

INSTITUTE
FOR HEALTH
POLICY
FORUM

VETERAN AFFAIRS TELEHEALTH

Neil C. Evans, MD
VHA Office of Connected Care

Veterans Health Administration

A large integrated health care system

9 million+ veterans enrolled in VA

6 million+ veterans receiving VA health care

326,000 employees

177,000 clinical employees

1,245 VA sites of care

170 VA medical centers

133 extended care/VA community living centers

23 health care centers

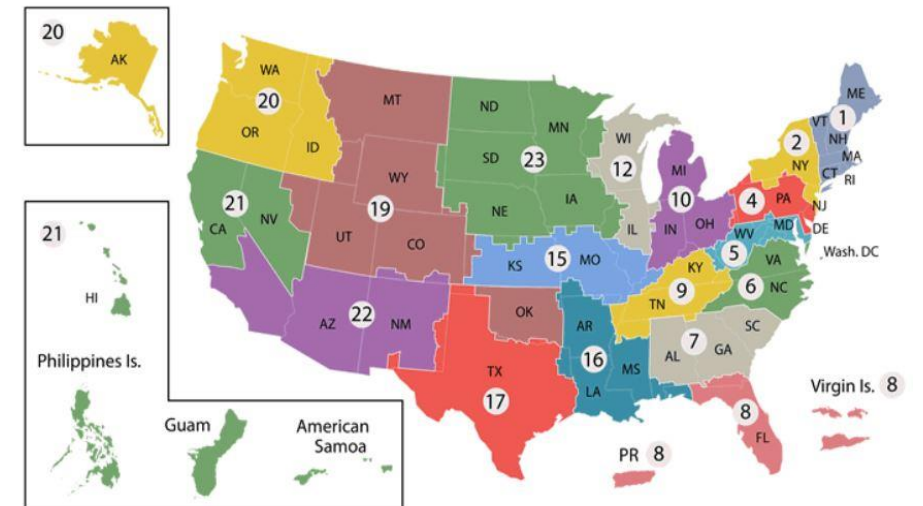
199 multi-specialty community-based outpatient clinics

545 primary care community-based outpatient clinics

298 other outpatient services sites

300 vet centers

80 mobile vet centers





Details



Up there

Ok. I will see if mommy can give you some medicine. :)

