



Telehealth in the Department of Veterans Affairs

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Current State – Telehealth Services

- **Overall Telehealth Activity in VHA:**
 - Over 384,426 Veteran patients served in FY2010 by services to be described
- **Home Telehealth:**
 - Supported the care of 46,066 patients in FY2010
 - Expansion in FY2011 and FY2012
 - Projected 50 percent increase in FY2011 to 69,019 patients
 - Further 50 percent increase in FY2012 to 92,000 patients
- **Clinical Video Telehealth:**
 - Supported 170,598 patient consultations in FY2010 (Includes 527 for Readjustment Counseling)
 - Expansion in FY2011 and FY2012
 - Projected 50 percent increase in Fy2011 to 231,000 annually
 - Further 50 percent increase in FY2012

Home Telehealth



Clinical Video Telehealth





Current State – Telehealth Services (continued)

- **Store and Forward Telehealth:**
 - Supported 160,315 patient consultations in FY2010
 - Expansion in FY2011 and FY2012 a
 - Projected 30 percent increase in FY2011 to 208,016 annually
 - Further 30% increase in FY2012
- **Teleradiology:**
 - Overall VHA Teleradiology usage estimated at 10 percent of total radiology services
 - National Teleradiology centers provided 95,899 reads of images in FY2010

Store-and-Forwards Telehealth





Telehealth – Clinical Platforms

- **Home Telehealth:**

- Defined services non-institutional care, chronic care management, acute care management and health promotion/disease prevention
- Clear operations manual
- Conditions of participation

- **Clinical Video Telehealth:**

- 47 clinical areas provided – mainly mental health and rehabilitation
- Clear operations manual
- Conditions of participation
- Current expansion initiative

- **Store and Forward Telehealth:**

- Mainly teleretinal imaging and teledermatology
- Clear operations manual
- Conditions of participation



Telehealth – IT Platforms

- **Home Telehealth:**
 - Devices in the home acquired through contracts with external vendors
 - VA hosts servers, links clinicians and interfaces with electronic patient record
- **Clinical Video Telehealth:**
 - National contracts with vendors for clinical videoconferencing systems
 - Associated devices e.g. digital stethoscopes part of contracts
 - National Clinical Enterprise Videoconferencing Network (CEVN)
 - National service and warranty in place for technology
 - Pilot of IP video into the home in-progress
- **Store and Forward Telehealth:**
 - National vendors for technologies with service and warranty
 - VA platform VistA Imaging
- **Teleradiology:**
 - Dedicated national platform in place



Current State – IT Platforms (continued)

- **Secure Messaging:**
 - Implementation in process, all VA Medical Centers (VAMC) will be capable of providing primary care secure messaging .At this time of which 67,898 patients had opted into the program.



Telehealth – Business Platforms

- **Home Telehealth:**
 - Defined clinical coding
 - Clear organizational structure with leads
 - Internal reimbursement for NIC and CCM
 - Defined outcomes measures including patient satisfaction
- **Clinical Video Telehealth:**
 - Defined clinical coding
 - Loose organizational structure with leads
 - No VERA recognition but workload credit
 - Routine outcomes measures being defined, including patient satisfaction
- **Store and Forward Telehealth:**
 - Defined clinical coding
 - Clear organizational structure with leads
 - No VERA recognition but workload credit
 - Routine outcomes measures being defined, including patient satisfaction



Current State – Support Services

- **Training and Education:**
 - Telehealth training center for home telehealth
 - Telehealth training center for CVT
 - Telehealth training center for SFT
- **Additional Critical Infrastructure Issues:**
 - Cultural change
 - Dedicated telehealth coordinators
 - Scheduling
 - Credentialing and Privileging:



