Agency Priority Goal | Action Plan | FY23 – Q4

Expanding Connected Care

Goal Leader(s):

Meredith Josephs, M.D., Executive Director
Kevin Galpin, M.D., Executive Director

VHA Connected Health, VHA/Patient Care Services

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 though 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**	**Update cycle**
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	1	Quarterly
09/30/23	Collect data with newly-developed survey questions and establish baselines and targets.	Baselines and targets established	n/a	n/a	1	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%	22.17%	Quarterly
09/30/23	Increase use of patient generated health data by over 10% over FY22 Q4 baseline.	% Growth of VA Health Care Professionals Viewing Patient Generated Health Data over Q4 FY22 baseline.	>10%	0%	51%	Quarterly

Current Value Legend *(if no Target Value available)*
0= Target Not Met
1= Target Met

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 Sleep Medicine)
Nilesh Shah (Connected Health Clinical Lead)	Julianne Flynn, (Acting Undersecretary for Health for Community , Chief of Staff of Staff VA San Antonio)		Timothy Elcyzyn, 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
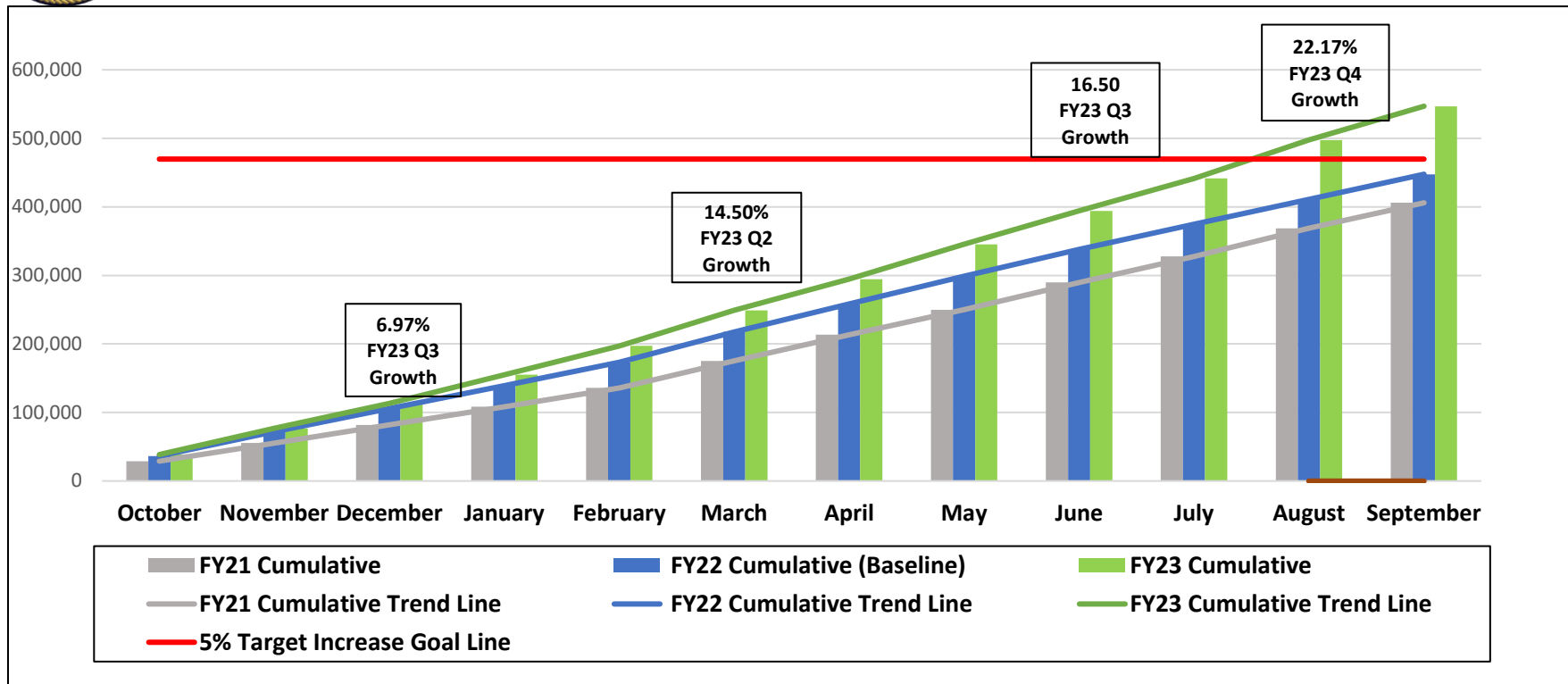
- In the 1st Quarter of FY23, VA realized an increase of **6.97%** in the cumulative use of targeted TeleSpecialty and TeleUrgent care services when compared to the cumulative totals through the 1st quarter of FY22.

