

# Virtual Care CORE



April 2024 Newsletter

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## Recent News from OCC and the VC CORE

### VC CORE Happy Hour at SGIM

We would love for those attending the Society for General Internal Medicine Annual Meeting in Boston this year to join us on **Thursday, May 16, at 6 PM for a VC CORE Happy Hour**. The purpose of this informal get together is to acquaint virtual-care interested researchers and staff around the VA who might not have met yet, and deepen connections between those who have. The location is subject to change, but as of now we tentatively hope to gather at [Earls Kitchen + Bar](#) located in the Prudential Center (adjoining the conference hotel).

### HSR-sponsored Special Supplement on VA Virtual Care in JGIM is Live!

The supplement, titled "[Virtual Care in the Veterans Health Administration: Evidence to Advance Access, Engagement, and Outcomes](#)" is a major milestone in a three-year collaboration between the Virtual Care CORE and VA's Office of Connected Care (OCC). The articles highlight findings from a VA [State of the Art \(SOTA\) Conference on Virtual Care](#), convened in 2022, during which three workgroups discussed opportunities to: 1) address VA virtual care access disparities, 2) enhance Veteran engagement with virtual care, and 3) define and improve outcomes influenced by virtual care.

The individual citations for these articles are all included in the [Relevant Recent Publications](#) section of this newsletter. Congratulations to the authors!

Our Team would like to thank the many groups of shareholders who contributed to each step along the way to this product:

- Our six SOTA workgroup leads, each of whom devoted countless hours to framing workgroup questions, preparing evidence briefs for members, and preparing reports and manuscripts for dissemination.
- SOTA workgroup members, including Veterans, researchers, and operational partners, who dedicated tremendous time and energy to reviewing evidence and identifying research priorities for the VA.
- Colleagues at CIDER and EES, who enabled all of the above with their assistance in planning and executing every aspect of the SOTA conference *in the middle of a pandemic!*
- Nearly 50 of our colleagues who served as reviewers for the articles in this supplement. We felt privileged that over 130 of the VC CORE's members volunteered for this task.
- Finally, our *JGIM* editors and staff, and Kari Nelson, who joined the Virtual Care CORE PIs, Donna Zulman, Tim Hogan, and Scott Sherman, as guest editors for this special issue.

## Patient Generated Health Data (PGHD) Database Office Hours

By popular demand at their recent VIREC cyberseminar: [Understanding and Accessing the Office of Connected Care's Patient-Generated Health Data](#), Mark Zocchi and the Office of Connected Care analytics team are rolling out open question and answer times to support the use and access of PGHD in research/QI. Please see the links and information below to add to your calendars!

- **Teams Link:** [Join MeetUp](#)
- **Or call in (audio only):** +1 424-566-7547, **Phone Conference ID:** 420 947 831#
- **Timeslot:** 2nd and 4th Wednesdays from 3:30-4 pm ET starting March 13, 2024
  - Please check [OCC PGHD for Researchers Sharepoint](#) for any calendar updates.

## Final Reminder: FY25 THRIVE Scholar RFA

On behalf of the Telehealth Research and Innovation for Veterans with Cancer (THRIVE) Center, please see their FY25 Health Equity Scholars (previously *Associate Investigator*) Program RFA. This training program includes ~\$25k in FY25 funding for early career investigators (pre-major award such as CDA, R01, K) and an extensive mentorship and foundational curriculum in areas of teleoncology and health equity research. Applications consist of a cover letter (½ page max), personal statement (700-word max), [NIH Biosketch](#) (see example in link), and Letter of Support from one mentor or supervisor. Detailed requirements, eligibility criteria, application timeline, and program curriculum can be found in the attached PDF. Applications (**deadline April 22**) and any questions can be directed to Janeth Juarez Padilla ([Janeth.JuarezPadilla@nyulangone.org](mailto:Janeth.JuarezPadilla@nyulangone.org)).

