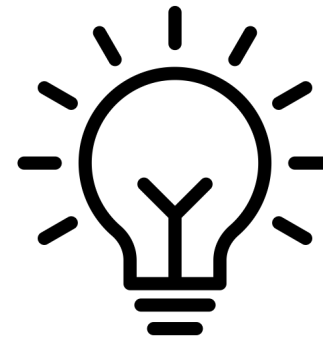
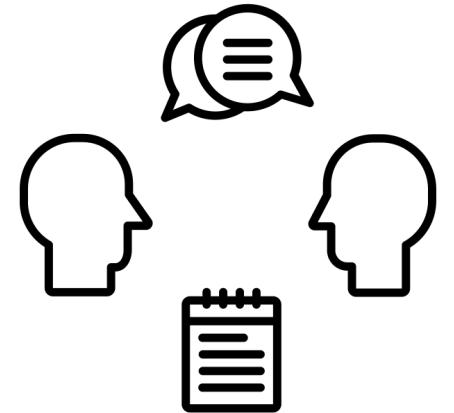
Allison Lewinski

## 5. Putting It All Together

Carolyn Turvey

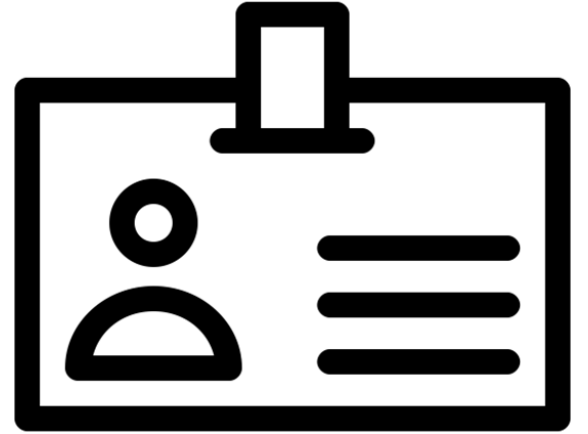
## 6. Final Summary & Questions

Hayden Bosworth



# **Poll Question #1: What is your primary role in VA? - Select all that apply**

- Student, trainee, or fellow
- Clinician
- Researcher
- Administrator, manager, or policy-maker
- Other



# “Real-world” Virtual Care

Oliver Massey

# Telehealth at VA

"The wider application of care and case management principles to the delivery of health care services using health informatics, disease management and telehealth technologies to facilitate access to care and improve the health of designated individuals and populations with the intent of providing the right care in the right place at the right time"

# VHA Telehealth Services

## Office of Connected Care/Telehealth Services Quality Program

- Based on a model of continuous quality improvement
- Constantly evolving

### Program includes

- Implementing Telehealth programs
- Evaluating & monitoring performance data & outcomes
- Reviewing program operations
- Identifying & encouraging implementation of strong or leading practices nationwide

# Telehealth is not new → has changed and evolved over the years

Many different names, similar concepts

- Telehealth
- Telemedicine
- Teleconsultation
- VA Video Connect (VVC)
- Clinical Video Telehealth (CVT)
- Home Telehealth

Many different formats & programs

- Synchronous (real-time): CVT & VVC
- Asynchronous: Store-and-Forward
- Remote monitoring: Home Telehealth



# VA Telehealth: Where We Started

**1959** University of Nebraska Medical Center

- Two-way Television
- Group Therapy
  - Omaha VA
  - Lincoln VA
  - Grand Island VA Hospital



# Where Telehealth Occurs

## Where VA Telehealth Occurs



### Home

- Home Telehealth (Remote Monitoring)
- VA Video Connect
- Secure Messaging
- Telephone Visits
- Tele-Urgent Care
- mHealth - Apps, Annie



### Clinic

- Video Telehealth
  - Primary Care
  - Mental Health
  - 50+ specialties
- Store and Forward Telehealth



### Hospital

- TeleICU
- TeleStroke
- More...

