

eHealth Partnered Evaluation Initiative

VA



U.S. Department of Veterans Affairs
Veterans Health Administration
Quality Enhancement Research Initiative

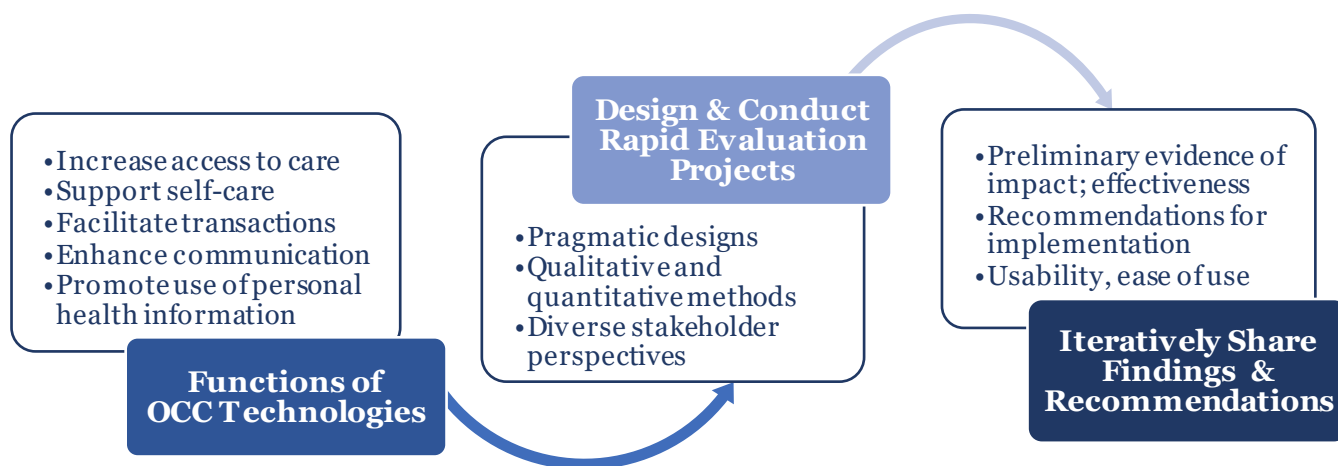
eHealth as a Model of Care for our Nation's Veterans

eHealth is a model of care focused on improving health care through technology by engaging patients, their families, and clinical teams beyond episodic, traditional in-person visits. The eHealth PEI aims to demonstrate the impact of VA connected care technologies on important outcomes and identify potential strategies that could further the adoption of these technologies among Veterans and clinical team members. The evaluations that the eHealth PEI pursues inform how new connected care innovations and existing technologies can support the effective delivery of services to Veterans while reducing barriers to access.

Evaluating VA's Connected Care Technologies to Improve Veteran Access to Care

VA's Office of Connected Care (OCC), which is responsible for VA's digital health strategy, maintains a substantial portfolio of connected care technologies. Working in partnership with OCC, the eHealth PEI evaluates specific technologies from this portfolio that are intended to support different functions. Given the need to understand both the impacts these technologies have on care and outcomes and how best to implement them into practice, evaluations typically involve pragmatic designs and mixed quantitative and qualitative methods to examine the perspectives of Veterans, their caregivers, and VA clinical team members. Evaluation findings and related recommendations are shared rapidly and iteratively with OCC leadership to inform plans for broader rollout and integration of the technologies into care.

The eHealth PEI Evaluation Process



The eHealth Partnered Evaluation Initiative (PEI) in Partnership with VA's Office of Connected Care

VA Quality Enhancement Research Initiative
QUERI
Evidence into Practice

eHealth PEI Current Projects

(1) The **Veterans Engagement with Technology Collaborative (VET-C)** is a longitudinal cohort of Veterans who are invited to participate in surveys collected across multiple time-points. VET-C:

- Gathers data on demographics, technology use, health-related goals, and perceptions about communication and access from over 2,700 Veterans across the United States.
- Provides longitudinal feedback on VA connected-care technologies to improve their integration into practice.



(2) The **COVID-19 New Users Rapid Evaluation** is collecting data from VA clinical team members who are new users of select connected care technologies that have seen a surge in use since the COVID-19 outbreak. This evaluation:

- Leverages survey and interview data to identify challenges encountered among clinical team members who started using these technologies during the outbreak.
- Identifies factors influencing their adoption and continued use to help inform short- and long-term implementation plans for OCC.



(3) The **Rapid Evaluation of the VA Pain Coach Mobile App** utilized a pre/post mixed-methods design comprised of:

- Mailed surveys administered at two time-points, semi-structured interviews, and an outreach component in-between.
- Over 450 Veterans completed a baseline survey, more than 230 returned a follow-up survey, and 20 participated in a follow-up interview.
- Although adoption of the app among Veterans in the evaluation was limited, data suggested positive impacts on pain self-efficacy and emphasized the importance of provider endorsement to app adoption.



eHealth PEI Impacts

- **Developed a multicomponent supported adoption program (e.g., educational materials, motivational interviewing scripts, proactive outreach) which positively impacted Veteran adoption of secure messaging.**
 - ✓ This program has informed outreach efforts for other OCC technologies.
- **Created a toolkit to enhance adoption of VA's automated texting system**
 - ✓ OCC continues to update and disseminate this toolkit nationally to help with implementation efforts.
- **Identified specific strategies to inform larger implementation efforts for select mobile applications.**
 - ✓ Our findings to date have underscored the centrality of clinical team member endorsement to supporting app adoption among Veterans.
- **Marketing and Education Materials Developed for the VET-C Cohort.**
 - ✓ One-page primers on key OCC technologies are used to keep Veterans engaged in longitudinal VET-C data collection efforts.

For more information, check out:

https://www.queri.research.va.gov/national_partnered_evaluations/ehealth.cfm
<https://connectedcare.va.gov/>

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