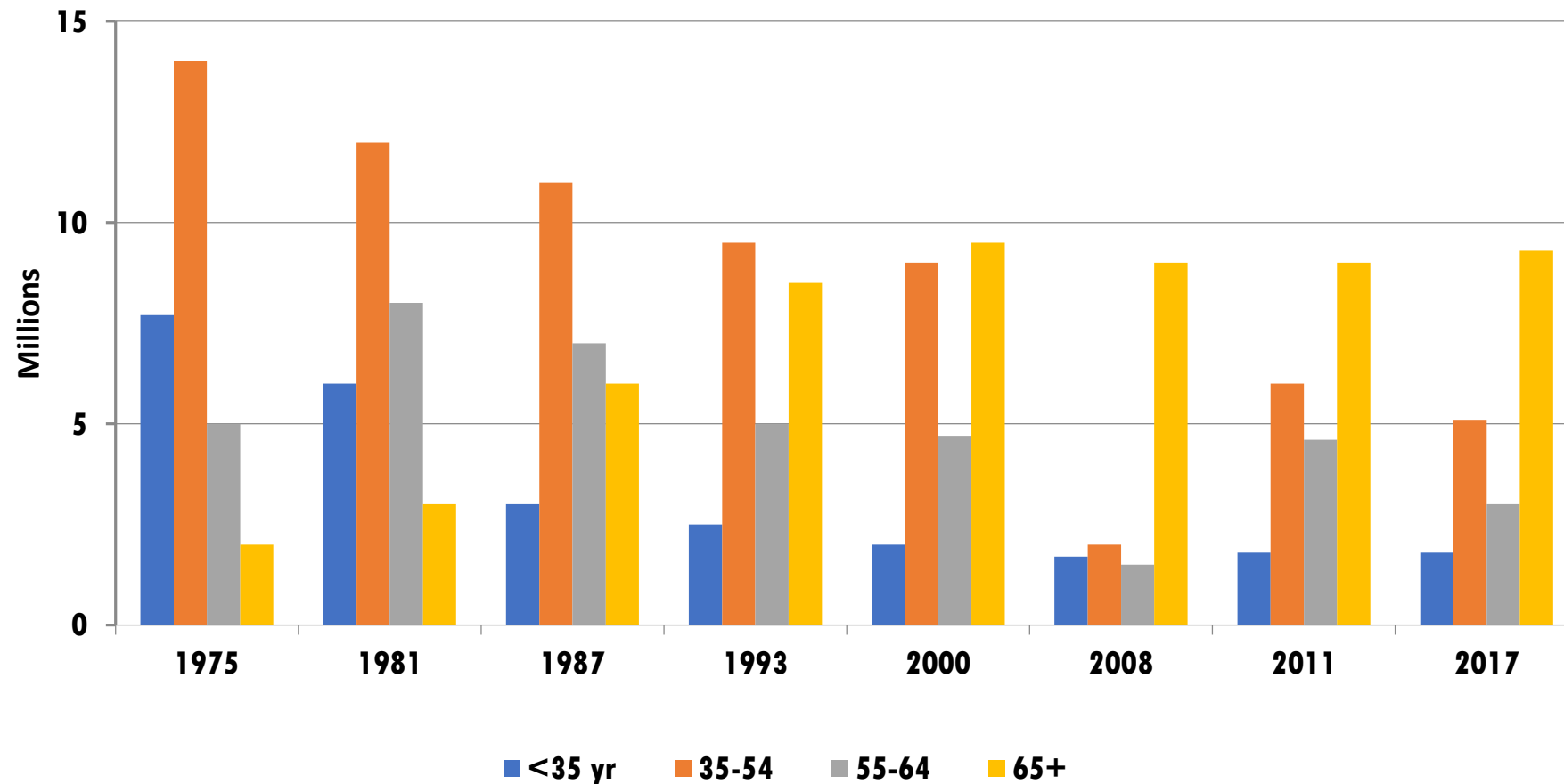
Read 4:17 PM

Hurts

Mom is getting me med

An Aging Veteran Population

Number of Living Veterans
by Age Groups, 1975-2017

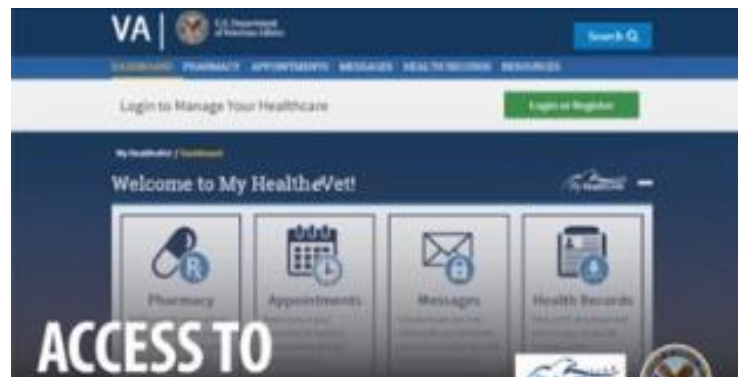


VHA Connected Care's Mission

Access and the **Veteran Experience** will be enhanced through information and communication technologies that are effectively **integrated** into the daily lives of Veterans and VA Staff.