## How VA Implements Telehealth



### Facility

Goal:  
Telehealth  
Integration  
into all routine  
operations



### Regional

- Clinical Resource Hubs
- TeleDermatology
  - TeleMental Health
  - TelePrimary Care
  - TeleRehabilitation
  - TeleSleep

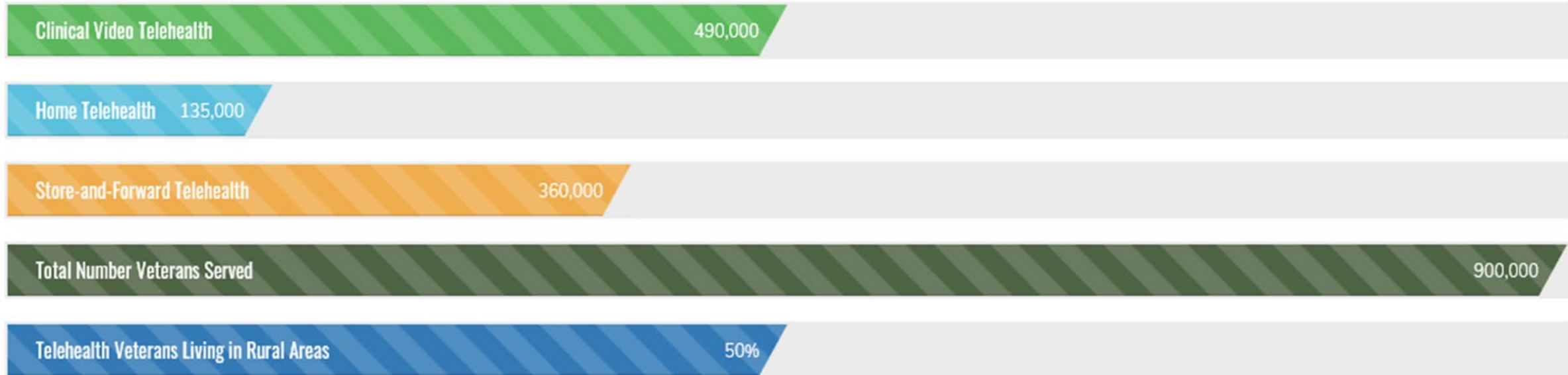


### National

- Expert TeleConsultation
- National TeleMental Health Center
  - Provider to Provider Consultation (ECHO)
  - TeleGenomics

# 2019 Virtual Care Report

## NUMBER OF VETERANS RECEIVING TELEHEALTH CARE



## PERCENTAGE OF VETERANS WHO COME TO VA FOR HEALTHCARE BEING SERVED BY TELEHEALTH



\*2019 Virtual Care Report

# Did You Know?

## VA facilitated legislation for physicians to practice across state lines

- Anywhere to Anywhere Telehealth legislation was signed into law as part of the VA MISSION Act
- VHA is developing Telehealth HUB sites to allow care delivery between specialties across VISNs and VAMCs

*(b) Health care provider's practice via telehealth. (1) Health care providers may provide telehealth services, within their scope of practice, functional statement, and/or in accordance with privileges granted to them by VA, irrespective of the State or location within a State where the health care provider or the beneficiary is physically located. Health care providers' practice*

# Care Transformation in VA

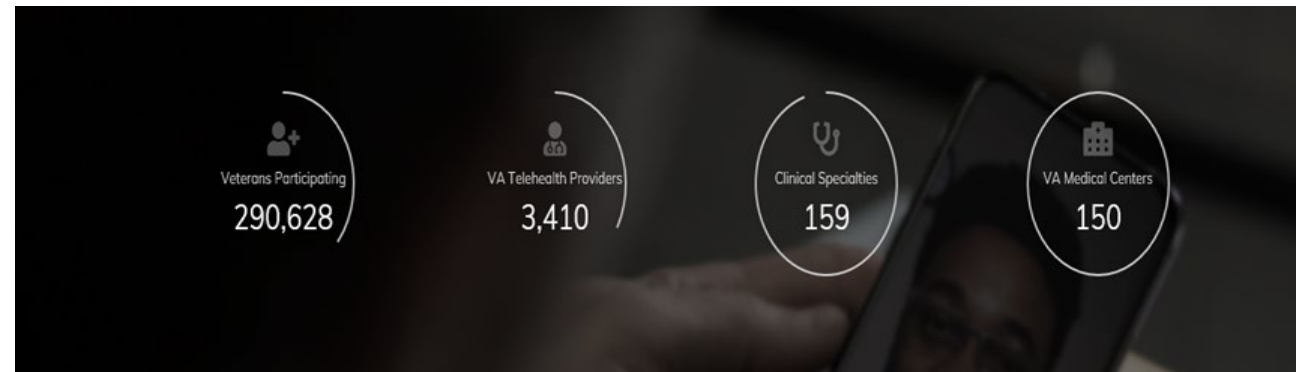
- Traditional
  - Physician-led
  - Face-to-face
  - Brick-and-mortar services.
- Transition
  - PACT model
  - Whole Health
- Transformed
  - Veteran-Centric care
  - Any Care to Anywhere



