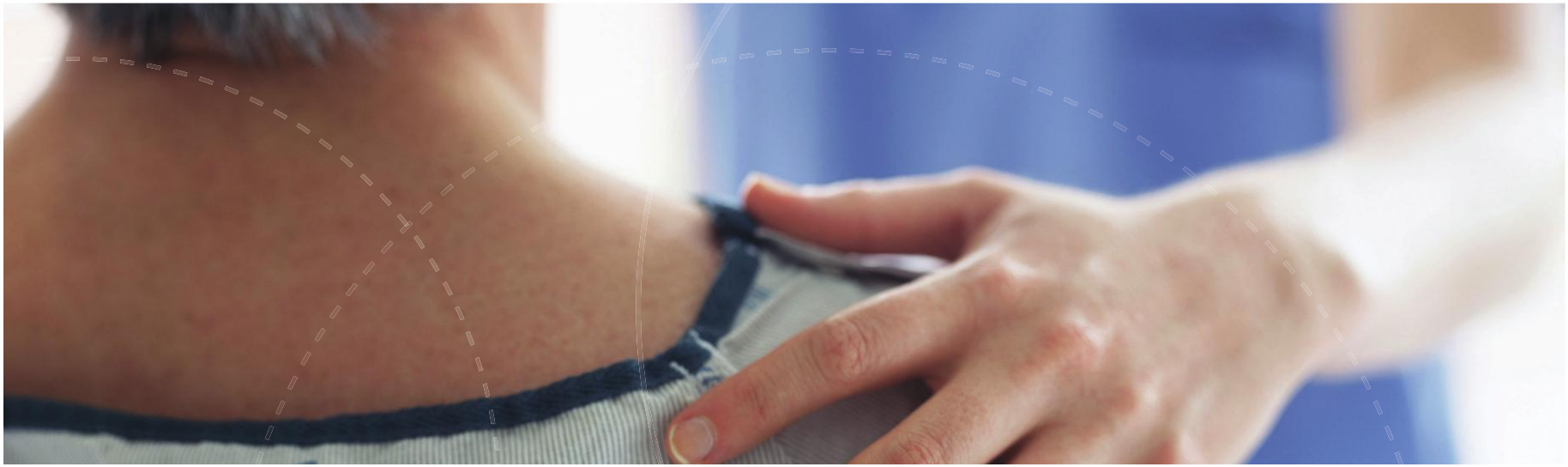


”Disruptive” Innovations in Virtual Specialty Care

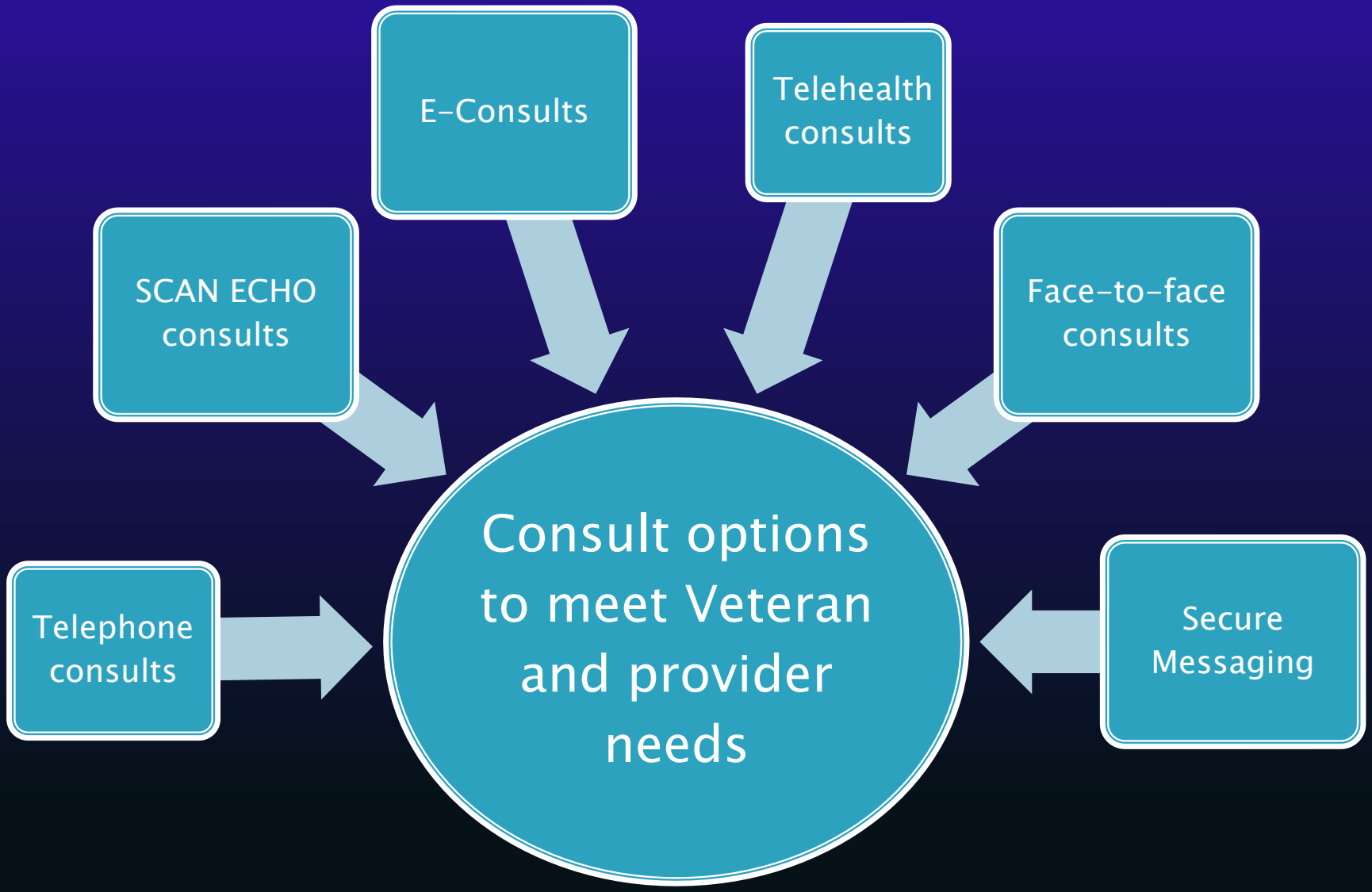
Glenn D. Graham, MD PhD
Deputy National Director for Neurology

