Telehealth in the Veterans Health Administration

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The Vision For Telehealth In VA

**Patient Focused**
- Makes the home or local community the preferred site of care
- Provides the right care - in the right place - at the right time
- Helps coordinate care across the continuum
- Accessible as part of patient-facing virtual services
- Offers just-in-time care
- Supports both patients and caregivers

**Forward Looking**
- Functions across platforms and devices to be accessible across a wide range of patient-centered electronic systems and devices
- Flexibly incorporates new modalities of care
- Moves beyond simple transfer of data and communication to include knowledge management
- Identifies VA as the national leader in the use of innovative technologies to promote patient-centered care

**Results Oriented**
- Demonstrates reduced utilization of health care resources
- Promotes VHA as health care provider of choice
- Focuses on patient self-management and shared decision-making and improved outcomes
- Uses patient-facing technologies to capture routine activity and outcomes data
Scope of VA Telehealth Services
3 Modalities

Clinical Video Telehealth (CVT)  Real-time video consultation that covers over 45 clinical specialties including: Tele-Intensive Care, TeleMental Health, TeleCardiology, TeleNeurology, TeleSurgery, Women’s Telehealth, Tele-Primary Care, TeleSCI care, TeleAmputation Care, TeleAudiology, TeleSpeech, Remote Nursing Home Consultation, TelePathology, etc. (74 clinical specialties in V6 inventory)

Home Telehealth (HT)  Care and case management of chronic conditions and provision of non-institutional care support to patients. Uses in-home and mobile technologies to manage diabetes, chronic heart failure, hypertension, obesity, traumatic brain injury, depression, etc.

Store and Forward Telehealth (SFT)  TeleRetinal Imaging, TeleDermatology, TeleWound Care, TeleSpirometry, Tele-Sleep Studies, TeleWound, etc.
VA Telehealth Services – Outcomes (1)

In FY14, VA specific Telehealth Applications (CVT, HT and SFT) provided care from 150 VA Medical Centers (VAMCs) and over 750 Community Based Outpatient Clinics (CBOCs) to more than 717,000 patients (over 12% of Veterans receiving VHA care). This amounted to more than 2.1 million Telehealth episodes of care.

 Forty-five percent (45%) of these patients lived in rural areas, and may otherwise have had limited access to VA healthcare. The number of Veterans receiving care via VA’s Telehealth services grew approximately 18% in FY14.

In FY14, of the 156,826 Veterans enrolled for Home Telehealth services in VA, 40,886 (26%) patients were supported by HT to live independently in their own homes, patients who otherwise would have needed long-term institutional care.
VHA Telehealth Services: Outcomes (2)

Reductions in Utilization FY 2015

- Home Telehealth - reduced bed days of care - 28%
- Home Telehealth - reduced hospital admissions - 30%
- Clinical Video TeleMental health - reduced Acute Psychiatric bed days of care by 35%

Patient Satisfaction:

- Home Telehealth - 89%
- Store-and-Forward Telehealth - 96%
- Clinical Video Telehealth - 94%

Travel Reduction Savings

- Clinical Video Telehealth - $34.45 per consultation
- Store and Forward Telehealth - $38.81 per consultation

Home Telehealth Savings

- $2,000 per annum per patient
Comparison of Demographics and Resource Utilization Data between the **Matched Cohort Group** and the **Home Telehealth Group**: 2009 Baseline Data