# Telehealth is Going into the Home and Other Non-VA Settings

## National telehealth initiative

- By 9/30/2020: 100% of Mental Health & Primary Care be 'capable' of providing care and services via VA Video Connect.
- By 9/30/2020: 45% of outpatient Mental Health Providers & PACT have completed one VA Video Connect encounter.



# Virtual Care 101

Hayden Bosworth

# Virtual Care at VA

- Clinical interactions that do not require patients and providers to be in the same room at the same time
- Policies in place that impact use, implementation and adoption of virtual care
  - Require use of virtual care in some instances
  - Aim to improve access to care and reduce wait times



# Identified Gap in Virtual Care at VA

There is tremendous, yet untapped potential to use VHA's extensive telehealth infrastructure to coordinate and assess quality of care provided in non-VHA settings



## **Poll Question #2: What best describes your experience with virtual care? - Select all that apply**

- Have collaborated on virtual care
- Have conducted virtual care myself
- Have evaluated virtual care
- None



# Think Tank Review

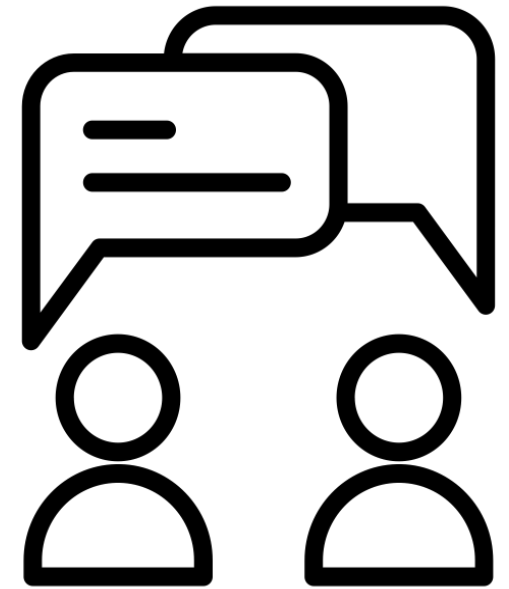
Allison Lewinski

# Think Tank Attendees

- VISN 6 leadership
- HSR&D administration
- VA Administration
- Office of Rural Health
- Preventative Medicine
- VHA Diffusion of Excellence
- Durham VA Health Care System
- Durham COIN
- New York Harbor VA Health Care System
- Office of Nursing Services
- Office of Mental Health and Suicide Prevention