Specialty Care Services, Office of Patient Care Services

July 2013

VA HEALTH CARE Defining EXCELLENCE in the 21st Century

Doctor’s Visit – Jan Steen (1658-1662)


E-Consults
Telehealth consults
SCAN ECHO consults
Face-to-face consults
Consult options to meet Veteran and provider needs
Telephone consults
Secure Messaging

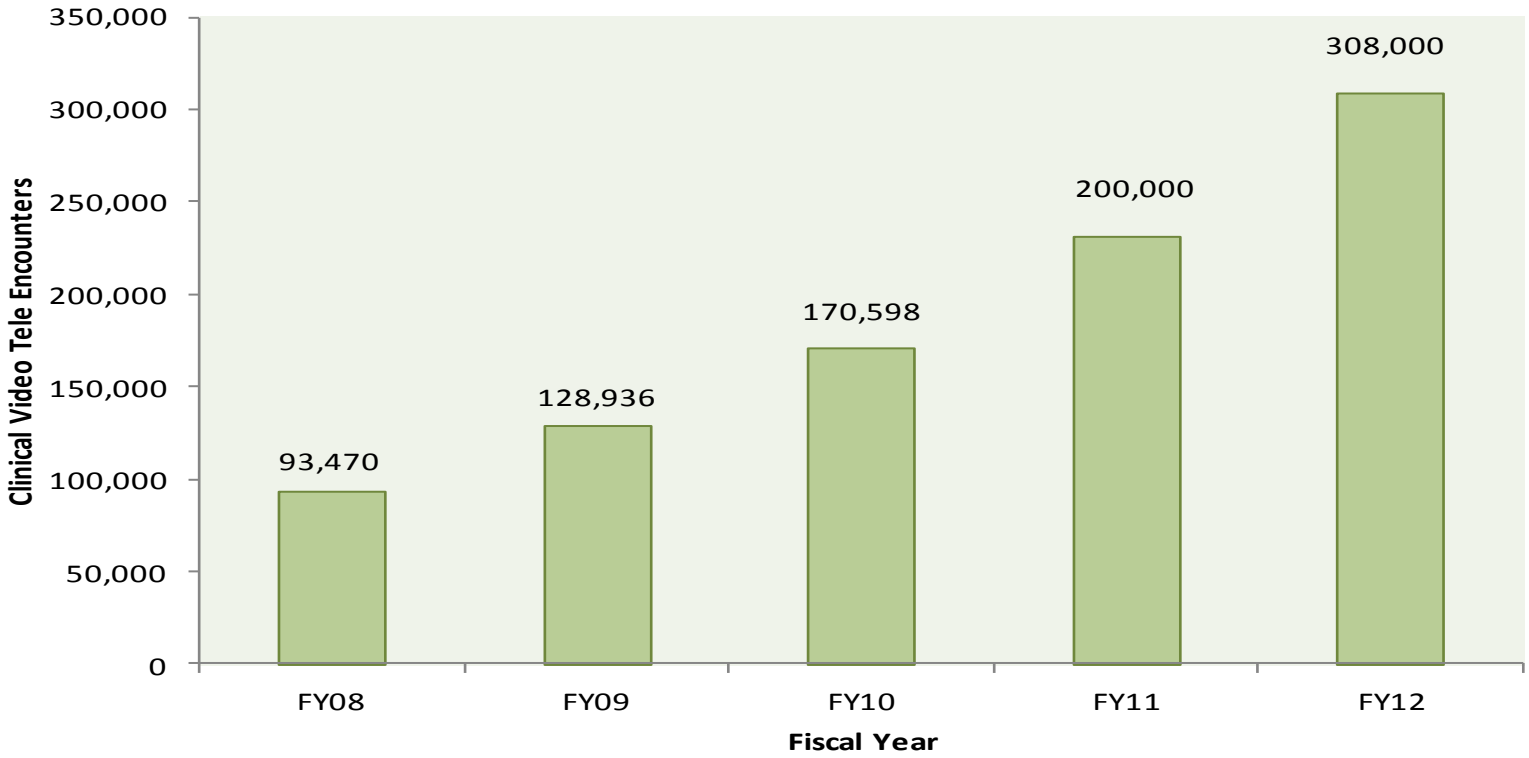
Clinical Video Teleconferencing

What the Doctor Sees

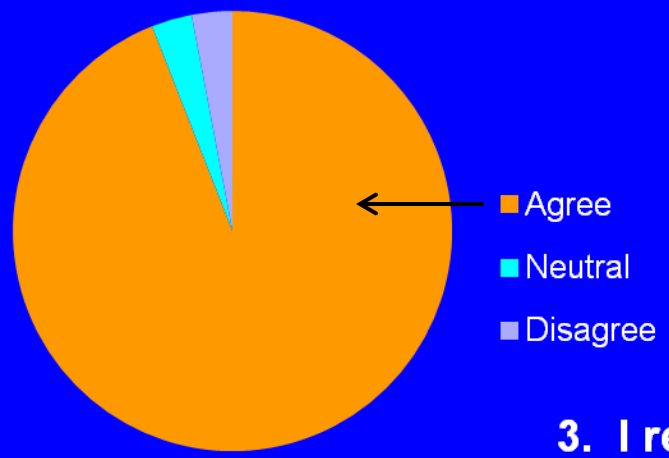
Patient's medical record

Patient and caregiver

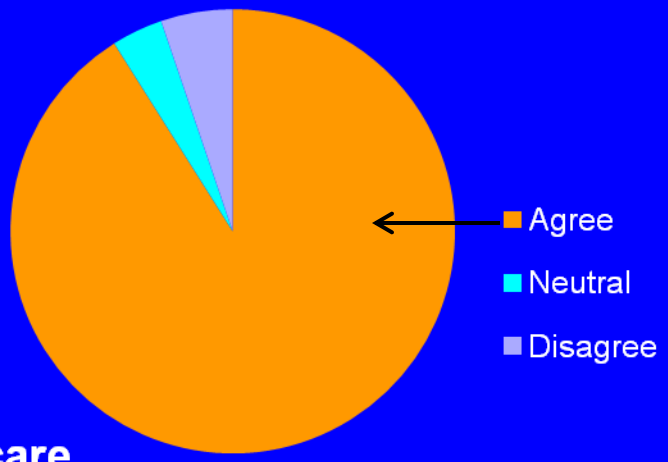