- In the 2nd Quarter of FY23, VA realized an increase of **14.50%** in the cumulative use of targeted TeleSpecialty and TeleUrgent care services when compared to the cumulative totals through the 2nd quarter of FY22.

- In the 3rd Quarter of FY23, VA realized an increase of **16.50%** in the cumulative use of targeted TeleSpecialty and TeleUrgent care services when compared to the cumulative totals through the 3rd quarter of FY22.

- In the 4th Quarter of FY23, VA realized an increase of **22.17%** in the cumulative use of targeted TeleSpeciality and TeleUrgent care services when compared to the cumulative totals through the 4th quarter of FY22.

Use of Patient Generated Health Data

Monthly Cumulative Totals of New Unique Users of Patient Generated Data
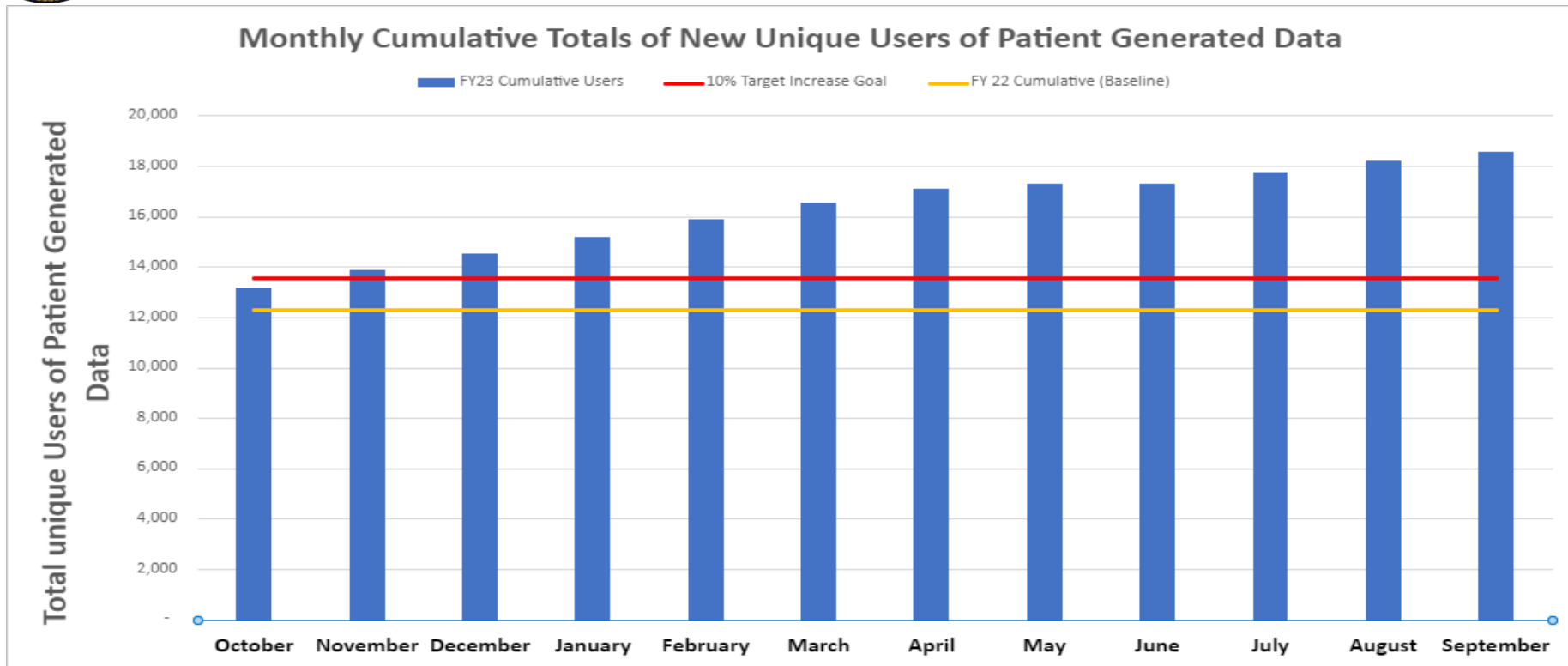
- In the 1st Quarter of FY23, VA realized an increase of **18%** in Unique Cumulative New User views of Patient Generated Health Data in Virtual Care Manager compared to the baseline from the end of FY22Q4.

