Veterans Health Administration
A large integrated health care system

9 million+ veterans enrolled in VA

6 million+ veterans receiving VA health care

326,000 employees

177,000 clinical employees

1,245 VA sites of care

170 VA medical centers

133 extended care/VA community living centers

23 health care centers

199 multi-specialty community-based outpatient clinics

545 primary care community-based outpatient clinics

298 other outpatient services sites

300 vet centers

80 mobile vet centers
Up there

Ok. I will see if mommy can give you some medicine. :)

Hurts

Mom is getting me med
An Aging Veteran Population

Number of Living Veterans
by Age Groups, 1975-2017

Millions

<35 yr 35-54 55-64 65+

VHA Connected Care’s Mission

**Access** and the **Veteran Experience** will be enhanced through information and communication technologies that are effectively **integrated** into the daily lives of Veterans and VA Staff.
VHA Connected Care

Expanding patient access to care and enhancing the experience of care through virtual technologies

My HealtheVet
~ 4 million registered users

VHA Innovation
>270,000 participants
>30,000 ideas submitted

VA Telehealth Services
12% of all enrolled patients receiving care via Telehealth

VA Mobile/VA App Store
>20 web and mobile applications

INSTITUTE OF HEALTH POLICY FORUM
VA Telehealth: Where We Started
VA Telehealth: Where We Started

1959 University of Nebraska Medical Center

Two-Way Television
Group Therapy
• Omaha VA
• Lincoln VA
• Grand Island VA Hospital

VA Telehealth: Where We Are Today
VHA Telehealth: 2016-2017

>2.1 million episodes of care

> 700,000 Veterans served

900 VA sites of care

88-94% satisfaction

>50 specialty areas

~12% of Veterans received an element of their care through a telehealth modality (~45% of this cohort reside in rural or highly rural areas)
VHA Telehealth Services

Where VA Telehealth Occurs

**Home**
- Home Telehealth (Remote Monitoring)
- VA Video Connect
- Secure Messaging
- Telephone Visits
- Contact Center
- mHealth - Apps, Annie

**Clinic**
- Video Telehealth
  - Primary Care
  - Mental Health
  - 50+ specialties
- Store and Forward Telehealth

**Hospital**
- TeleICU
- TeleStroke

**Regional**
- TeleDermatology
- TeleMental Health
- TelePrimary Care
- TeleRehabilitation
- TeleSleep

**National**
- Expert TeleConsultation
  - National TeleMental Health Center
  - Provider to Provider Consultation (ECHO)
  - TeleGenomics

How VA Implements Telehealth

**Facility**
Goal: Telehealth Integration into all routine operations

**Telehealth Resource Hubs**
- TeleDermatology
- TeleMental Health
- TelePrimary Care
- TeleRehabilitation
- TeleSleep

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KAISER PERMANENTE
Anywhere to Anywhere Telehealth

On August 3, 2017, the President and Secretary Shulkin discussed plans to expand VA telehealth services.

Dr. Shulkin announced plans for a proposed rule that “allows our VA providers to provide telehealth services from anywhere in the country to veterans anywhere in the country, whether it's in their homes or any location. We call it ‘anywhere to anywhere’ VA healthcare. That's a big deal.”

VA also launched VA Video Connect, an app that allows Veterans receiving VA care to access those health care services on their smartphones, tablets and personal computers.
VA Video Connect
DEPARTMENT OF VETERANS AFFAIRS

TO CARE FOR HIM WHO SHALL HAVE BORNE THE BATTLE AND FOR HIS WIDOW, AND HIS ORPHAN

A. LINCOLN
Q + A

#KPTelehealth