Clinical Video Telehealth Encounters in VHA FY2008-2012



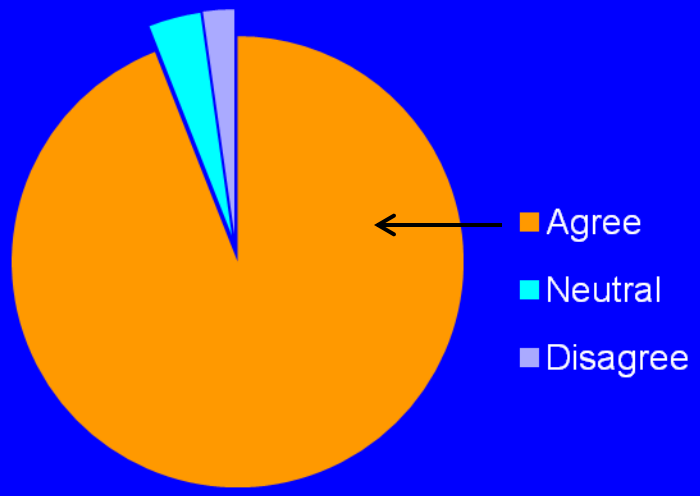
1. I had good communication with my Neurologist using the televideo equipment today:



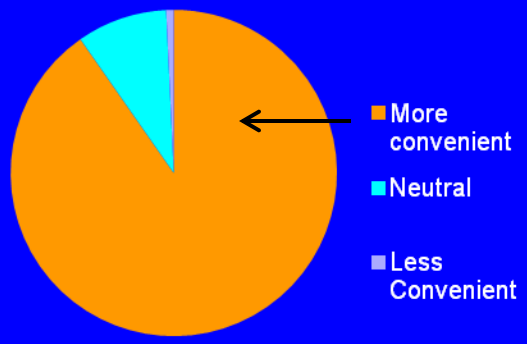
2. I am likely to continue using the teleneurology system for my follow-up with Neurology:



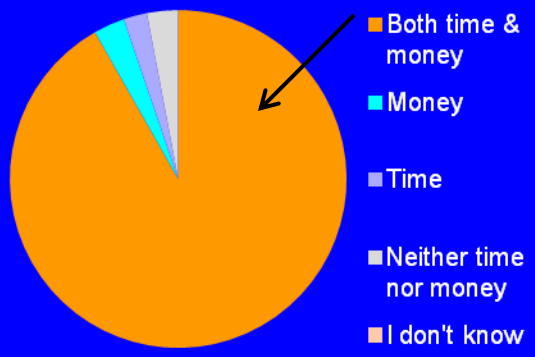
3. I received good care during my teleneurology visit today:



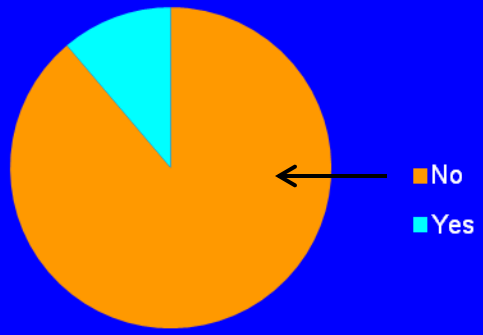
4. Overall, how convenient was your teleneurology clinic visit compared to a trip to the Albuquerque VA?



