



Agency Priority Goal | Action Plan | FY22 – Q4

Expanding Connected Care

Goal Leader(s):

Neil Evans, M.D., Chief Office, VHA Connected Care
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Goal Overview

Goal statement

- Expanding connected care options for Veterans, VA will leverage telehealth and digital technologies to enhance the accessibility, capacity, quality, choice and experience of VA health care for Veterans, their families, and their caregivers anywhere in the United States, including its territories, its possessions, the District of Columbia, and Puerto Rico. By September 30, 2023, VA will:
 - Develop new survey questions to assess Veterans' experience with their access to VA telehealth services and establish baseline data.
 - Increase use of TeleUrgent Care and targeted TeleSpecialty Care Services by over 5%
 - Increase use of patient generated health data by over 10%.

Problem to Be Solved

- It is unclear if Veterans are consistently given the option to obtain their care through telehealth or receive their care from VA health care professionals through telehealth when eligible for community care.
- VA is missing an efficient, enterprise solution to routinely use health care data generated from patient devices (i.e., digital watches, personal health care devices) in the achievement of individual health care goals.

What Success Looks Like

- VA will be organized so Veterans always have the option to obtain their care from trusted, VA health care professionals using telehealth and Veterans will be consistently made aware of those options.
- VA will have an efficient, enterprise solution to routinely obtain and incorporate patient generated health data (i.e., digital watches, personal health care devices) to support achievement of individual health care goals.



Goal Targets

Achievement statement		Key indicator(s)	Quantify progress			Frequency
By...	We will...		Name of indicator	Target value	Starting value**	Current value
05/31/22	Develop a TeleEmergency dept: when a Veteran calls the help desk and gets referred, they have option to do tele-visit with ER provider. Technology solution will be completed/piloted in 2022.	Completion of technology solution	n/a	n/a	1	Quarterly
09/30/22	Complete the development of and vet new survey questions	Completion of development of new survey questions	n/a	n/a	0	Quarterly
09/30/23	Collect data with newly-developed survey questions and establish baselines and targets.	Baselines and targets established	n/a	n/a	0	Quarterly
09/30/23	Increase use of TeleUrgent Care and targeted TeleSpecialty Care by over 5% over FY22 baseline.	% Growth of Service Encounters over Equivalent (i.e., Q1 compared to Q1) FY22 Baseline	>5%	0%	1	Quarterly
09/30/23	Increase use of patient generated health data by over 10% over FY22 baseline.	% Growth of VA Health Care Professionals Viewing Patient Generated Health Data over FY22 baseline.	>10%	0%	1	Quarterly



Goal Team

Office of Connected Care	Integrated Veteran Care Leads	Veteran Experience Office Leads	Specialty Care Services and Specialty Leads
Kevin Galpin (Executive Director VHA Telehealth Services)	Susan Kirsh (Acting Deputy Under Secretary for Health for Access)	Evan Albert, (Director of Measurement and Data Analytics)	Ajay Dhawan (Chief Officer for Specialty Care Services)
Leonie Heyworth (Deputy Director, VHA Telehealth Services for Clinical Modalities)	Maria Bouchard (Clinical Consultant)	Daniel Ostrow, (Implementation Team Lead, Enterprise Measurement and Design Directorate)	Maggie Chartier (Acting Director of Clinical Operations)
Ellen Edmonson (Deputy Director, VHA Telehealth Services for Operations and Quality)	Jeffrey Lowe (Chief Innovation and Technology Officer)	Martina Malek, (Deputy Director, Patient Experience Directorate)	Dennis Oh and Martin Weinstock (National Co-Leads for TeleDermatology)
Sara Derycke (National Asynchronous Telehealth Lead)	Lisa Arfons, (Deputy Executive Director Office of Veterans Access to Care/Access Office (15ACC))		Sharyl Martini, Glenn Graham (National Leads for TeleStroke)
Meredith Josephs (Executive Director VHA Connected Health)	Donald Koenig (Advisor to the Undersecretary for Health for Integrated Veteran Care, Executive Director of VA Pittsburgh Healthcare System)		Kathleen Sarmiento (National Lead for TeleSleep)
Terry Newton (Director of Clinical Analytics)	Julianne Flynn, (Acting Undersecretary for Health for Community , Chief of Staff of Staff VA San Antonio)		Timothy Elczyn, April Maa (National Leads for TeleEye Care)
			Chad Kessler (National Program Director, Emergency Medicine)