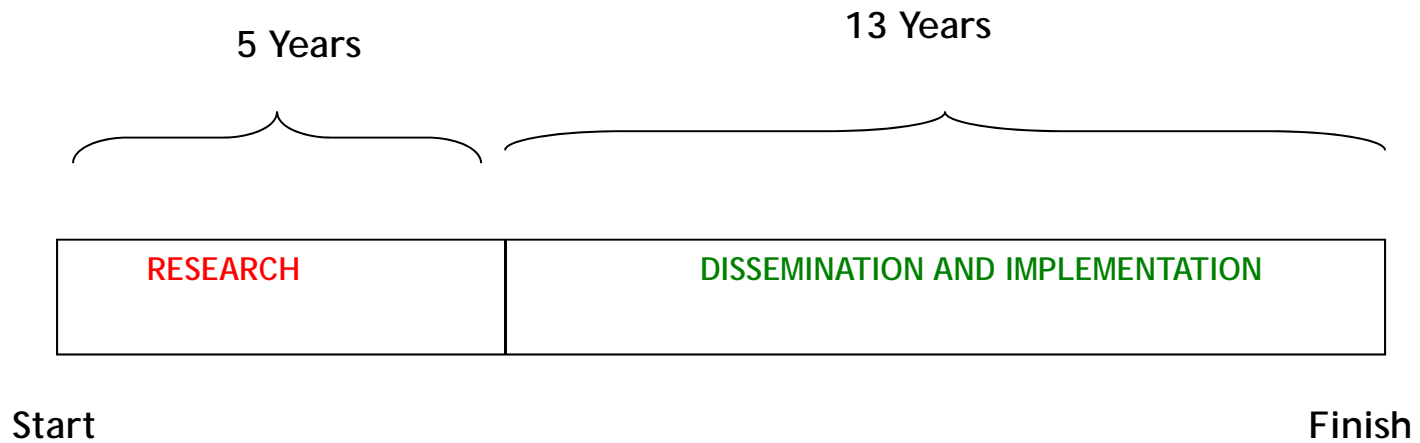
Telehealth for SCI

- **Programs in 12 VISNs:**
 - 160 Veterans received care in FY2011
 - 268 CVT consultations in FY2011

- **Home Telehealth for SCI:**
 - 200 patients received care in FY2011
 - IP video into the home pilot

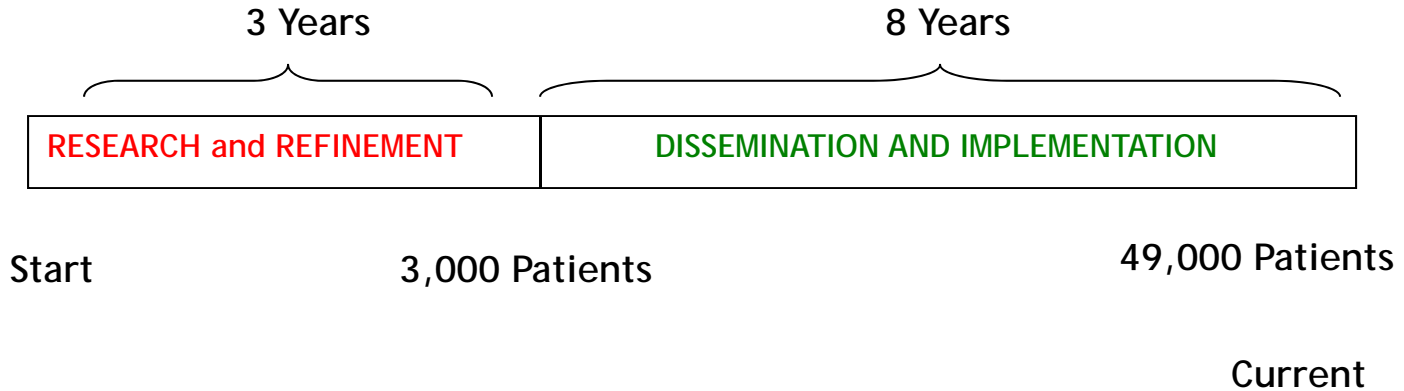


USUAL PRODUCT DEVELOPMENT CYCLE IN HEALTH CARE



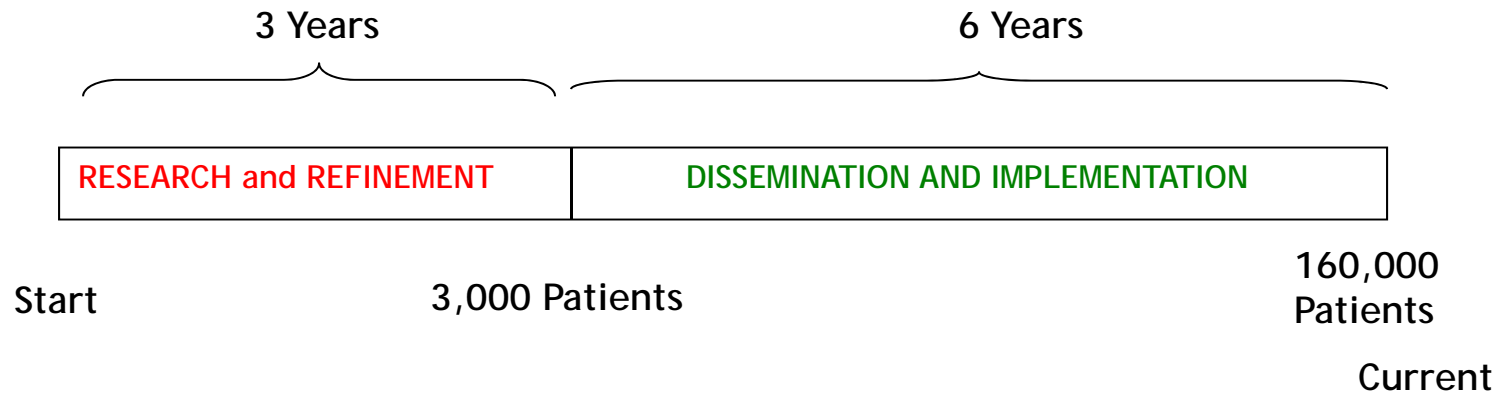


HOME TELEHEALTH PRODUCT INNOVATION CYCLE IN VHA





TELERETINAL IMAGING PRODUCT DEVELOPMENT CYCLE IN VHA





CLINICAL VIDEO TELE HEALTH PRODUCT DEVELOPMENT CYCLE IN VHA

