

FACTSHEET

VA



U.S. Department
of Veterans Affairs

VA TELEMENTAL HEALTH

OVER 3 MILLION VISITS

Since fiscal year (FY) 2002, VA has provided Veterans with access to mental health services through **more than 3,344,000 TeleMental Health (TMH) encounters**.

In FY 2018 nearly **600,000 TeleMental Health encounters** were provided to over **180,000 Veterans**.

Given improved access to mental health treatment, admissions to acute psychiatric beds in the VA for new patients receiving synchronous real-time video TeleMental Health **decreased by 34%**, and Bed Days of Care **decreased by 40%** during the first three quarters of FY 2018.



TeleMental Health into the Home

In addition to traditional TeleMental Health to and from VA locations, in FY 2018 approximately 16,400 Veterans gained access to VA TeleMental Health services using synchronous video telehealth directly from their homes or other mobile non-VA locations. Additionally over 6,500 Veterans accessed TeleMental Health care using home telehealth monitoring devices.

Hubs and Spokes

TeleMental Health Hubs

TeleMental Health Hubs are composed of TeleMental Health providers that serve rural and other Veterans in access-challenged sites. Hubs provide “spoke” facilities with gap coverage for staffing shortages.

In FY 2018, there were 11 TeleMental Health hubs and more than 200 staff serving more than 200 spoke sites.

The priority is providing evidence-based psychotherapies, pharmacotherapy and access to specialty care for Veterans using individual and group therapies addressing common conditions such as depression, PTSD, substance use disorder, etc. Hubs also address special, patient-centered care needs, such as providing a female therapist for a female Veteran.

In FY 2018, there were over 135,000 TeleMental Health Hub visits and over 36,000 unique Veterans served. Approximately 58% of visits and Veterans were rural.

National TeleMental Health Center

Beginning in FY 2010, VA established the National TeleMental Health Center, expanding beyond the typical hub and Community Based Outpatient Clinic spoke model to a nationwide model that provides Veteran access to clinical experts throughout the country. The National TeleMental Health Center clinical national experts, in psychotic, anxiety, substance use disorders and Neurology treatment, are currently based in seven locations across the country.

From FY 2010 through FY 2018, the National TeleMental Health Center has provided national expert consultations and follow-up visits, totaling over 24,300 encounters, to more than 6,100 Veterans. In FY 2018, the National TeleMental Health Center provided national expert consultations and follow-up visits, totaling over 2,600 encounters, to 600 Veterans.

High Veteran Satisfaction

FY18, Veteran Telehealth Satisfaction scores:

90% for Synchronous within VA

88% for Home or Mobile Encounters

89% for Home Telehealth Remote Patient Monitoring