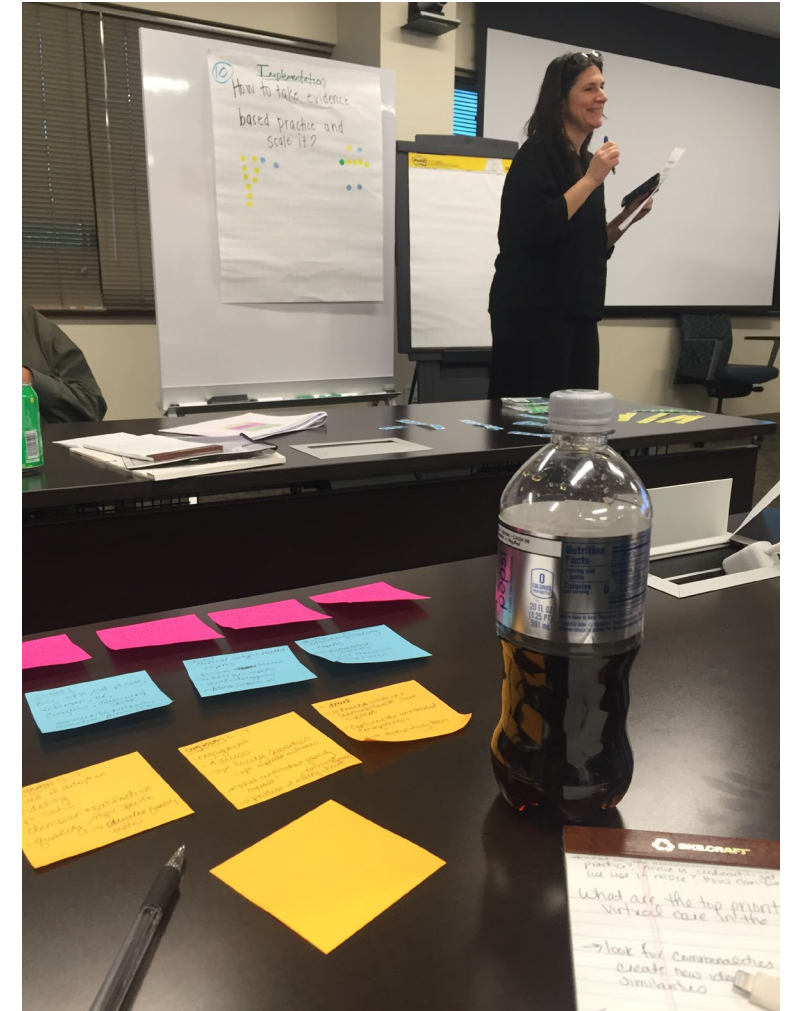
# Objectives of Think Tank

1. Review current state of virtual care delivery and research at VHA
2. Identify ways to improve and advance future virtual care delivery and research at VA
3. Prioritize future work and opportunities



# Identified priorities for virtual care

1. Participants asked to answer
  - What are key priorities of virtual care within VA?
  - What are the pressing needs for virtual care?
2. Brainstormed with others at their table
  - Grouped responses to find similar themes
3. Shared as a larger group to generate list
  - Identified similar responses across all groups



# Results: 14 priorities

## Patient level

1. How to triage at the patient-level for appropriate use of virtual care
2. How to use virtual care for behavior change
3. How to use virtual care to reduce health disparities
4. Identifying barriers to virtual care

## Provider level

5. Educating providers on virtual care as a way to optimize uptake

## Both

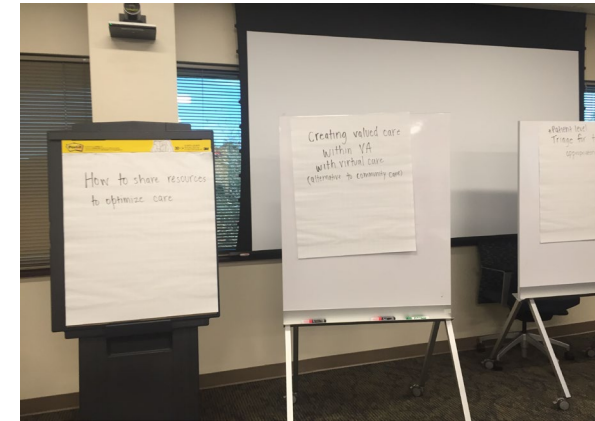
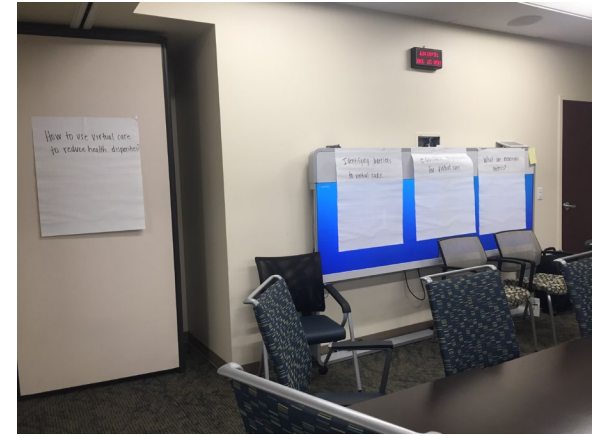
6. Equitable engagement for virtual care

