

CONNECTED CARE



By the Numbers

The Department of Veterans Affairs (VA) Office of Connected Care brings together VA Telehealth Services and the Connected Health portfolio, which comprises My Health^eVet, the VHA Innovation Program and VA Mobile. Aligning these programs and technologies enables VA to

deliver on our promise to provide personalized, proactive, patient-driven health care to our nation's Veterans.

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

VA Telehealth Services

Through VA Telehealth Services, Veterans can access VA quality care at the time and place that is most convenient for them. VA uses different telehealth technologies to build capacity in staffing and ensure that geography is not a barrier to Veterans receiving the best possible care. VA Telehealth Services employs telehealth via several different avenues:

- Clinical Video Telehealth allows real-time interaction, through videoconferencing, between patients and their VA care teams — increasingly from the Veteran's home or mobile device.
- Store-and-Forward Telehealth allows clinical staff to capture and share images, sounds or data with other specialists for help in diagnosis and delivery of care.
- VA Home Telehealth uses remote monitoring technologies, sometimes combining elements of both Store-and-Forward and Clinical Video Telehealth, to collect clinical information from Veterans for case management by their Care Coordinator.
- Regional and national telehealth hubs allow VA to hire providers in urban areas to serve areas of the country with fewer specialty providers, making it more convenient for Veterans to receive specialty care without having to travel long distances.

VA



U.S. Department of Veterans Affairs

Veterans Health Administration
Office of Connected Care

Key Stats and Highlights (as of FY 2017):

- More than 15 years in the digital health care space.
- Provided care to more than 727,000 Veterans in FY 2017.
- Telehealth has been implemented at over 900 VA sites of care and in more than 50 specialty areas.
- Provided more than 2.18 million telehealth episodes of care in FY 2017.
- Home Telehealth services resulted in a 57 percent reduction in bed days of care and a 31 percent reduction in VA hospital admissions in FY 2017.
- Mental Health services provided via Clinical Video Telemental Health reduced acute psychiatric bed days of care by 34 percent and reduced the number of VA hospital admissions by 31 percent in FY 2017.
- More than 12 percent of Veterans received an element of their care through Telehealth in 2017.
- Veteran satisfaction scores:
 - 92 percent for Clinical Video Telehealth
 - 88 percent for remote monitoring through Home Telehealth
 - 93 percent for Store-and-Forward Telehealth

My HealtheVet

My HealtheVet (myhealth.va.gov), VA's award-winning online personal health record, gives Veterans, service members and their dependents anywhere, anytime access to VA health care information and services. With My HealtheVet, Veterans can use Secure Messaging to communicate about non-emergency matters with their VA care teams; review lab results, clinical notes and other records from their VA electronic health record; schedule and manage medical appointments online; refill VA prescriptions; record their diet, exercise and health history; and more.

Key Stats and Highlights (as of FY 2017):

- More than 15 years of award-winning and proven success.
- Averaging 170,000 site visits a day.
- Averaging 816,000 users logging in monthly.
- More than 4.1 million registered users since 2004 (69 percent of VA patients receiving treatment in FY 2017).
- 2.5 million Premium Users since 2012.



U.S. Department of Veterans Affairs

Veterans Health Administration
Office of Connected Care

- More than 2.1 million Secure Messaging users since 2012.
- More than 107 million VA prescriptions refilled since 2005 (with a 20 percent increase since FY 2016).
- More than 1.8 million unique VA Blue Button users.
- More than 47 percent of VA patients have registered for My Health^eVet.
- Visitor satisfaction score of 79 percent as of December 2017.
- Veteran use of online scheduling increased by almost 80 percent for appointment requests and almost 65 percent for self-scheduled appointments when online scheduling was integrated into My Health^eVet in November 2017.

VHA Innovation Program

The VHA Innovation Program facilitates critical health care innovations that enable VA to provide the best possible care to Veterans. The program allows critical health care innovations to emerge from the field, evolve based on constructive and collaborative review, and be piloted in a safe harbor environment. The VHA Innovation Program works with the VA Center for Innovation (VACI) to increase VA's ability to provide the best care anywhere.

Key Stats and Highlights (as of FY 2017):

- Completed more than 290 diverse projects.
- Deployed 33 projects at the local level.
- Deployed 15 projects at the regional level.
- Deployed 31 projects nationally.
- An additional 15 projects are in the queue for broad deployment within the next two years.

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 Veterans with increased opportunities to actively participate in their health care and lead healthier lives. Apps for VA care teams transform the way clinicians and patients interact and ultimately improve the health of Veterans by leveraging the power of mobile technology. VA Mobile apps are available now from the VA App Store: mobile.va.gov/appstore.

Key Stats and Highlights (as of FY 2017):

- Over 40 apps available in the VA App Store.
- Additional 20 apps actively in development or undergoing testing by Veterans and VA care teams.
- Nearly 20,000 tablets distributed to VA care team members at more than 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 1,500 VA participants are testing and evaluating apps through the VA Beta App Store.

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