

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, 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:

- Synchronous Telehealth allows real-time interaction, through videoconferencing, between patients and their VA care teams — increasingly from the Veteran's home or mobile device.
- Asynchronous Telehealth allows clinical staff to capture and share images, sounds or data with other specialists for help in diagnosis and delivery of care.
- Remote Patient Monitoring/Home Telehealth uses remote monitoring technologies, sometimes combining elements of both Asynchronous and Synchronous Telehealth, to collect clinical information from Veterans for case management by their Care Coordinator.
- Regional and national telehealth hubs allow VA to hire providers at large, often urban and academic VA facilities, to provide interim provider vacancy coverage at underserved (usually smaller, rural) facilities where there is relatively less recruitment potential., making it more convenient for Veterans to receive specialty care without having to travel long distances.



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Veterans Health Administration
Office of Connected Care

Key Stats and Highlights (as of FY 2018):

- More than 15 years in the digital health care space
- Provided care to more than 782,000 Veterans in FY 2018
- Telehealth has been implemented at over 900 VA sites of care and in more than 50 specialty areas
- Provided more than 2.29 million telehealth episodes of care in FY 2018
- Remote Patient Monitoring/Home Telehealth services resulted in a 53 percent reduction in bed days of care and a 33 percent reduction in VA hospital admissions in FY 2018
- Mental Health services provided via Clinical Video Telemental Health reduced acute psychiatric bed days of care by 40 percent and reduced the number of VA hospital admissions by 34 percent in FY 2018
- More than 13 percent of Veterans received an element of their care through Telehealth in 2018
- Patient satisfaction scores:
 - 90 percent for Clinical Video Telehealth
 - 89 percent for remote monitoring through Home Telehealth
 - 88 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 2018):

- More than 15 years of award-winning and proven success
- 66 million sessions in FY 2018
- More than 4.6 million registered users since 2004



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Key Stats and Highlights (as of FY 2018) (cont.):

- 2.8 million Premium Users since 2007
- 15 million Secure Messages sent/received in FY 2018
- More than 127 million VA prescriptions refilled since 2005 (with over 20 million refill requests in FY 2018)
- More than 2 million unique VA Blue Button users
- More than 31 million Blue Button file downloads

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 2018):

- Over 43 apps available in the VA App Store
- Additional 20 apps actively in development or undergoing testing by Veterans and VA care teams
- Nearly 30,000 devices distributed to VA care team members at more than 220 VA medical facilities and national programs 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.
- 1,697 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.



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