## Systems level

7. Creating valued care within VA using virtual care, as an alternative to community care
8. What virtual care services can be centralized vs. local vs. regional
9. Implementation: how to take evidence based practice and scale it
10. Align virtual care modality with clinical problem
11. Meaningful metrics for virtual care
12. Methods to share resources to optimize care
13. How to integrate virtual care into Cerner
14. Maximize collaboration with Office of Connected Care and service line priorities

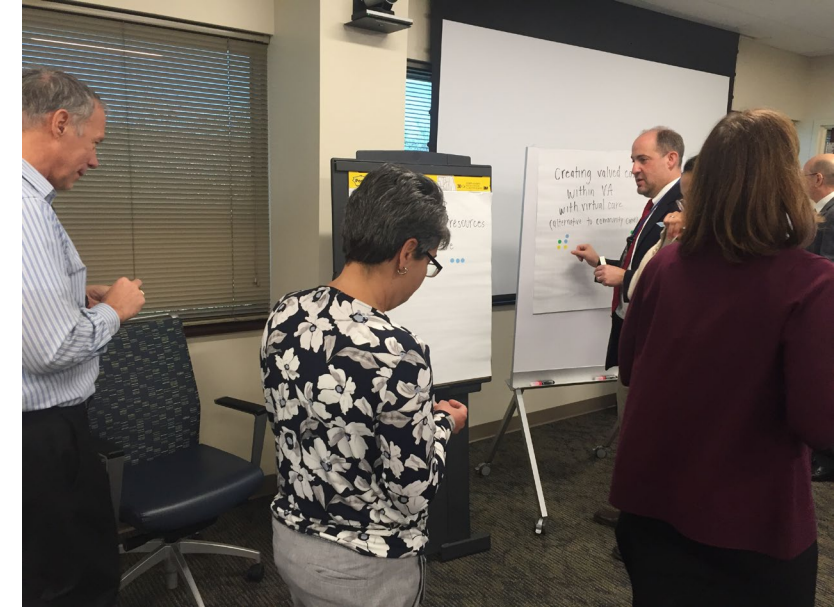
# Discussion

- How to educate providers about virtual care?
- How to use virtual care to reach veterans otherwise unengaged in VA care?
- When/how can we use these tools outside of the current longitudinal patient-provider relationship?
- What types of services should be centralized vs. diffused?



# Voting on Priorities

- Voted with dots
  - Different colors for:  
research, operations,  
research & operations
- Directions
  - Placed the dot on the priority  
you thought was important
  - Limit of 2 dots per priority



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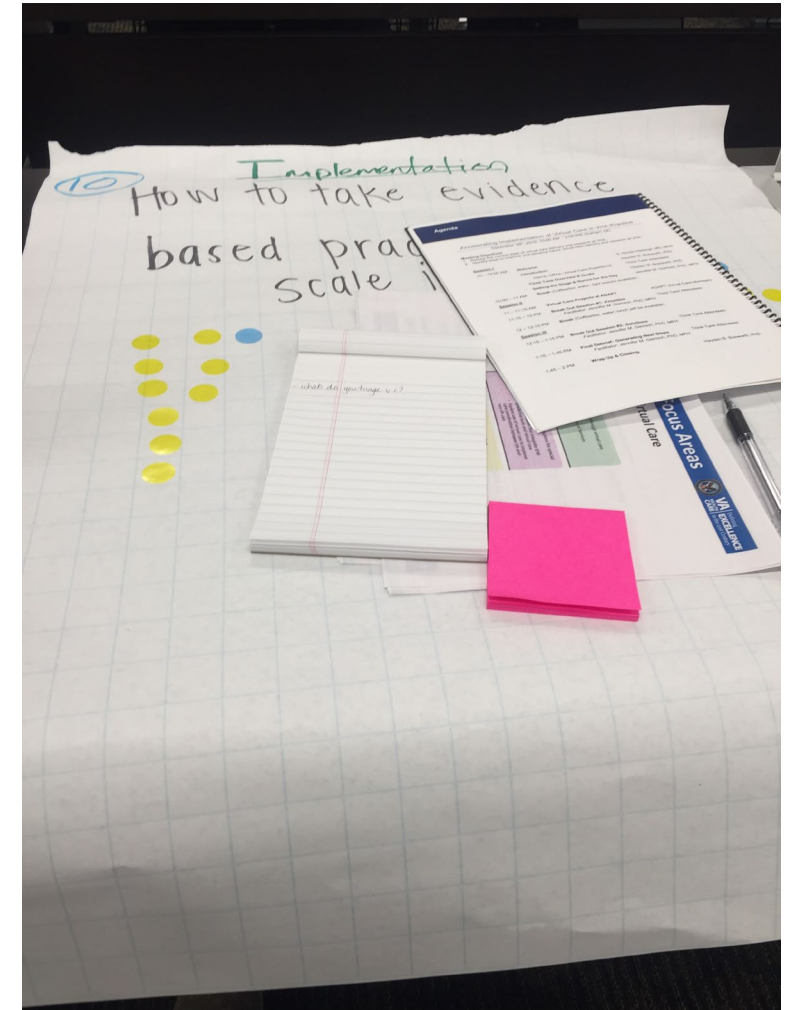
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# Result: 4 Priority Areas (from original 14)