**ACCESS TO
TRUSTED RELATIONSHIPS**



**ACCESS TO
TRUSTED HEALTH INFORMATION**

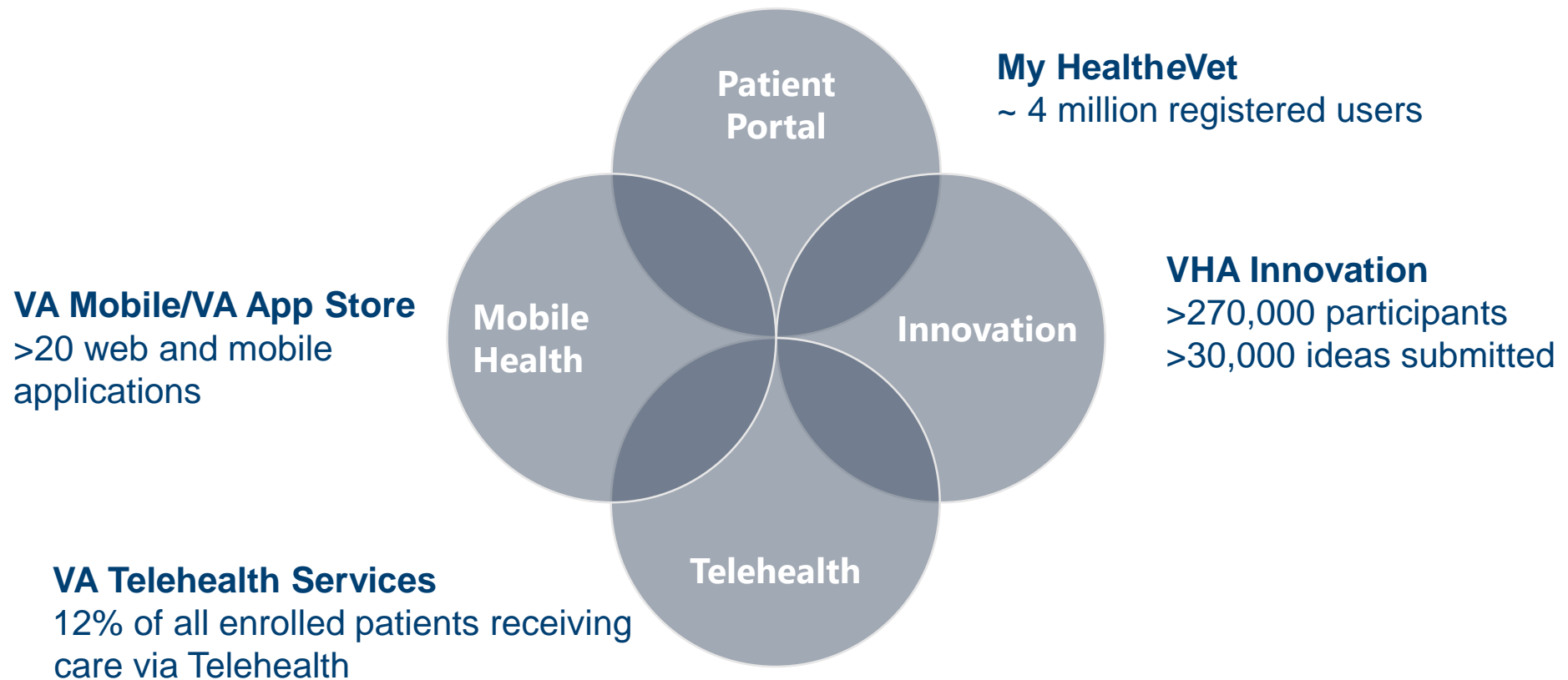


**IMPROVING THE
CARE EXPERIENCE**



VHA Connected Care

Expanding patient access to care and enhancing the experience of care through virtual technologies



VA Telehealth: Where We Started

VA Telehealth: Where We Started

1959 University of Nebraska Medical Center

Two-Way Television

Group Therapy

- Omaha VA
- Lincoln VA
- Grand Island VA Hospital



Image: Wittson, Cecil L.; Affleck, D. Craig; Johnson, Van Mental Hospitals, Vol 12(10), 1961, 22-23.

VA Telehealth: Where We Are Today

VHA Telehealth: 2016-2017

>2.1 million episodes of care

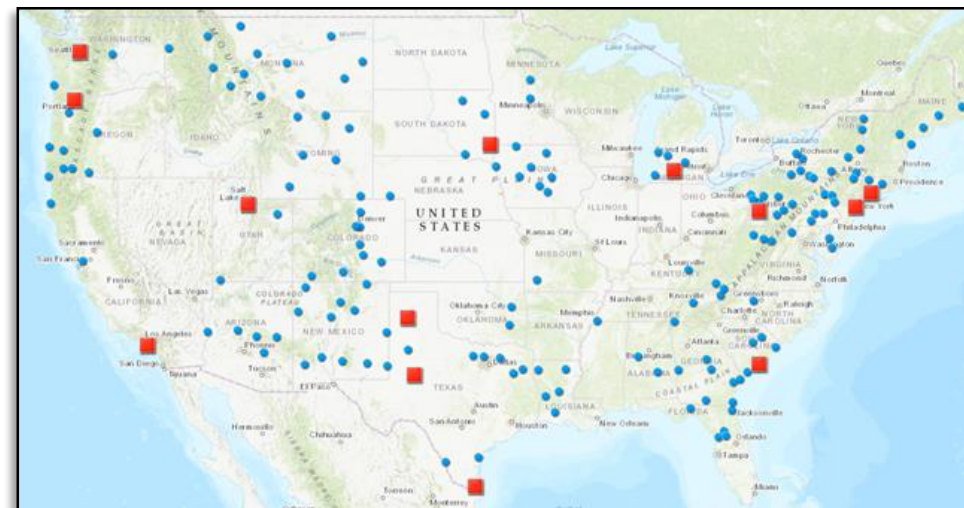
> 700,000 Veterans served

900 VA sites of care

88-94% satisfaction

>50 specialty areas

~12% of Veterans received an element of their care through a telehealth modality (~45% of this cohort reside in rural or highly rural areas)