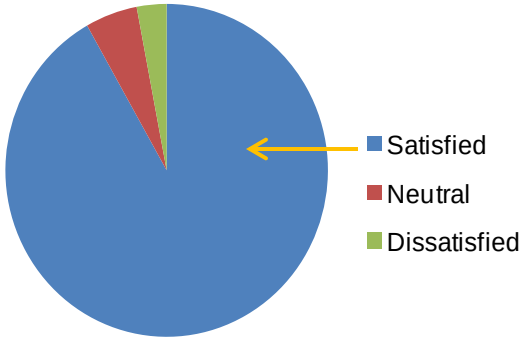
5. Do you feel the teleneurology visit saved you:



6. Would you prefer to see your Neurologist in person, even though it requires longer travel time?

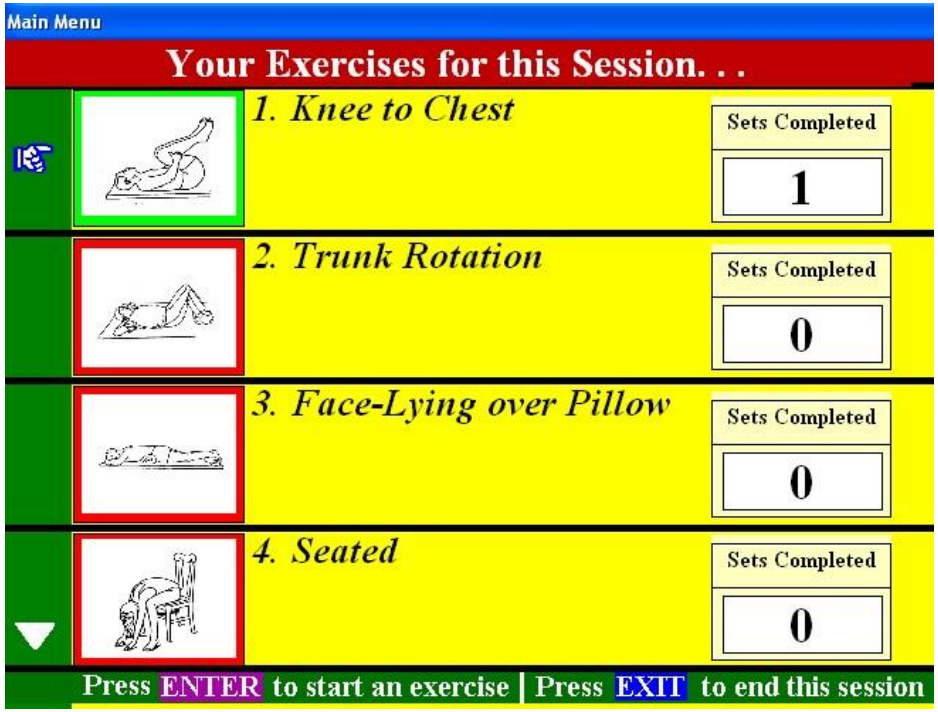


7. Overall, how satisfied are you with your teleneurology visit today?

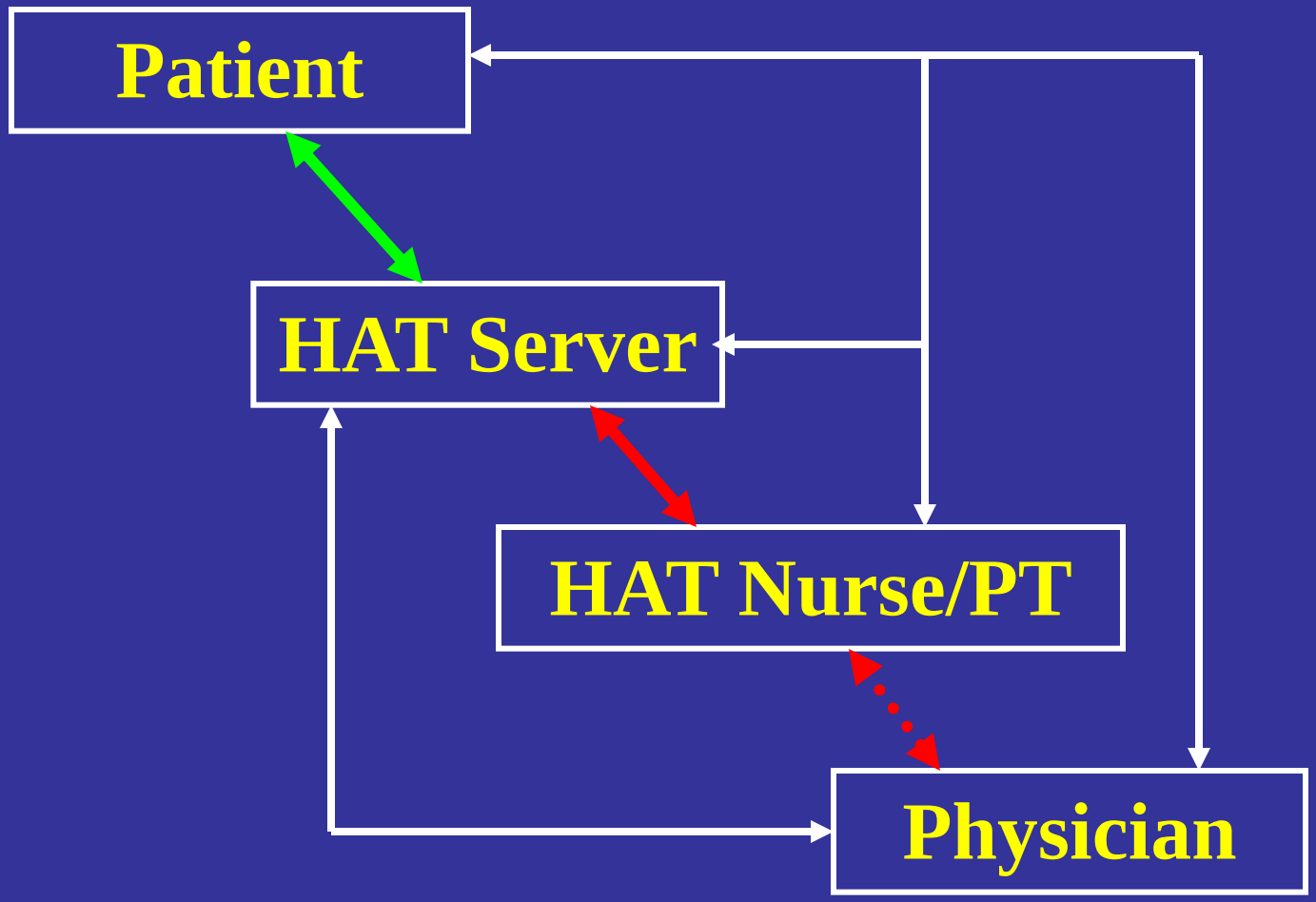


Home Telehealth

MS HAT - Home Station Menu



Information Flow in HAT



Store-and-Forward Telehealth

Secure Messaging

The Primary Care Provider has just diagnosed a Veteran with Diabetes.
He puts in a Consult to the Diabetes Clinic.

Secure Messaging

PCP uses secure messaging before the next medical visit to:

- Send message to Veteran with copy to Diabetic Educator (DE)
  - Introduction and appointment request
- DE begins communication with copies to PCP
- Attachments for nutrition, daily exercise, education provided on-line through My Health*e*Vet
- Veteran uses journals on line to monitor daily activities, nutrition, blood sugars, etc. and copies to DE
- DE refers Veteran to Podiatry for preventive foot care

Diseases + Condition Centers
Services Related Conditions
Common Conditions

Getting Started

- Getting Started
- Back to Diabetes Overview

