



Improving Access to Quality Medical Care Webinar Series

The Southwest Telehealth Resource Center, & Arizona Telemedicine Program

Welcome

SWTRC region - AZ, UT, CO, NM & NV Member of ACP Fellow HRSA Grantees All other participants from the US & abroad The Arizona Telemedicine Program, and Southwest Telehealth Resource Center welcome you to this free webinar series.

The practice & deliver of healthcare is changing, with an emphasis on **improving quality, safety, efficiency, & access to care**.

Telemedicine can help you achieve these goals!





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Christina Armstrong, Ph.D.

Virtual Care to Support Coping During the COVID-19 Pandemic





Virtual Care to Support Coping During the COVID-19 Pandemic

Christina M. Armstrong, Ph.D. 23 July 2020

Disclosure

- The views expressed are those of the authors and do not reflect the official policy or position of the Department of Veterans Affairs or the U.S. Government.
- Author has no relevant financial relationships to disclose.
- All health technologies described are products developed by the U.S. Department of Defense and/or U.S. Department of Veterans Affairs. All are free and many are available to anyone in the world.
- Authors do not intend to discuss the off-label/ investigative (unapproved) use of commercial products or devices.

Purpose

The COVID-19 pandemic has impacted lives around the world emotionally, physically, and financially. Increased feelings of stress, loneliness, fear, loss, and grief have challenged our ability to cope. This webinar aims to provide the health care team an overview of various virtual care programs and modalities available to support coping during the COVID-19 pandemic, and how they may be leveraged to support wellness and increase resilience to provide the best care to our patients.

Learning Outcomes

- Acquire a greater awareness of risks associated with social isolation and stress related to the pandemic and improve clinician and patient wellness and resilience.
- Develop an understanding of how virtual care modalities and programs can support coping with COVID-19 pandemic for healthcare staff and patients.
- Identify virtual care options based on symptoms and level of care needed by leveraging clinician decision support tools.



Impact: Hierarchy of Needs

Self-actualization

desire to become the most that one can be

Esteem respect, self-esteem, status, recognition, strength, freedom

Love and belonging friendship, intimacy, family, sense of connection

Safety needs

personal security, employment, resources, health, property

Physiological needs

air, water, food, shelter, sleep, clothing, reproduction

(Maslow, 1943)

Impact of Stress on Healthcare Workers

As a clinician, your state of health and health practices affect your patient care.
Many clinicians suffer from burnout, which is linked to poor outcomes, such as suicide, substance use, poor self-care, burnout and secondary trauma.
Burnout arises from many causes. If you are experiencing it, seek help and support. Resist the temptation to blame yourself.
Resilience is the remedy for burnout. There are many ways to increase resilience in your life, at both a personal and professional level.

Burn Out

- Emotional Exhaustion
- Decreased sense of personal accomplishment
- Depersonalization
- Professional Quality of Life Scale



Impacts: Stress Responses



FIGURE 1. The physiological, cognitive/emotional, and interpersonal response of a given individual to their stressful situation determines resilience versus burnout. Items in green represent adaptive responses while items in red may be maladaptive. Note that responses are interdependent (physiological responses affect cognitive/emotional responses, etc) and that resilience and burnout lie at the confluence of these dimensions.

Coping Mechanisms During Stress

Healthy (increase well-being and resilience)

- Asking for help
- Connection with others
- Meditation/mindfulness
- Exercise
- Sleep
- Eating healthy food
- Drinking enough water
- Empathy
- Compassion



Unhealthy

(decrease well-being and resilience)

- Denial
- Blame
- Isolating oneself, withdrawing
- Buying things you don't need
- Overeating/unhealthy eating
- Decrease in sleep and exercise
- Substance use
- Poor self-care
- Burnout

COVID-19 Psychological Impact

- 74% drop in emotional well-being
- Overall higher depression, anxiety and distress, and lower job satisfaction
- Factors associated with decreased well-being: likelihood of contracting disease (i.e. geographic proximity to hotspots), extent of potential harm (i.e. being elderly or immunocompromised)
- Based on past infectious disease outbreaks, we should expect to see high rates of survival guilt, hyperarousal, increased numbness and avoidance, and increased sleep problems.
- The specific stressors with the highest adverse impact were the fear of becoming infected, fear of infecting others including loved ones, and feelings of inadequacy—particularly around providing treatment to colleagues.

(Yang & Ma, 2020; Zhang et al., 2020).

Phases of Collective Disaster Response



Protective Factors During a Pandemic

- Those perceiving themselves as more knowledgeable about the coronavirus were able to experience higher levels of happiness during the coronavirus outbreak. Higher perceived knowledge was associated with a higher sense of control.
- Policies aimed at boosting/protecting psychological well-being during pandemics should take account these factors
- Employer support in the form of counseling had a protective effect on workrelated stress.
- Those that were able to receive COVID testing and know their status experienced less distress.
- Healthcare staff's access to PPE predicted lower distress, better physical health conditions and more job satisfaction, , demonstrating its importance beyond physical protection.
- Pre-emptive strategies to foster personal resilience limited the negative impact (i.e. self-care, peer support, compassion).