For those who have advanced beyond this point in your careers; **please consider forwarding to mentees or junior investigators to whom the program might be of interest.**

## The VC CORE/Palo Alto Ci2i is Hiring

Our VC CORE teammates in Palo Alto are seeking a full-time GS 9 or 11 Project Coordinator to support multiple research and quality improvement (QI) evaluation projects. In addition to working with the VC CORE on programmatic initiatives, this hire will work with Dr. Donna Zulman's team in their research, which focuses on redesigning and evaluating health care interventions and eHealth technology for patients with complex medical, social, and behavioral needs. This is an excellent opportunity for an individual who is interested in gaining health services research skills and experience. For more details related to the role, please see the position description attached to the email with this newsletter. The VC CORE and Palo Alto Ci2i appreciate any referrals – please direct potential candidates to Cindie Slightam ([cindie.slightam@va.gov](mailto:cindie.slightam@va.gov)) with the subject: Coordinator Position.

## Funding and Dissemination Opportunities and Deadlines

Opportunities	Contact	Deadline
FY25 THRIVE Scholar RFA	Janeth Juarez Padilla <a href="mailto:Janeth.JuarezPadilla@nyulangone.org">Janeth.JuarezPadilla@nyulangone.org</a>	4/22/24

## Recent Virtual Care Publications

Congratulations again to authors in our recent JGIM supplement – as always representative of the great work being conducted in the VA.

- Hogan, T.P., Sherman, S.E., Dardashti, N. *et al.* Realizing Virtual Care in VA: Supporting the Healthcare System's Journey Towards Enhanced Access, Engagement, and Outcomes. *J GEN INTERN MED* **39** (Suppl 1), 1–4 (2024). <https://doi.org/10.1007/s11606-024-08618-9>
- Heyworth, L., Shah, N. & Galpin, K. 20 Years of Telehealth in the Veterans Health Administration: Taking Stock of Our Past and Charting Our Future. *J GEN INTERN MED* **39** (Suppl 1), 5–8 (2024). <https://doi.org/10.1007/s11606-024-08617-w>

- Nazi, K.M., Newton, T. & Armstrong, C.M. Unleashing the Potential for Patient-Generated Health Data (PGHD). *J GEN INTERN MED* **39** (Suppl 1), 9–13 (2024). <https://doi.org/10.1007/s11606-023-08461-4>
- Wray, C.M., Myers, U., Slightam, C. *et al.* Research Priorities to Expand Virtual Care Access for Patients in the Veterans Affairs Health Care System. *J GEN INTERN MED* **39** (Suppl 1), 14–20 (2024). <https://doi.org/10.1007/s11606-023-08463-2>
- Haderlein, T.P., Guzman-Clark, J., Dardashti, N.S. *et al.* Improving Veteran Engagement with Virtual Care Technologies: a Veterans Health Administration State of the Art Conference Research Agenda. *J GEN INTERN MED* **39** (Suppl 1), 21–28 (2024). <https://doi.org/10.1007/s11606-023-08488-7>
- Connolly, S.L., Sherman, S.E., Dardashti, N. *et al.* Defining and Improving Outcomes Measurement for Virtual Care: Report from the VHA State-of-the-Art Conference on Virtual Care. *J GEN INTERN MED* **39** (Suppl 1), 29–35 (2024). <https://doi.org/10.1007/s11606-023-08464-1>
- Schubert, C.C., Penney, L.S., Schwartzkopf, A.L. *et al.* Expanding Access to Comprehensive Geriatric Evaluation via Telehealth: Development of Hybrid-Virtual Home Visits. *J GEN INTERN MED* **39** (Suppl 1), 36–43 (2024). <https://doi.org/10.1007/s11606-023-08460-5>
- Lum, J., Sadej, I., Pizer, S.D. *et al.* Telehealth Access and Substitution in the VHA. *J GEN INTERN MED* **39** (Suppl 1), 44–52 (2024). <https://doi.org/10.1007/s11606-023-08465-0>
- Leung, L.B., Zhang, E., Chu, K. *et al.* Characteristics of Veterans Experiencing Homelessness using Telehealth for Primary Care Before and After COVID-19 Pandemic Onset. *J GEN INTERN MED* **39** (Suppl 1), 53–59 (2024). <https://doi.org/10.1007/s11606-023-08462-3>
- Tisdale, R., Der-Martirosian, C., Yoo, C. *et al.* Disparities in Video-Based Primary Care Use Among Veterans with Cardiovascular Disease. *J GEN INTERN MED* **39** (Suppl 1), 60–67 (2024). <https://doi.org/10.1007/s11606-023-08475-y>
- Javier, S.J., Carey, E.P., Gunzburger, E. *et al.* Pain Care Disparities and the Use of Virtual Care Among Racial-Ethnic Minority Groups During COVID-19. *J GEN INTERN MED* **39** (Suppl 1), 68–78 (2024). <https://doi.org/10.1007/s11606-023-08473-0>
- Robinson, S.A., Shimada, S.L., Zocchi, M.S. *et al.* Factors Associated with Veteran Self-Reported Use of Digital Health Devices. *J GEN INTERN MED* **39** (Suppl 1), 79–86 (2024). <https://doi.org/10.1007/s11606-023-08479-8>
- McLaughlin, M.M., Raitt, M.H., Tarasovsky, G. *et al.* Informational Postcards Increase Engagement with Remote Monitoring Among Veterans with Pacemakers and Implantable Cardioverter-Defibrillators: a Stepped-Wedge Randomized Controlled Trial. *J GEN INTERN MED* **39** (Suppl 1), 87–96 (2024). <https://doi.org/10.1007/s11606-023-08478-9>
- Peracca, S.B., Lachica, O., Lamkin, R.P. *et al.* Implementation of Direct-to-Patient Mobile Teledermatology in VA. *J GEN INTERN MED* **39** (Suppl 1), 97–105 (2024). <https://doi.org/10.1007/s11606-023-08480-1>
- El-Shahawy, O., Nicholson, A., Illenberger, N. *et al.* Comparing Veterans Preferences and Barriers for Video Visit Utilization Versus In-Person Visits: a Survey of Two VA Centers. *J GEN INTERN MED* **39** (Suppl 1), 106–108 (2024). <https://doi.org/10.1007/s11606-023-08494-9>
- O’Shea, A.M.J., Mulligan, K., Carlson, P. *et al.* Healthcare Utilization Differences Among Primary Care Patients Using Telemedicine in the Veterans Health Administration: a Retrospective Cohort Study. *J GEN INTERN MED* **39** (Suppl 1), 109–117 (2024). <https://doi.org/10.1007/s11606-023-08472-1>
- Gujral, K., Scott, J.Y., Dismuke-Greer, C.E. *et al.* The Clinical Resource Hub Telehealth Program and Use of Primary Care, Emergency, and Inpatient Care During the COVID-19 Pandemic. *J GEN INTERN MED* **39** (Suppl 1), 118–126 (2024). <https://doi.org/10.1007/s11606-023-08476-x>