Getting Started – Diabetes

Diabetes (MedlinePlus)

Diabetes - Meal Planning (Learning Activity) (MedlinePlus)

What I Need to Know about Physical Activity and Diabetes (National Institute of Diabetes and Digestive and Kidney Diseases)

Diabetes and Nutrition (American Academy of Family Physicians)

Diabetes: Monitoring Your Blood Sugar Level (American Academy of Family Physicians)

Diabetes and Exercise (American Academy of Family Physicians)

Reviewed/Updated Date: December 18, 2008
Clinical Advisory Board Sponsor: **Dr. William Duncan**
Clinical Subject Matter Experts: **Dr. Leonard Pogach, Dr. Eric Nylen**
Patient Education Subject Matter Experts: **Lettie Corpuz, Kathy Denison, Kathy Green, Jackie Tatum**

Member Logout
Logged On As: VICTORIA
Logout

Related Links

- Five things you should know BEFORE you go to the doctor (369 KB)
- Helpful Health Links
- Nutritional Information from the VA Canteen Service
- VA Multiple Sclerosis Center of Excellence

TriCare Online

Are you a TriCare Online registrant? You can go directly to the TriCare Online site from My HealtheVet.

Download Adobe Acrobat

You will need Adobe Acrobat Reader to view the pdf documents in this section.