- In the 2nd Quarter of FY23, VA realized an increase of **34%** in Unique Cumulative New User views of Patient Generated Health Data in Virtual Care Manager compared to the baseline from the end of FY22Q4.

- In the 3rd Quarter of FY23, VA realized an increase of **41%** in Unique Cumulative New User views of Patient Generated Health Data in Virtual Care Manager compared to the baseline from the end of FY22Q4.

- In the 4th Quarter of FY23, VA realized an increase of **51%** in Unique Cumulative New User views of Patient Generated Health Data in Virtual Care Manager compared to the baseline from the end of FY22Q4.

Key milestones

Milestone Summary

Key Milestone	Milestone Due Date [e.g., Q2, FY17]	Milestone Status [e.g., Complete, On-Track, Missed]	Change from last quarter [optional column]	Owner [optional column]	Comments [Provide discussion of Progress, changes from last update, Anticipated Barriers or other Issues Related to Milestone Completion]
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.	Q4, FY22	Complete		OCC and Specialty Care	
Survey questions developed and vetted	Q4, FY22	Complete		Office of Connected Care	
Increase use of TeleUrgent Care and Targeted TeleSpecialty Care Services by over 5%.	Q4, FY23	Complete		OCC and Specialty Care	By the end of FY23 Q4 there was a 22 % increase for cumulative encounters in TeleUrgent Care and Targeted TeleSpecialty Care when comparing cumulative growth to FY22 Q4. The Goal of 5% Growth over FY22 Q4 has been met.
Increase in use of patient generated health data by providers by 10%.	Q4, FY23	Complete		OCC	There was a recent update to the tool in July 2023 with the inclusion of additional historical data. The inclusion of this data and reconciliation process that occurred adjusted the period when a user was considered new. There were also providers that were duplicates when the historical data was reconciled that were removed. This has led to a decline in the prior reported data sets. The metric of a growth of greater than 10% of cumulative PGHD users from FY 2022 to FY 2023 has been met.
Collect data with newly-developed survey questions and establish baselines and targets.	Q4, FY23	Complete		OCC	VA has seen Veteran confidence and trust in Telehealth increase for the 3rd Consecutive year based on Veterans experience survey data. In FY23, more than 1.9 million surveys were sent with an 11% response rate. In quarter 4 of FY23, a total of 521,638 Telehealth surveys were sent with an 11% response rate.

VA telehealth brings Veterans from all over the country the best of VA health care. In FY23 VA delivered more telehealth care to more Veterans than in any previous year. Specifically, VA:

- Provided telehealth care to 2,435,720 unique Veterans, representing about 40% of Veterans served in VA.
- Delivered over 11.6 million telehealth encounters to Veterans, including over 9.4 million to Veterans in the home or other offsite locations, and more than 2.9 million telehealth episodes of care to rural Veterans.

VA Telehealth Survey Questions;

- VA values Veterans' feedback about their telehealth appointments and uses this information to improve telehealth services for all Veterans. In FY23, more than 1.9 million surveys were sent to Veterans with an 11% response rate.
- In FY23, Veteran trust (86.9%) and satisfaction (89.9%) with telehealth services increased for the 3rd consecutive year.

Expansion of TeleUrgent Care and TeleSpecialty Care;

- VA continues to expand service for Veterans by using telehealth.
- Between, FY22 and FY23, targeted TeleSpecialty care services (Sleep, Dermatology, Eye Care) and TeleUrgent Care services grew 35%. Dermatology services were added to an additional 82 locations where Veterans receive primary care (12% increase) and Eye Care services were added to an additional 61 sites where Veterans receive primary care (9% increase).

Expansion of use of Patient Generated Health Data;

VA continues to develop new services that help Veterans share health information from their personal devices with their care teams to improve health and wellness.

- In FY 2023, VHA saw an increase of 6350 health care professionals accessing Patient Generated Health Data (PGHD), representing an increase of 51% from FY 2022 and has exceeded the target of a 10% increase for the year.
- The Share My Health Data (SMHD) application had a soft launch in FY 2023, offering patients the ability to digitally share their data from numerous devices including digital wearables, glucometers, Bluetooth devices, etc.

Risk:

Strategic planning initiatives are not congruently aligned across multiple lanes of performance planning, strategic planning and enterprise operational goals and implementation. This leads to inconsistent forward motion on key initiatives.

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.

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