(Albott et al. 2020, Yang & Ma, 2020; Zhang et al., 2020).

While counterintuitive, we need to put the 'mask' on ourselves, before we can be effective in helping others









MOVING FROM



Connected Care for COVID across the Continuum of Care



VA COVID-19 Response

http://www.telehealth.va.gov/current/covid19.asp



COVID-19 RESPONSE

All Health Care Professionals Must be Prepared To Deliver Telehealth Care

CLICK ON THE ICON TO LEARN MORE

Available Virtual Health Tools

VA Video Connect:

VVC enables Veterans and providers to conduct secure, real-time video visits in a virtual medical room using the camera on a phone, computer, or tablet.

Virtual Care Manager:

Providers can create, manage, and join video visits with Veterans.

∽ My HealtheVet:

My Health**e**Vet is VA's private and secure online patient portal, which allows patients to send nonurgent Secure Messages to VA providers, schedule and manage VA appointments, and refill prescriptions.

Rx Refill:

Through Rx **Refill**, Veterans can request refills of their refillable VAissued prescriptions, track VA prescription deliveries and view VA prescription history from the convenience of their mobile device.

Annie App:

Annie is an automated text message reminder service that promotes selfcare for Veterans and allows clinicians to d create care protocols for patients to submit their health readings.

https://mobile.

Home Telehealth:

Home Telehealth is the program that oversees in-home and mobile monitoring technologies. Care Coordinators work with Veterans and their families to ensure continued

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http://vaww.telehe

Telehealth at the VA



Video Visit Appointment Requests



Remote Patient Monitoring - Home Telehealth



Remote Patient Monitoring (HT): COVID-19 Enrollment



Wearable Sensors

- Piloting the use of connected devices including Fitbits, Apple and Garmin watches to encourage Veteran self-care and to make it easier for you to manage and make more informed decisions about your patient's health care.
- Veterans with care plans/needs that involve sleep, increasing activity, monitoring heart rate or managing their weight may be ideal candidates to participate in the pilot.
- Sync My Health Data app for iOS is still in field testing and will ideally be released in June and Android version this summer.
- Veterans can use their own devices, or devices will be distributed as available to Veterans





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VA's Loaned Tablet Program

- Home quarantined Veterans needing monitoring with peripherals (e.g. pulse oximeter, thermometer) and a tablet
- **Tablets for inpatient wards** to COVID-isolated or "PUI" Veterans to reduce foot traffic
- Tablets for Tele-ICU
- Tablets for CLC, SVH





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VA and DoD Mobile Apps



Self-Care Apps

Self-management tools, that can be used by anyone, whether in treatment or not.





PTSD Family Coach



Coach

Parenting2Go

Insomnia Coach

NEW!

ifeArmo



Coach



Moving Forward



Mood Coach

Breathe2Relax





Anger and Irritability

Management Skills (AIMS)

VetChange



https://mobile.va.gov/appstore and https://www.myvaapps.com/

T2MoodTracker



Virtual Hope Box







Positive Activity Jackpot

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Treatment Companion Apps

To be used on their own, or in conjunction with evidence-based treatments.





CBTi Coach

(Cognitive and Behavioral

Therapy for Insomnia)





CPT Coach (Cognitive Processing Therapy)

Move! Coach





Stay Quit Coach (Integrated Care for Smoking Cessation)

VA Mobile

Therapy)

ACT Coach

(Acceptance and Commitment





Therapy for PTSD)







PFA Mobile (Psychological First Aid)

Types of Mobile Apps and Understanding the Differences

Connected Apps

Self-Contained Apps





VA Mobile Health Apps



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COVID Coach

For managing stress related to the COVID-19 pandemic

Uses:

- Learn ways to improve your wellbeing during this global pandemic
- Use trackers for mental health and personal goals
- Find tools for coping and self-care
- Follow links to additional resources

Developed by the Mobile Mental Health Apps Team at the VA's National Center for PTSD.

Contact our team with feedback to help us improve this app: MobileMentalHealth@va.gov

Learn more https://www.mobile.va.gov/app/covid-coach



Download on the

pp Store



Manage

Check

Learn

Resources

Staying Safe and Staying Healthy



Track Symptoms

â	Mood Check	Û
	SET A GOAL	
	TRACK WELL-BEING	
	TRACK ANXIETY	
	TRACK MOOD	
	TRACK PTSD SYMPTOMS	

Manage Stress

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n		Manage Stre	SS	(j)	
CHALLEN	GES	TOOLS	FAVORIT	TES	
Wha	t would	d you like help v	vith right now?		
	COPIN	NG WITH STRESS			
	FEELIN	NG LONELY			
	CREAT	TING SPACE FOR M	IYSELF		
	FEELIN	NG SAD OR HOPEL	ESS		
	HAND	LING ANGER AND	IRRITABILITY		
	NAVIG	ATING RELATIONS	iHIPS		





Virtual Hope Box

Evidence-base for Virtual Hope Box

- Based on the concept of the physical hope kit or crisis kit that can provide patients with reminders of coping skills and reasons for living (e.g., Berk, Henriques, Warman, Brown, & Beck, 2004)
- One published pilot study with the application as an accessory to therapy (Bush et al., 2015)
- One RCT comparing application to enhanced treatment as usual (Bush et al., 2017)



VHB RCT Results

faunt (C

118 Veterans at high risk for suicide51 Mental Health Providers13 VAMC Portland Clinics

Symptom change over time?