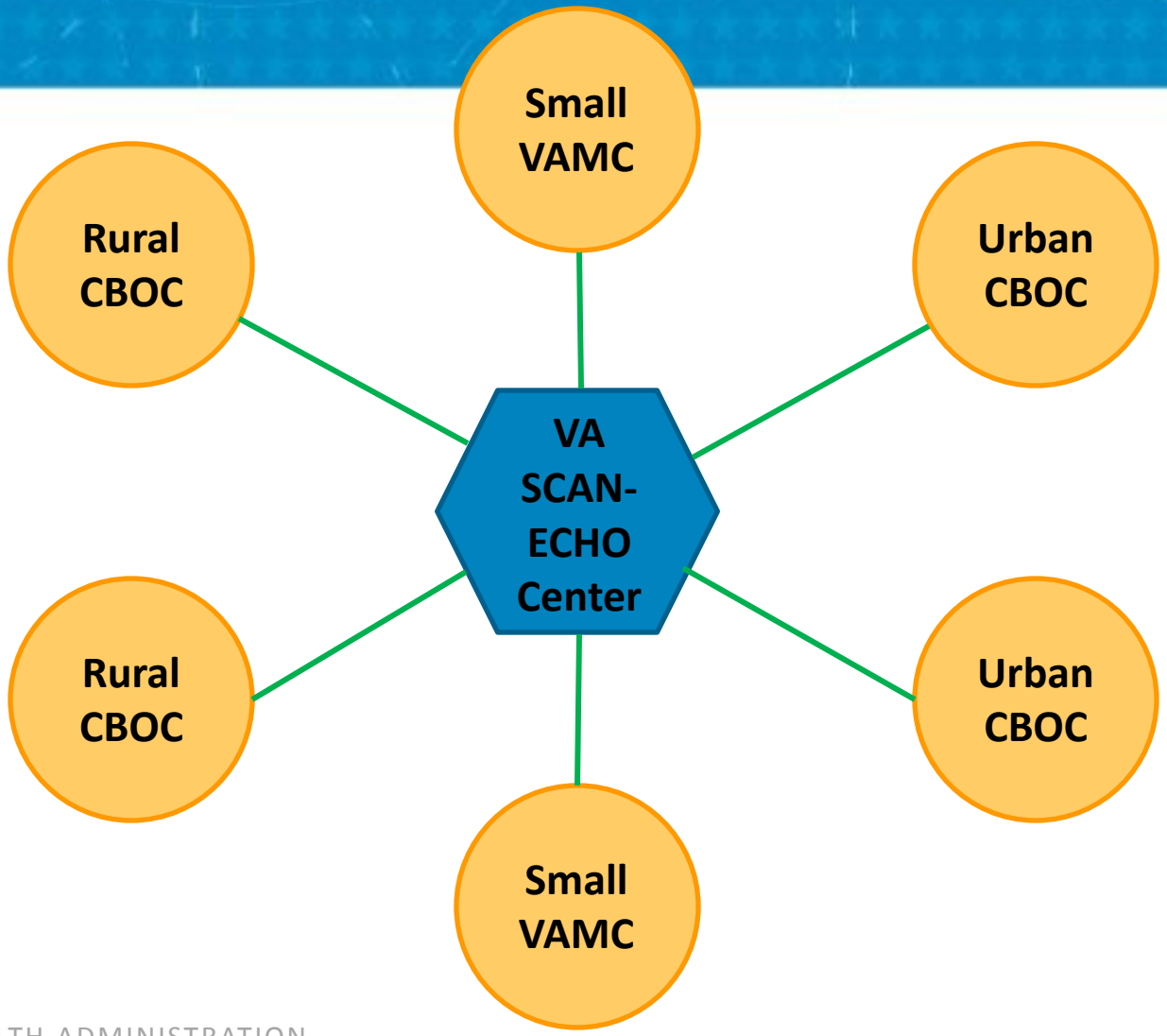
E-Consults

- Consultation for advise without face-to-face contact
- Circumvents barriers and challenges of traditional consultation methods, eliminating the need for both the specialist to travel to the CBOC or the Veteran to the larger VA facility
- PCP, Veteran, and specialist must agree to an E-Consult (opt in or opt out)
- Nurse or other staff ensure that all needed data are available to specialist
- Specialist completes and enters consult report in the electronic medical record

VA SCAN-ECHO

- Leverages Telehealth (clinical videoconferencing) allowing Specialist teams from tertiary medical centers to provide education and support to providers in less complex facilities or rural areas
- Intended Outcomes:
  - Improve Access
  - Reduce Fee and Travel Costs
  - Improve Veteran and Provider Satisfaction