<table>
<thead>
<tr>
<th>EQUVALENCE-CRITERIA</th>
<th>MCG (183,872 PATIENTS)</th>
<th>Home Telehealth -NIC (4,999 PATIENTS)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Age (years)</td>
<td>67.2 (13.4)</td>
<td>65.8 (11.3)</td>
</tr>
<tr>
<td>VHA enrollment priority groups</td>
<td>3.6 (2.3)</td>
<td>3.6 (2.5)</td>
</tr>
<tr>
<td>Sex (% male:% female)</td>
<td>94%male: 6% female</td>
<td>95% male: 5%female</td>
</tr>
<tr>
<td>Cost (mean)</td>
<td>$20,937 ($32,224)</td>
<td>$21,071 ($27,014)</td>
</tr>
<tr>
<td>ER visits (mean number)</td>
<td>0.65 (1.5)</td>
<td>0.84 (1.6)</td>
</tr>
<tr>
<td>Hospital admissions (mean days)</td>
<td>0.56 (1.2)</td>
<td>0.72 (1.2)</td>
</tr>
<tr>
<td>Pharmacy prescription (mean annual cost)</td>
<td>$2,132 ($3,670)</td>
<td>$2,117 ($2,830)</td>
</tr>
<tr>
<td>Clinic visits (mean number)</td>
<td>45.7 (61.4)</td>
<td>33.5 (34.1)</td>
</tr>
<tr>
<td>Annual MEDICARE cost (mean cost)</td>
<td>$4,176 ($14,660)</td>
<td>$2,515 ($9,047)</td>
</tr>
</tbody>
</table>

Data are mean (SD) values.
## 2012 Comparison of Demographics and Resource Utilization Data Between the Matched Cohort Group and the Home Telehealth – Non Institutional Care Group

<table>
<thead>
<tr>
<th>COMPARISON-CRITERIA</th>
<th>MCG (183,872 PATIENTS)</th>
<th>Home Telehealth -NIC (4,999 PATIENTS)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cost (mean)</td>
<td>$31,055 ($49,451)</td>
<td>$20,206 ($37,153)</td>
</tr>
<tr>
<td>Emergency Room visits (mean annual number)</td>
<td>0.63 (1.48)</td>
<td>0.58 (1.23)</td>
</tr>
<tr>
<td>Hospital admissions (mean annual days)</td>
<td>0.76 (1.46)</td>
<td>0.49 (1.5)</td>
</tr>
<tr>
<td>Pharmacy cost (mean annual cost)</td>
<td>$2,458 ($5,887)</td>
<td>$2,587 ($4,134)</td>
</tr>
<tr>
<td>Clinic visits (mean annual number)</td>
<td>64.42 (75.95)</td>
<td>50.53 (43.60)</td>
</tr>
<tr>
<td>Annual MEDICARE cost (mean cost)</td>
<td>$6,504 ($18,881)</td>
<td>$3,593 ($14,753)</td>
</tr>
</tbody>
</table>
VA TeleMental Health Services
FY 2003-2014
OUTCOMES DATA - 2015

- TMH CVT - Bed Days of Care
- TMH CVT – Admissions
- Home Telehealth Bed Days of Care
- Home Telehealth Admissions
- Home Telehealth (HT) Patient
- Clinical Video Telehealth (CVT)
- Store & Forward Telehealth (SFT)
- Reduction in BDOC = 28%
- Reduction in Admissions 30%
- Reduction in BDOC 58%
- Reduction in Admissions 35%
- HT Patient Satisfaction 89%
- CVT Patient Satisfaction 94%
- SFT Patient Satisfaction 96%
Telehealth in VA - Summary

Transformational

Telehealth is one of VA’s major transformational initiatives, one aimed at making care convenient, accessible and patient-centered. In FY15, more than 12% of Veterans received elements of their care via Telehealth. This amounted to more than 717,000 patients who participated in more than 2.14 million Telehealth episodes of care. Telehealth in VA provides mission critical services that help Veterans to live independently in their own homes and local communities. TeleMental Health encounters totaled 380,368 up 13% from previous year’s 108K.

Robust and Sustainable

Telehealth is a radically different way for patients to receive, and clinicians to provide, care. There are 60+ steps to ensuring a Telehealth program is safe, effective, cost-effective and sustainable. VA’s processes and procedures for training, technology support and quality management are indicative of the “systems” approach VA has taken in all 60+ steps it has implemented Telehealth across more than 800 sites of care.

Visionary

Telehealth in VA is the pacesetter of a wider vision, one in which the relationship between patients and the health care system will dramatically change with the full realization of the “connected patient”. The high levels of patient satisfaction with Telehealth, and positive clinical outcomes, attest to this direction being the right one.