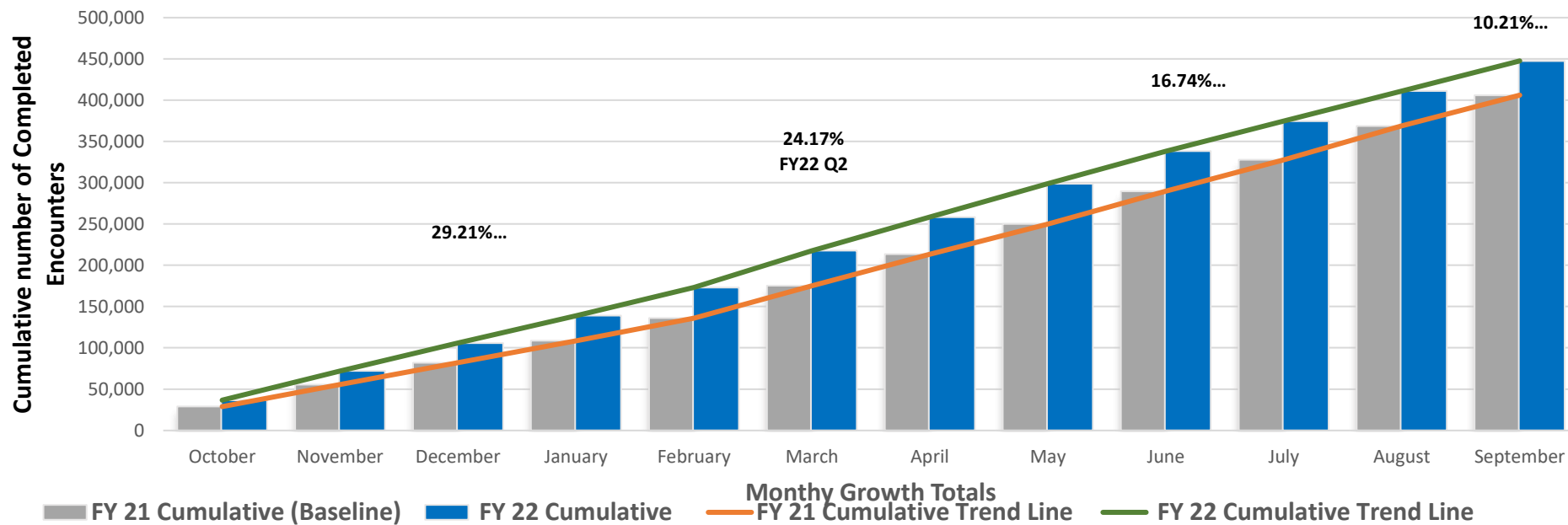


Goal Strategies

- **VA will use the existing VSignals survey platform and expertise within the Veterans Experience Office to develop and publish survey questions that assess whether VA is routinely offering Veterans the option to:**
 - Schedule and conduct their outpatient appointments through video-to-home technology (e.g., VA Video Connect) in accordance with their expectations and preferences.
 - Receive their health care services through VA, by leveraging telehealth within and between VA facilities, before choosing to schedule their care in the community.
 - Invite family members, caregivers, or other members of their support system to participate in video-to-home (e.g., VA Video Connect) telehealth appointments.
 - Receive digital skills training in advance of their video-to-home telehealth appointments using VA Video Connect (e.g., by a VA Video Connect test call).
- **VA will increase use of TeleUrgent Care and TeleSpecialty Care Services by expanding availability of targeted specialty care services in community-based outpatient clinics, emergency departments, intensive care units, and through contact centers. VA will strive to:**
 - Provide Veterans with consistent access to dermatology assessments, eye care screenings, and sleep disorder screenings across community-based outpatient clinics (>90% VA CBOCs [community-based outpatient clinics]) by leveraging in-person care or asynchronous telehealth
 - Expand tele-critical care services within VA intensive care units to >60% of VA facilities with intensive care units to support Veteran access to critical care expertise 24/7, regardless of location in the country, and to fortify VA critical care capabilities against unexpected emergencies.
 - Expand tele-stroke services (>50% of VA emergency departments) to support Veterans' access to stroke specialists and rapid treatment, when presenting to VA with stroke symptoms.
 - Enable access to licensed independent providers through clinical contact centers at > 95% of facilities.
- **VA will expand use of Patient Generated Health Data by making the data visible to providers through VA's Virtual Care Manager.**