TeleMental Health Hubs and Spokes



TelePrimary Care Hubs and Spokes

VHA Telehealth Services

Where VA Telehealth Occurs



Home

- Home Telehealth (Remote Monitoring)
- VA Video Connect
- Secure Messaging
- Telephone Visits
- Contact Center
- mHealth - Apps, Annie



Clinic

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



Hospital

- TeleICU
- TeleStroke

How VA Implements Telehealth



Facility

Goal: Telehealth Integration into all routine operations



Regional

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



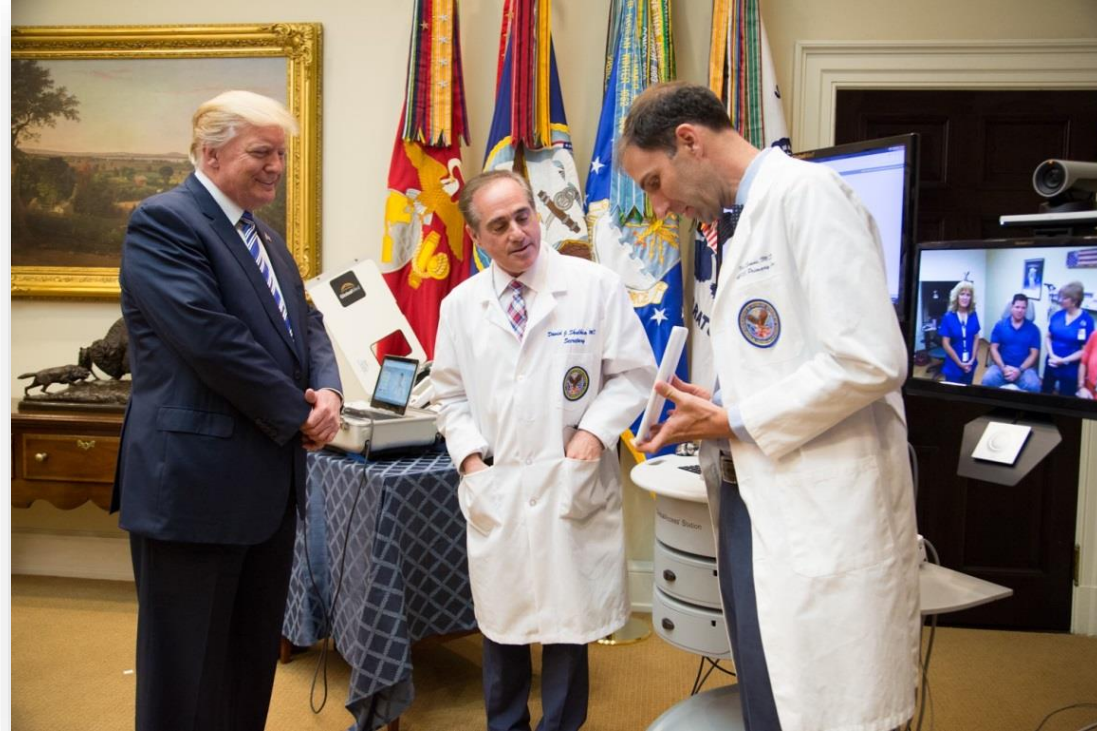
National

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

Anywhere to Anywhere Telehealth

On August 3, 2017, the President and Secretary Shulkin discussed plans to **expand VA telehealth services.**

Dr. Shulkin announced plans for a proposed rule that “allows our VA providers to provide telehealth services from anywhere in the country to veterans anywhere in the country, whether it's in their homes or any location. We call it **‘anywhere to anywhere’ VA healthcare.** That's a big deal.”



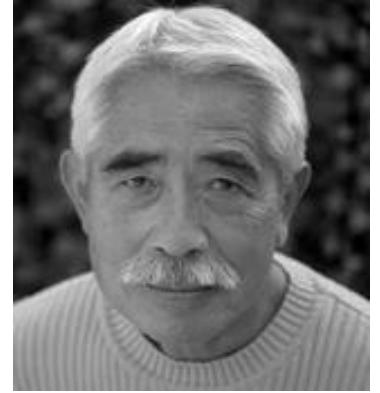
VA also launched **VA Video Connect**, an app that allows Veterans receiving VA care to access those health care services on their smartphones, tablets and personal computers.

VA Video Connect



DEPARTMENT OF VETERANS AFFAIRS

TO CARE FOR HIM WHO SHALL
HAVE BORNE THE BATTLE AND
FOR HIS WIDOW, AND HIS ORPHAN
A. LINCOLN



Q + A

 #KPTelehealth