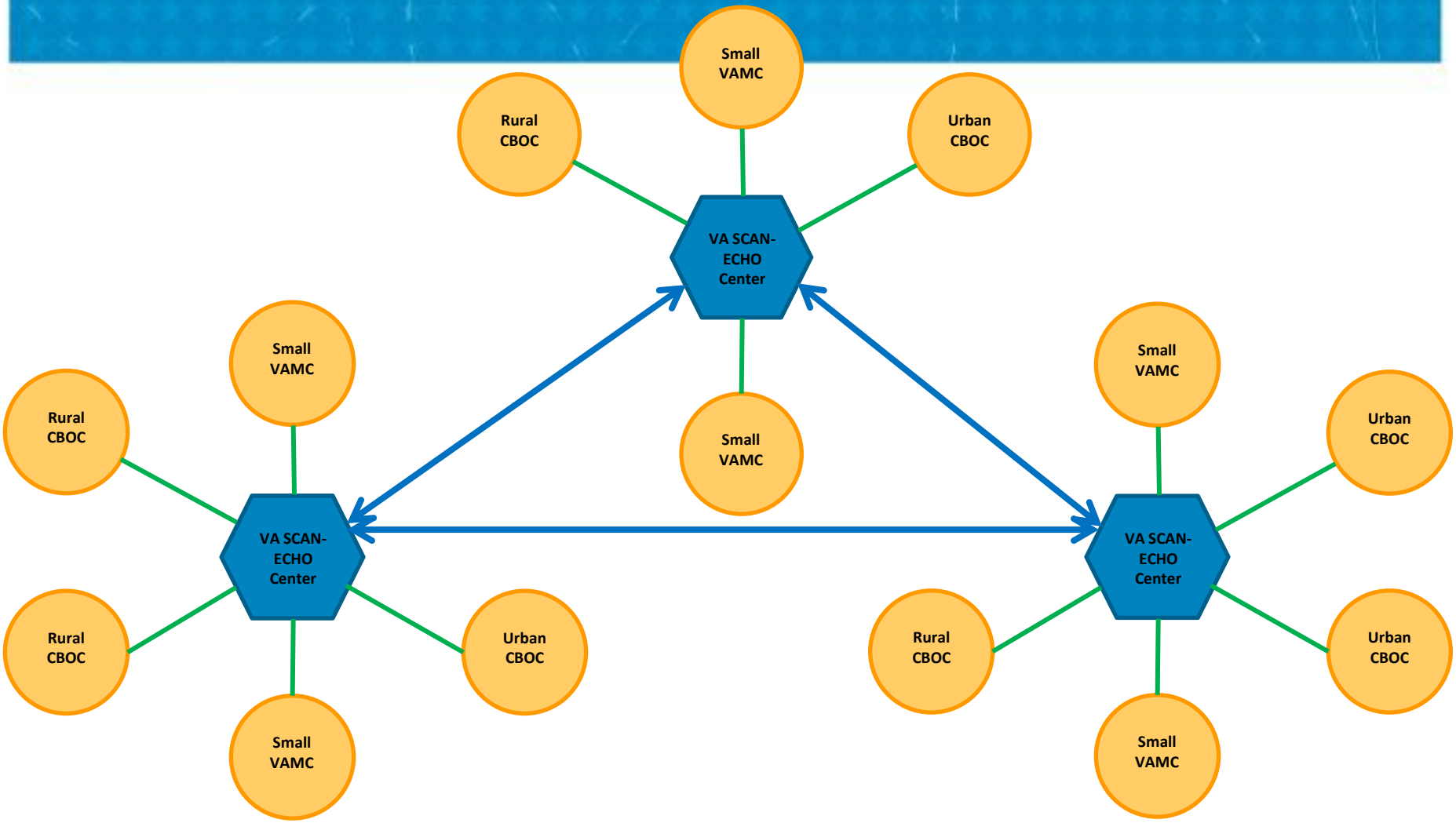
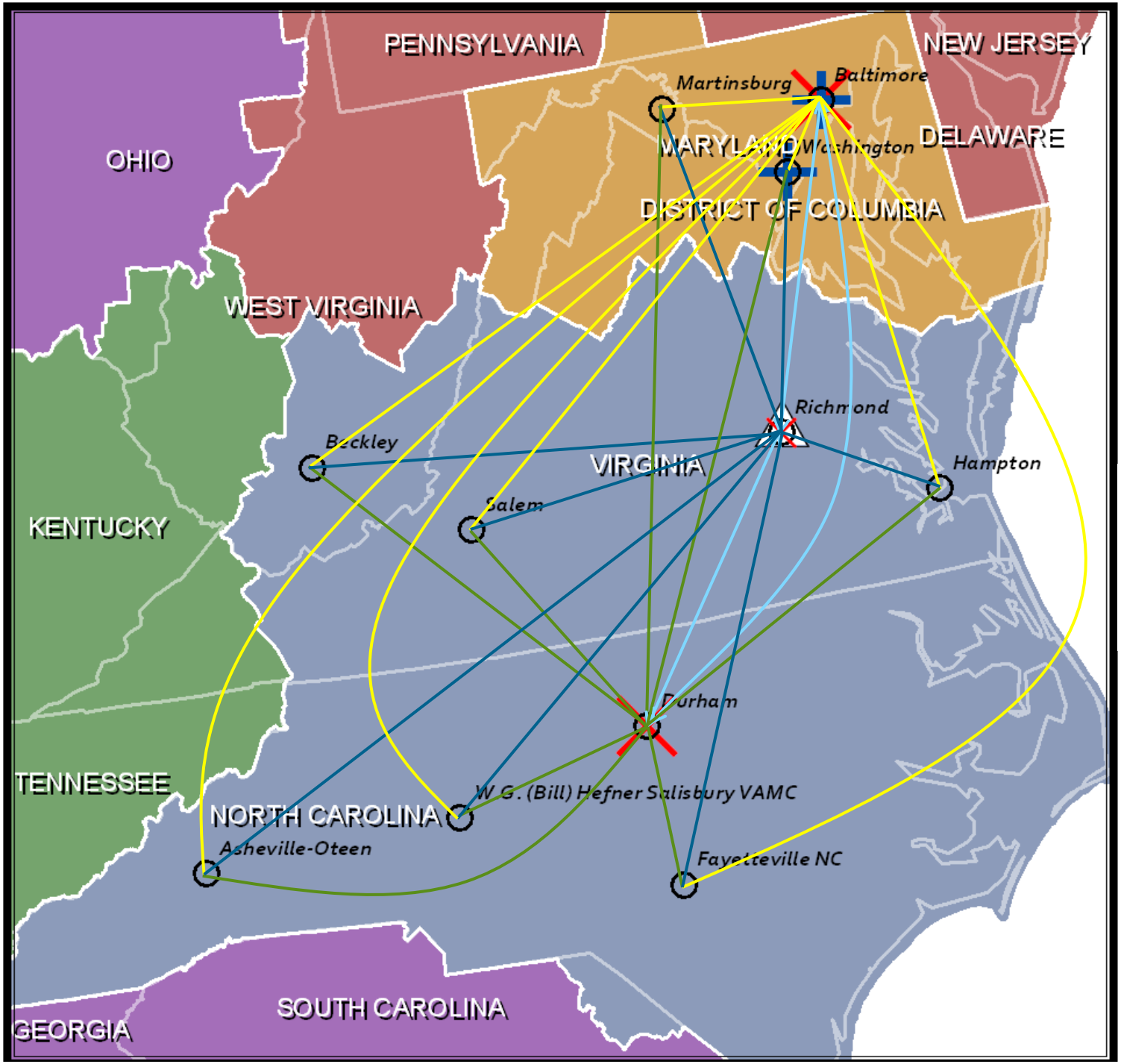
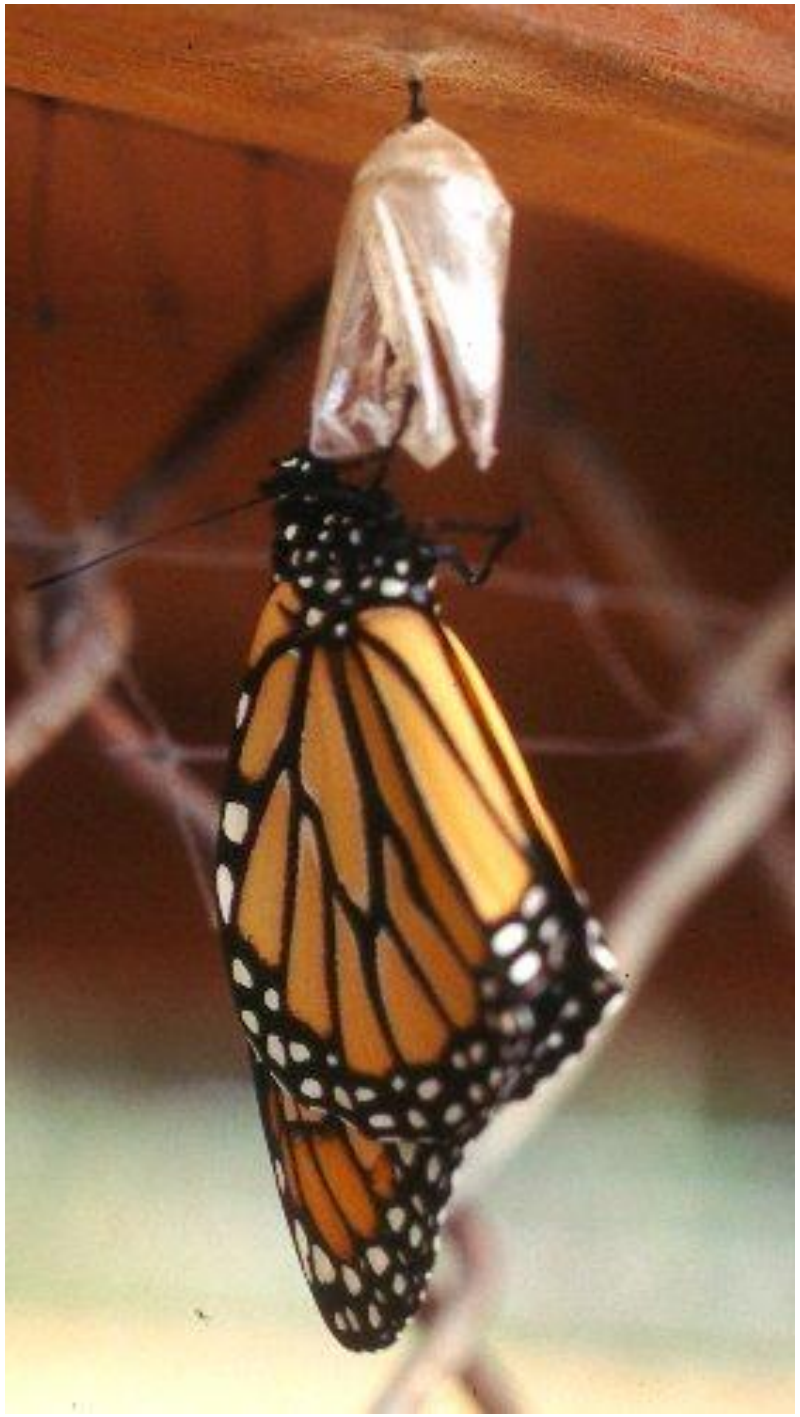
Hub and Spoke Model



HF SCAN ECHO

Clustering of Poor Prognostic Factors in Heavy Patients
Clustering of Poor Prognostic Factors in Heavy Patients
DRUG INFORMATION HANDBOOK

Concept of a Meta-SCAN-ECHO



Maximum Total Connections