- Midboe, A.M., Cave, S., Shimada, S.L. *et al.* Relationship Between Patient Portal Tool Use and Medication Adherence and Viral Load Among Patients Living with HIV. *J GEN INTERN MED* **39** (Suppl 1), 127–135 (2024). <https://doi.org/10.1007/s11606-023-08474-z>

### Upcoming Virtual Care Conference Presentations

\*For presentations at SGIM 2024, please refer to the ever-growing list attached to the email along with this newsletter, and send details for your presentation if not included already! Other upcoming VC CORE member presentations include:

- Chohan, M., Mak, S., Ash, G., Ghadimi, S., Der-McLeod, E., Naeem, S., Moore, V., Zeidler, M., Fung, C. *Utilizing Consumer Wearables to Empower and Engage Patients Prescribed Non-PAP Obstructive Sleep Apnea Therapy*. [Poster presentation]. SLEEP, Houston, TX. June 1-5, 2024.
- Mak, S., Ghadimi, S., Der-McLeod, E., Naeem, S., Moore, V., Chohan, M., Zeidler, M., Ash, G., Fung, C. *Promoting Shared Decision Making with A Novel Self-Monitoring Program for Veterans with Obstructive Sleep Apnea*. [Poster presentation]. SLEEP, Houston, TX. June 1-5, 2024.
- Faiz J, Toyama J, Yuan, A, Jackson, N, Patel, N, Zhao, L, Fermin, P, Washington, D, Cordasco, K. “Racial and Ethnic Disparities in Utilization of Tele-Emergency Care.” Oral abstract presentation at the Society for Academic Emergency Medicine Annual Meeting, Phoenix, AZ. May 15, 2024.