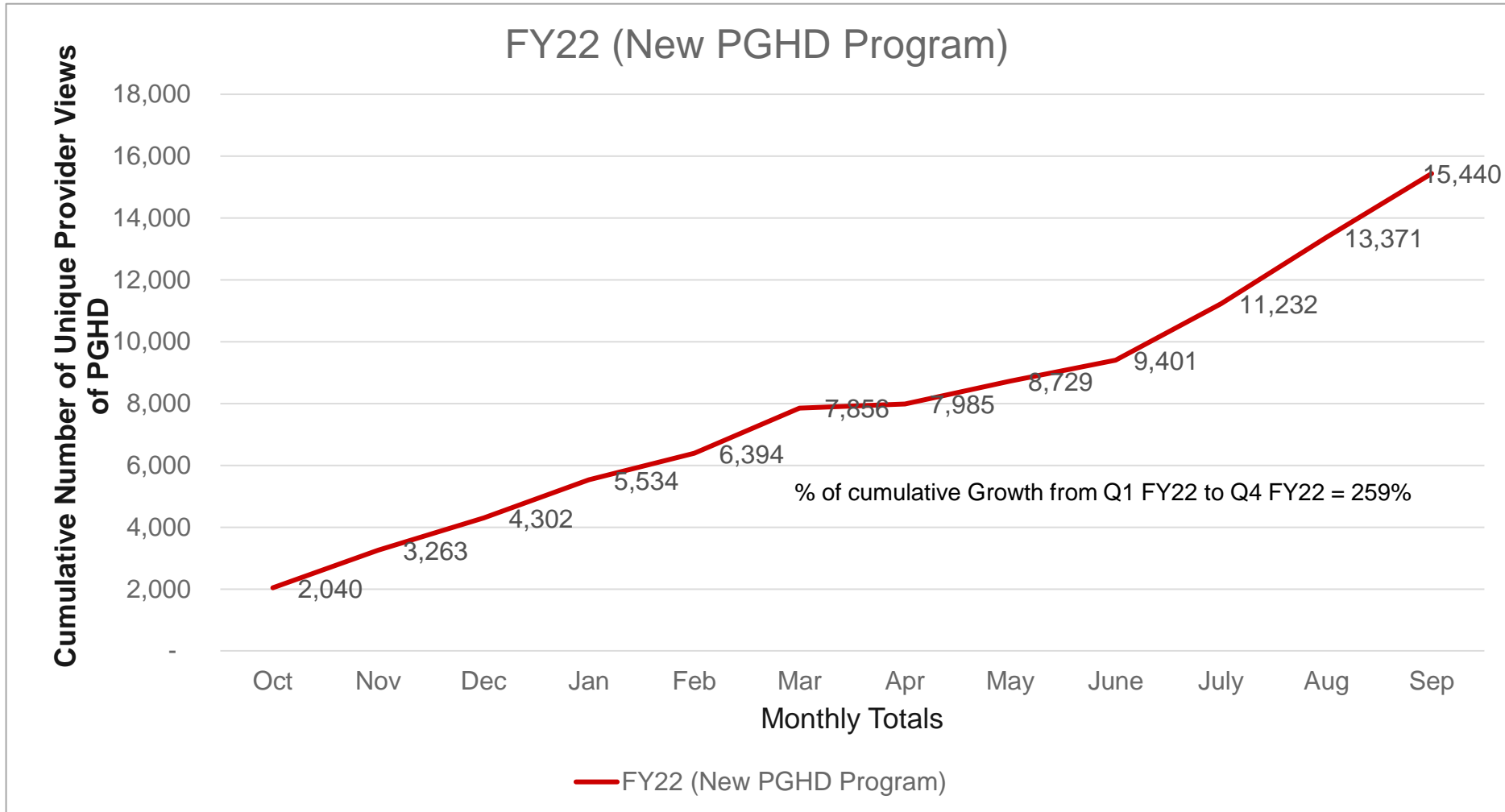
Use of Targeted TeleSpecialty & TeleUrgent Care Services



- In the 1st quarter of FY22, VA realized an increase of **29.21%** in the cumulative use of targeted telespecialty and teleurgent care services when compared to the cumulative totals through the 1st quarter of FY21.
- In the 2nd quarter of FY22, VA realized an increase of **24.17%** in the cumulative use of targeted telespecialty and teleurgent care services when compared to the cumulative totals through the 2nd quarter of FY21.
- In the 3rd quarter of FY22, VA realized an increase of **16.74%** in the cumulative use of targeted telespecialty and teleurgent care services when compared to the baseline cumulative totals through the 3rd quarter of FY21.
- In the 4th quarter of FY22, VA realized an increase of **10.21%** in the cumulative use of targeted telespecialty and teleurgent care services when compared to the cumulative totals through the 4th quarter of FY21. .