1. Implementation: How to take an evidence-based practice and scale it?
2. What virtual care services can be centralized vs. local vs. regional?
3. Creating valued care within VA with virtual care
4. Right patient, Right problem, Right modality



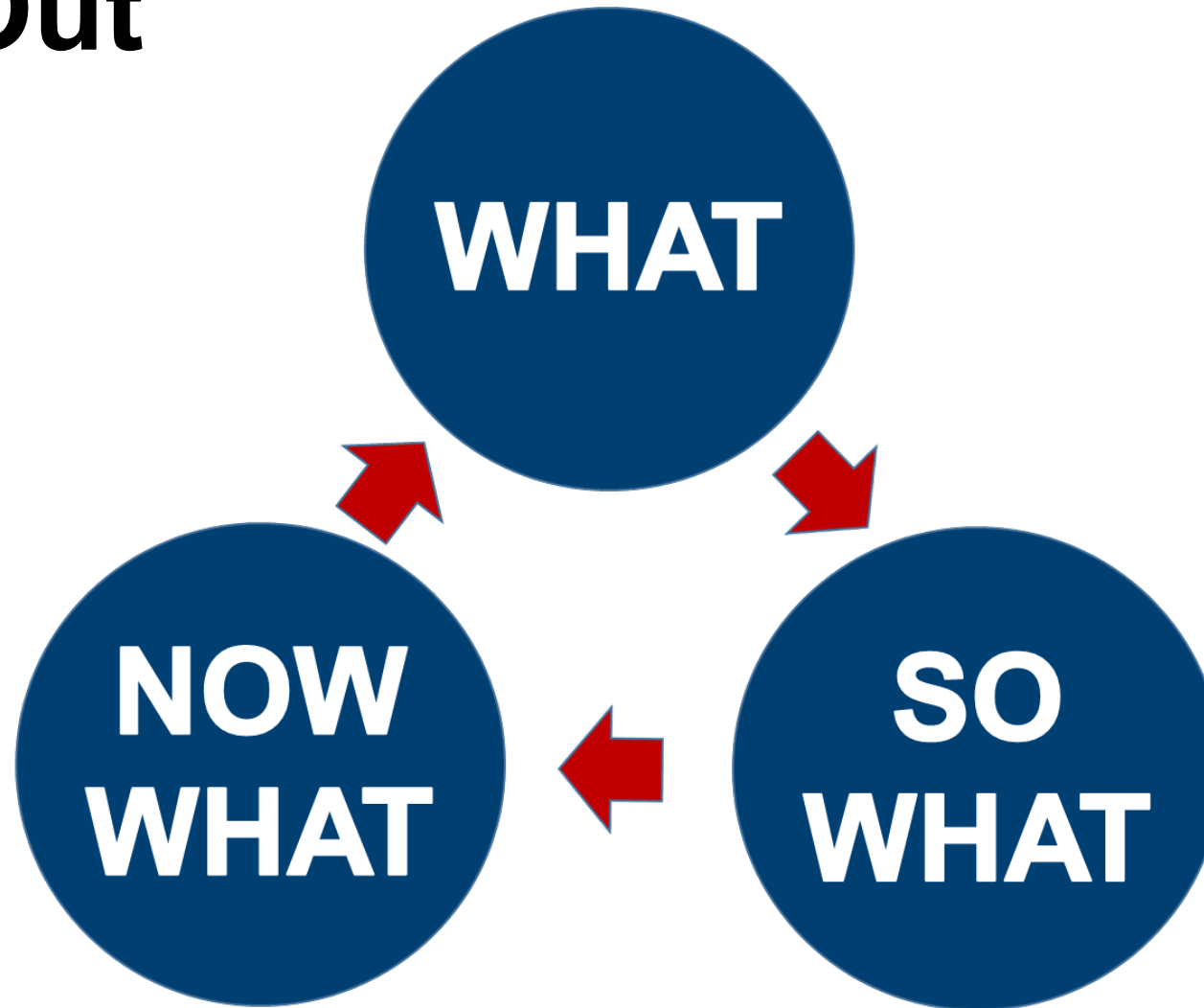
# Developing Solutions

Key questions to answer:

1. What are the key areas of uncertainty/information needed to address this priority?
2. Who are the important stakeholders to engage in addressing this priority (be specific)?
3. What are the key short- and long-term clinical and organizational metrics that define success of this priority?



# Report Out



# Overall Think Tank Findings



- More questions than answers
  - Who owns virtual care at VA?
  - What is virtual care?
  - What does implementation of virtual care look like across research and operations?
- Underscored the importance of having the right people at the table
  - Research and operations partners across multiple offices
- Inherent complexity of adopting and accelerating virtual care at VA

# Poll #3

Hayden Bosworth

# **Poll Question #3: What is the most pressing need for virtual care at VA? -**

Select all that apply