### Upcoming Presentations and Cyberseminars

Title	Presenter(s)	Date/Time (EST)
<a href="#">Implementation Determinants of a Virtual Telehealth Program for Patients with Persistently Poorly Controlled Diabetes</a>	Connor Drake, PhD, MPA	April 10, 2024 12:00 PM - 1:00 PM
<a href="#">Social Cognitive Predictors of and Engagement in Web-Based Trauma Recovery Interventions</a>	Carolyn Yeager, PhD Charles Benight, PhD	April 10, 2024 12:00 PM - 1:00 PM
<a href="#">Effects of Clinical Resource Hubs on Primary Care Quality and Access in the Veterans Health Administration</a>	Terrence Liu, MD Amy O'Shea, PhD Chelle Wheat, PhD	April 17, 2024 12:00 PM - 1:00 PM
<a href="#">State of the Science on Machine Learning and PTSD Treatment</a>	Philip Held, PhD	May 8, 2024 12:00 PM - 1:00 PM

### Recent Presentations and Cyberseminars

Title	Presenter(s)	Date/Time
<a href="#">Understanding and Accessing the Office of Connected Care's Patient-Generated Health Data (PGHD) Database</a>	Terry Newton, MD Stephanie Shimada, PhD Mark Zocchi, PhD, MPH	March 4, 2024 12:00 PM - 1:00 PM
<a href="#">Can Wearables and Nearables Help Us Understand Whether Service Dogs Benefit Veterans with PTSD?</a>	Steven Woodward, PhD	March 13, 2024 12:00 PM - 1:00 PM

## Links to Resources

### General Office of Connected Care

- [Office of Connected Care News SharePoint](#)
- [Connected Care Website](#)
- [Letter of Support Portal](#)
- [Connected Care Outreach Toolkit](#)
- [Connected Care Academy](#) (VA Intranet Required)

### Telehealth

- [VHA Telehealth Services Website](#)
- [Telehealth Intranet Site](#)
- [VHA Mobile and Peripheral Devices for Facilities](#)

### Patient Generated Health Data

- [Patient-Generated Health Data Community in Connected Care Academy](#)
- [Compatible Devices with Share My Health Data](#)
- [OCC PGHD Dashboards - Home](#)
- [Approved VA Policy on PGHD](#)
- [PGHD video for staff](#)

### VA Mobile

- [VA Health Chat SharePoint](#)
- [Tech into Care SharePoint](#)
- [Developer Resources | VA Mobile](#)
- [VA Mobile | VA App Store](#)
- [New VA Mobile 'My App List' functionality/categories](#)
- [ANNIE Automated Texting System | SharePoint site](#)
- [VACO Mobile Mental Health & Technology | SharePoint site](#)
- [VA Mobile Health Practice Guide | SharePoint site](#)

### MyHealtheVet

- [MyHealtheVet | Portal Homepage](#)
- [MyHealtheVet | VA Intranet Product Homepage](#)
- [My HealtheVet Statistics - My HealtheVet Product \(va.gov\)](#)
- [My HealtheVet Secure Messaging Reports Guide](#)

### Data Reports, Measures, Definitions, and Training

- [Office of Connected Care Power BI Dashboard](#)
- [Virtual Health Resource Center Power BI Dashboard](#)
- [Virtual Care Scorecard in Power BI](#)
- [VA Pulse Analytics Mobile Utilization Dashboard](#)
- [VHA Reports and Measures Portal \(RAMP\)](#)
- [Reporting and Analytics Field Training \(RAFT\)](#)
- [VSSC – Connected Care, Telehealth, Call Centers](#)
- [Data Definitions for VSSC Data Cubes](#)

### Virtual Care Best Practices

- [Virtual Care University \(VCU\)](#)
- [Virtual Care Best Practices Community in Connected Care Academy](#)
- [Virtual Health Resource Centers](#)
- [Connected Care Discussion Series SharePoint](#)
- [Let's Talk Virtual Care VLOG](#)
- [Office of Connected Care GPO site](#)
- [NCPTSD Mobile Mental Health GPO Site](#)

## Contact Information

- For any comments or questions about material in this newsletter or about the Virtual Care Consortium of Research, please email the CORE team at [VHAVirtualCareCore@va.gov](mailto:VHAVirtualCareCore@va.gov).
- Please let us know if you have news to share with the community! Email us and we will add it to the next newsletter.
- Finally, [follow us on Twitter](#) for regular, bird-sized bits of information!

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*The mission of the VA Virtual Care Consortium of Research is to facilitate research that evaluates and improves use of virtual care to enhance the accessibility, capacity and quality of VA health care and Veteran experience.*

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