By the Numbers

In Fiscal Year (FY) 2016, the Veterans Health Administration formed the Office of Connected Care. This organization brings together VA Telehealth Services and Connected Health, which comprises My HealthE Vet, the VHA Innovation Program and VA Mobile. Aligning these programs and technologies enables VA to further deliver on its promise to provide personalized, proactive, patient-driven health care.

The following is a list of major accomplishments from each of the Connected Care programs:

VA Telehealth Services

VA Telehealth Services uses health informatics, disease management and telehealth technologies to target care and case management to help ensure Veterans get the right care, in the right place, at the right time. VA Telehealth Services enable Veterans to receive health care services in locations other than where they are routinely provided. The program aims to bring care home to Veterans whenever possible. VA Telehealth Services employs telehealth two different ways—Synchronous Real-Time Telehealth, and Asynchronous or Store-and-Forward Telehealth.

Key Stats and Highlights (as of FY 2016):

- Over 15 years in the digital health care space
- Provided care to more than 702,000 Veterans in FY 2016, which is up to 12 percent of Veterans seeking VA care
- Provided more than 2.17 million telehealth episodes of care in FY 2016
- Home Telehealth services resulted in a 59 percent reduction in bed days of care and a 31 percent reduction in hospital admissions in FY 2016
- Clinical Video Telemental Health reduced bed days of care by 39 percent and reduced the number of admissions by 32 percent in FY 2016
- The number of Veterans receiving care via VA’s Telehealth Services grew approximately five percent in FY 2016
My Health eVet

My Health eVet (myhealth.va.gov), VA’s online personal health record, helps Veterans, Servicemembers and their dependents better understand and manage their health care. My Health eVet users can perform tasks such as record diet, exercise and health history; send a message to their VA care team; refill VA medications; track VA appointments; and review notes from their last clinic visit.

Key Stats and Highlights (as of FY 2016):
- More than 14 years of award-winning and proven success
- Averaging 150,000 site visits a day
- Averaging 770,000 users logging in monthly
- More than 3.8 million registered users
- More than 1.88 million Secure Messaging users
- More than 89 million VA prescriptions refilled (with more than 15 million refilled in FY 2016)
- More than 1.57 million unique VA Blue Button users
- Nearly 45 percent of VA patients have registered for My Health eVet

VHA Innovation Program

The VHA Innovation Program hosts annual competitions to encourage VA employees and industry professionals to submit ideas to enhance VHA care and services to Veterans. Ideas are selected for development based on quality, safety, efficiency, transparency and solution effectiveness. If chosen, innovators pilot their ideas in an initial clinical demonstration area to test their approach and methods.

Key Stats and Highlights (as of FY 2016):
- Successfully hosted six annual competitions from 2010 to 2016
- More than 270,000 participants and nearly 30,000 ideas submitted between 2010 to 2016
- More than 2,000 ideas submitted by VHA staff to the Innovation Advisory Group in FY 2016
- More than 13,000 comments and votes made by employees and contractors during the innovation selection process in FY 2016
Office of Connected Care By the Numbers

• More than 100 full proposals evaluated by the Innovation Advisory Group in FY 2016; of these, 17 proposals were awarded support
• Out of the 293 projects currently in the Innovation Portfolio, 90 projects (31 percent) are deployed or in the process of being deployed at a minimum of one site

VA Mobile

VA Mobile develops health apps for Veterans and VA care teams that increase access, communication and coordination of care for Veterans. The apps provide users with increased opportunities to be active participants in their health care and lead healthier lives. Web and mobile apps for VA care teams are designed to transform the way clinicians and patients interact and ultimately to improve the health of Veterans by leveraging the power of mobile technology. VA Mobile apps are now available from the VA App Store: mobile.va.gov/appstore.

Key Stats and Highlights (as of FY 2016):
• Nearly 20 apps available in the VA App Store
• More than 20 apps undergoing testing by Veterans and VA care teams
• More than 14,000 tablets distributed to VA care team members at over 50 VA medical facilities across the country
• 80 percent of VA care team members in the VA Mobile Health Provider Program say their device saves time in clinical activities
• More than 500 VA staff members — including Veterans and clinicians — are testing and evaluating apps through the VA Beta App Store

For more information, visit connectedcare.va.gov or contact VHA 10P8 Communications at vha10p8communications@va.gov.