- Implementation and adoption of virtual care in the VA
- Use of virtual care with a certain disease or population
- Staffing of virtual care
- Research and quality improvement projects
- How to sustain patient engagement in virtual care

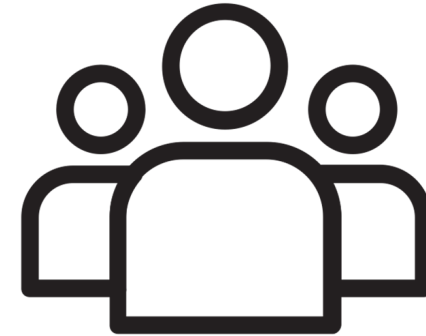


# Putting it all together

Carolyn Turvey

# Putting it all Together

- Virtual care and VA
- Thoughts on the Think Tank
- Future Actions & Call to Action



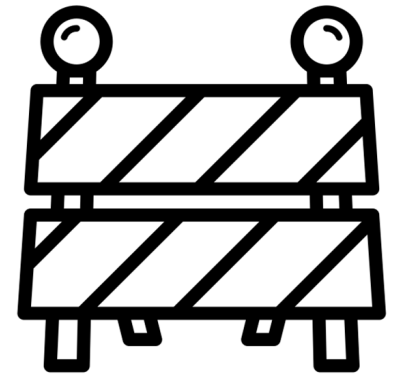
# Final Discussion

Hayden Bosworth

# **Poll Question #4: What is the biggest barrier to implementing virtual care at VA?-**

Select all that apply

- Not enough funding or staffing
- Lack of patient or provider engagement
- Not enough equipment
- Lack of institutional buy-in
- Lack of evidence of clinical-effectiveness

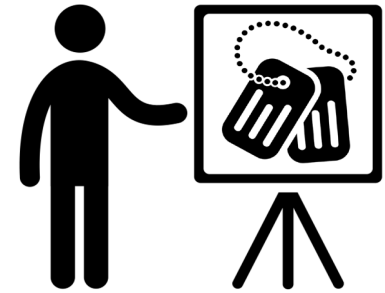


# Dissemination Products

## Completed

Durham ADAPT Presentation (2/11/2020, Durham, NC)

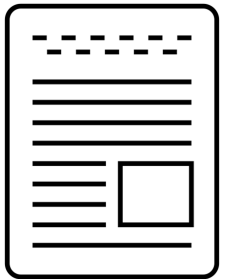
HSR&D Cyberseminar (2/20/2020)



## In Progress

Call to Action

Process Manuscript about Think Tank Structure



Suggestions for other avenues of dissemination?