Use of Patient Generated Health Data





Key milestones

Milestone Summary					
Key Milestone	Milestone Due Date <i>[e.g., Q2, FY17]</i>	Milestone Status <i>[e.g., Complete, On-Track, Missed]</i>	Change from last quarter <i>[optional column]</i>	Owner <i>[optional column]</i>	Comments <i>[Provide discussion of Progress, changes from last update, Anticipated Barriers or other Issues Related to Milestone Completion]</i>
Develop a TeleEmergency dept: when a Veteran calls the help desk and gets referred, they have option to do tele-visit with ER provider. Technology solution will be completed/piloted in 2022.	Q3, FY22	Complete			
Survey questions developed and vetted	Q4, FY22	Complete		Office of Connected Care	Barrier: The outpatient VA survey already has the max number of questions. VA received an OMB exemption to expand the survey.
Increase use of TeleUrgent Care and targeted TeleSpecialty Care Services by over 2.5%	Q4, FY22	Complete		OCC and Specialty Care	At the end of Quarter 4 there was a 10.21% increase in Fiscal Year 2022 over Fiscal Year 2021 for cumulative encounters in targeted TeleUrgent Care and targeted TeleSpecialty Care.
Increase in use of patient generated health data by providers by 2.5%.	Q4, FY22	Complete		OCC	Challenges/barriers for PGHD viewing. There have been some technical challenges with conversion to FHIR R4 that are being resolved and currently synching wearable devices is limited to Veterans in the MOVE program. Universal access will be available when Share My Health Data is released which is delayed. This may slow the rate of new Veterans sharing PGHD.
Collect data with newly-developed survey questions and establish baselines and targets.	Q4, FY23	On-Track		OCC	NA



Narrative – FY22 Q4

- VA intends to leverage telehealth and digital technologies to enhance the accessibility, capacity, quality, and experience of VA health care for Veterans, their families, and their caregivers anywhere in the country, its possession, or territories.
- In 2022, over 2.3 million Veterans participated in over 11 million episodes of telehealth care. Additionally, Veteran experience surveys revealed increased satisfaction and trust in telehealth care increased when compared to the previous fiscal year.
- As a focus of its telehealth agency priority goals for FY22-23, VA set out to expand its Veteran experience surveys to assess whether Veterans are being made aware of their telehealth options. VA's efforts were facilitated by OMB, who assisted VA overcome a barrier to survey implementation by authorizing an expansion of the Veteran experience survey for outpatient healthcare visits.
- As of the end of FY 2022, all the new survey questions are in production and collecting feedback from Veterans. Going forward, this key feedback will be assessed by VA to inform the need for telehealth program enhancements.
- VA also set out to increase the use of TeleUrgent Care and targeted TeleSpecialty Care Services by over 5% in its agency priority goals. As of the end of FY22, a 10.21% increase in utilization of these services was seen when compared with FY 2021. VA is working toward additional expansion of these important care opportunities for Veterans in FY23.
- Finally, VA set out to expand the use of patient generated health data, as reflected by unique clinician views of PGHD in Virtual Care Manager in its FY22-23 agency priority goals.
- PGHD is a new capability for VA that will help VA health care professionals collaborate more effectively with their Veteran patients to enhance health outcomes. As a new capability, the initial growth percentages are high, given the relatively low initial baseline (effectively zero at the beginning of Q1).
- The graph on slide 7 shows a 259% growth in unique clinician views of PGHD in Virtual Care Manager over the fiscal year. The percent growth is calculated using data from the end of Q1 FY22 as the baseline.
- VA is working towards an additional 10% growth, at minimum, of PGHD in FY23 above a new baseline set by end of FY22 data. VA is increasing the growth goal from 5% to 10% based on the significant growth percentage achieved in FY 2022.



Data accuracy & reliability

Data sources

For concise metrics:

- VEO office survey data
- VSSC - CVT and SFT data cubes
- Office of Connected Care PGHD reporting metrics

For strategy and milestone tracking:

- VEO office survey data
- Virtual Care Scorecard (VCS)
- VSSC
- Office of Connected Care PGHD reporting

Data is validated by:

- VEO Office
- Office of Connected Care Quality Department and Data Analytics Team for VSC Scorecard and PGHD data
- OVAC review team for IOP
- VSSC department for VSSC reports
- Data Limitations include erroneous encountering documentation for VSSC data.



Additional information

Contributing Programs

Organizations: VA Veterans' Experience Office: None

Program Activities: None

President's Management Agenda: Goal #2 "Delivering Excellent, Equitable, and Secure Federal Services and Customer Experience"

Regulations: None

Tax Expenditures: None

Policies: None

Other Federal Activities: None

Stakeholder / Congressional Consultations

None