Modest improvements for <u>both VHB and ETAU</u> coping self-efficacy suicidal ideation perceived stress

Value-added effect of VHB vs. ETAU? <u>VHB improved Coping Self-Efficacy</u> nd 12 weeks compared to ETAU

significantly

Breathe 2 Relax

- A portable stress management tool that uses breathing exercises to manage stress. It uses animation, narration and videos that help you have an in-the-moment experience.
- Benefits of diaphragmatic breathing are well supported in the literature
- Cost-minimization analysis showed that app saves time and money (Luxton, Hansen, & Stanfill, 2014)



T2 Mood Tracker

- Mood and symptom tracking are standard of care and benefits are well supported in the literature (PTSD symptoms, Fernandez & Short, 2014; Chronic health conditions, Vance, 2014; mood symptoms, Andersen & Babic, 2014)
- T2 Mood Tracker is a sound assessment tool that provides ecologically momentary data.
- T2 Mood Tracker has been evaluated on one case study at a Warrior Transition Unit (WTU) with soldiers and was found to be beneficial and useful (Bush, Oullette & Kinn, 2014)









VA Connected Apps

- Communicates with the VA network
- Data is encrypted
- Authentication Required



SMS Text Protocols for COVID-19

- The VA has developed coronavirus protocols for their SMS Text Platform (Annie) to allow patients to receive information and send in key health data (i.e. temperature).
- 2 protocols are for patients to receive precautionary messages (one is self-subscribe)
- 1 is for patients in self-isolation or quarantine
- 2 new 'Coping during COVID' protocols which provide educational and motivational messages to support emotional well-being during this stressful time. One is self-subscribe and one is staff-subscribed.



Increase in Use of Annie COVID Protocols

patients Self-Subscribed to COVID Protocols



Connected Care Provider Toolkit

Supports Clinical Integration



Clinician's Guide:

- This tool provides staff with a way of which virtual care tool to use for their patients based on symptoms, platform, functionality.
- This tool was developed as a cross-organizational product in collaboration with Telehealth, My HealtheVet, Communications and Mobile and Web teams



Prescription Pad:

- Allows provider to communicate sections to use and frequency of use
- Communicates next steps for patients
- This tool was developed as a cross-organizational product in collaboration with Telehealth, My HealtheVet, Communications and Mobile and Web teams

Virtual Care Tools: Clinicians Guide

Decision support tool that provides VA staff with a way of identifying which product to use for their patients based on symptoms, platform, etc.



Page 2 of 2 Clinician's Guide: VA Virtual Care Tools Helping Clinicians Choose Virtual Tools for Veterans ● IOS ▲ Android ■ Web Requires login Cotions Where to access virtual care tool and training materials myhealth Schedule appointment Take health assessment **Refill prescription** Send images View or download health records Receive health texts Communicate with VA staff Look up participation status Provide case management remote care Conduct anywhere-to anywhere virtual visit Conduct clinic-to-clinic virtual visit Conduct virtual visit to local area stations View images sent by patier Provide health coaching Assign/recommend self management protocol the possibility of a virtual visit. VA staff should ask wh capable," Le. has a computer, smartphone, or tablet with a camera, and access to the internet. If the patient is not video-capable, contact your local VA facility telehal dinator to determine the Veteran's eligibility for the emuin Need help accessing these virtual health tools or setting them up? 877-327-0022 | 800-877-8339 (TTY) | Monday to Friday: 7 a.m. - 7 p.m. CT. Requires Login Veterans: My He National Telehealth Te loov Heln Desk VA staff: PIV. PIV exemption, or VistA login credentials 866-651-3180 | 24/7

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Printing instructions:

- 8.5"x11" paper (ideal: cardstock)
- Color ink preferred, but not required
- Print on both sides, flip on short edge

Note: this is a draft version. Please send feedback to: <u>https://www.surveymonkey.com/r/VAVirtualCare</u> Virtual Care Tools: Prescription Pad

Tool to support VA staff communication on technology tool decided on with Veteran



back

Printing instructions:

- 8.5"x11" paper (standard weight)
- Color ink preferred, but not required
- Print on both sides, flip on short edge

Note: this is a draft version. Please send feedback to:

https://www.surveymonkey.com/r/VAVirtualCare



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CDC Resources



Centers for Disease Control and Prevention CDC 24/7: Saving Lives, Protecting People™



Coronavirus (COVID-19)

How to protect yourself > What to do if you are sick >



Download the CDC's App or access information online at www.cdc.gov/coronavirus

Key Take-Aways

- Changing times have increased stress in all of our lives. Choose some ways to build resilience that resonate with you, and make them a part of your life.
- Virtual care tools and program can be used across the illness-wellness continuum.
- Knowing what virtual care tools and programs are available to your patients is important so that you can offer them and know how to integrate them into care.





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