# Next Steps

## Developing a field-based conference proposal to submit to HSR&D

- Expand on Think Tank—intersection of virtual care, innovation, implementation science
- Fall 2020 in Durham, NC

## Developing an Evidence Synthesis Proposal

- Examine aspects of virtual care that were left unaddressed at the Think Tank
- May 2020 submission to ESP Call for Topics

## Quarterly Phone Calls

- Next call: March 25th, from 2:00 – 3:00 PM EST (VANTS line available)
- If interested in participating contact Caitlin Sullivan: [Caitlin.Sullivan2@va.gov](mailto:Caitlin.Sullivan2@va.gov)

# Think Tank Attendees

**Kelli Allen**, Durham ADAPT

**David Atkins**, HSR&D

**Hayden Bosworth**, Durham ADAPT

**Matthew Crowley**, Durham ADAPT

**James Galkowski**, Durham VA HCS

**Jennifer Gierisch**, Durham ADAPT

**Karen Goldstein**, Durham ADAPT

**Kaileigh Gray**, Durham ADAPT

**S. Nicole Hastings**, Durham ADAPT

**Blake Henderson**, VHA Diffusion of Excellence

**George Jackson**, Durham ADAPT

**Jane Kim**, National Center for Health Promotion and Disease Prevention

**Allison Lewinski**, Durham ADAPT

**Michelle Lucatorto**, Office of Nursing Services

**Felicia McCant**, Durham ADAPT

**Kathy McMullin**, VISN 6

**Leila Mureebe**, VISN 6

**Abigail Shapiro**, Durham ADAPT

**Scott Sherman**, New York Harbor VA HCS

**Jennifer Strauss**, Office of Mental Health and Suicide Prevention

**Caitlin Sullivan**, Durham ADAPT

**Matthew Tucker**, Durham ADAPT

**Carolyn Turvey**, Office of Rural Health

**John Whited**, Durham VA HCS

**Leah Zullig**, Durham ADAPT

# Information? Comments?

## ADAPT

- Web: <https://www.durham.hsrdr.research.va.gov/>
- Twitter: @DurhamADAPT

## Presenters

- Hayden Bosworth: [Hayden.Bosworth@va.gov](mailto:Hayden.Bosworth@va.gov); [Hayden.Bosworth@duke.edu](mailto:Hayden.Bosworth@duke.edu)
- Allison Lewinski: [Allison.Lewinski@va.gov](mailto:Allison.Lewinski@va.gov); [Allison.Lewinski@duke.edu](mailto:Allison.Lewinski@duke.edu)
- Oliver Massey: [Oliver.Massey@va.gov](mailto:Oliver.Massey@va.gov)
- Carolyn Turvey: [Carolyn.Turvey@va.gov](mailto:Carolyn.Turvey@va.gov)

## TeleFAR

- Caitlin Sullivan: [Caitlin.Sullivan2@va.gov](mailto:Caitlin.Sullivan2@va.gov)



# Audience Questions

# Thank You!

## ADAPT

- Web: <https://www.durham.hsrd.research.va.gov/>
- Twitter: @DurhamADAPT

## Presenters

- Hayden Bosworth: [Hayden.Bosworth@va.gov](mailto:Hayden.Bosworth@va.gov); [Hayden.Bosworth@duke.edu](mailto:Hayden.Bosworth@duke.edu)
- Allison Lewinski: [Allison.Lewinski@va.gov](mailto:Allison.Lewinski@va.gov); [Allison.Lewinski@duke.edu](mailto:Allison.Lewinski@duke.edu)
- Oliver Massey: [Oliver.Massey@va.gov](mailto:Oliver.Massey@va.gov)
- Carolyn Turvey: [Carolyn.Turvey@va.gov](mailto:Carolyn.Turvey@va.gov)

## TeleFAR

- Caitlin Sullivan: [Caitlin.Sullivan2@va.gov](mailto:Caitlin.Sullivan2@va.gov)

