

Virtual Care CORE



November 2024 Newsletter

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Recent News from OCC and the VC CORE

The launch of Virtual Care University (VCU) 2.0 is here!

Virtual Care University (VCU) was launched November 2023 and has provided VA staff with an easy to navigate, engaging, and interactive experience to learn about a wide range of VA virtual care tools and technologies (e.g., mobile health, telehealth, patient-generated health data). November 2024 marks the launch of an improved VCU 2.0 that will continue to provide digital literacy training to enhance technology skills to help VA staff enhance their interactions with Veterans, family members, and caregivers. **To access VCU:**

- 1) Log in to the [Connected Care Academy Homepage](#) (easiest using VA SSO)
- 2) Select "Virtual Care University" at the bottom left (under the "Information" section)
- 3) Complete the one-time enrollment by selecting "Enroll" then selecting "Submit"
- 4) Navigate to any of the VCU 2.0 Modules
 - Module 1: Introduction and Welcome to the Virtual Care Basics
 - Module 2: Overview of VA Telehealth; VA Video Connect (VVC)
 - Module 3: My HealtheVet
 - Module 4: Soft Skills (Motivational Interviewing, Customer Services & Coaching)
 - Module 5: VA Mobile Apps
 - Module 6: Working with a Veteran in Crisis
 - Module 7: Virtual Care Manager (VCM), Patient-Generated Health Data (PGHD)

OCC have a toolkit to support getting the word out, including a 5-10 min slidedeck, [flyer](#), [video](#), and a 1-hour training titled "VA Digital Literacy: Virtual Health Resource Centers, Virtual Care University, and More," that they would welcome any opportunity to present!

Helpful VC CORE Resources to Keep in Your Back Pocket

As months and even years go by, it's easy to lose track of some amazing resources we come across (from the VC CORE or otherwise). We certainly wouldn't blame anyone for forgetting about some of ours and thought it would be nice to give a short list of these a bump back to the top of your mental inboxes. Most can be found in links from our public facing [Virtual Care Consortium of Research](#) homepage on the HSR website.

- [VC CORE Member Directory](#)
- [OCC Letter of Support Portal- VHA Telehealth Services Intranet](#)
- [Excel Download: HSR Portfolio Abstract Review Refresh](#)

- [VC CORE CIPHER VA WIKI](#) – and all of the guides and measures therein!
- [List of previously funded OCC Projects](#)
- [Archive of these Newsletters](#)

With all of those refreshed – here are some new resources to keep track of!

Have you ever used the [ORH Rurality Calculator](#)? This handy tool provides Total and Rural Veteran population information for each VHA Medical Facility, County, and Zip Code, with VHA Facility data as of August 2024. This enables investigators to identify the percentage of Veterans considered rural served by their project in proposed areas at those levels, a requirement for ORH RFA processes. The page linked above has a link to download the Calculator (an Excel spreadsheet), as well as to a fact sheet that reviews how rurality is defined in VHA.

Funding and Dissemination Opportunities and Deadlines

Opportunities	Contact	Deadline
None at the moment; check back soon!		

Recent Virtual Care Publications

- Abdellatif, B., Natarajan, V., Leibowitz, A.J., Sitter, K.E. and Vimalananda, V.G., 2024. [Electronic Consultations \(e-Consults\) for Endocrine Conditions: A Scoping Review](#). *Journal of the Endocrine Society*, Volume 8, Issue 11, November 2024, b

Upcoming Virtual Care Conference Presentations

- Haun, J., Benzinger, R. Facilitating Cultural Transformation in Virtual Healthcare Through Human-Centered Design, Implementation, Policy & Practice: Case Examples from a Decade of Research in the Veterans Health Administration. [Symposium]. ACRM Annual Conference. October 31-November 3, 2025. Dallas, TX.
- Stockdale, S., Cannedy, S., Skaperdas, E., McGowan, M., Theis, M., Wheat, C., Shirley, S., Gray, K., Wong, E., Nelson, K., Reddy, A. Implementation of an electronic health record-based tool for catching up on preventive care in the Veterans Health Administration (VA): The COVID-19 Preventive Health Inventory. [Oral Presentation]. D&I Annual Conference. December 9, 2024.
- Kistler, C. Lessons Learned from a Remote After-Hours Telehealth Program (Tele-MOD). [Symposium]. PALTC25 Annual Conference. March 13-15, 2025. Charlotte, NC.

Upcoming Presentations and Cyberseminars

Title	Presenter(s)	Date/Time (EST)
Suicide Prevention 2.0 (SP 2.0) Clinical Telehealth Program	Jessica A. Walker, PhD, LP	December 4, 2024 11:00 – 12:00 PM EST

Recent Presentations and Cyberseminars

Title	Presenter(s)	Date
OCC Funded Spotlight: The Many Caregiver Roles in VVC & Clinician Supported PTSD Coach in VA PC-MH Integration Programs	Kyle Possemato, PhD Megan Gately, PhD, OTD, OT	October 9, 2024 12:00 – 1:00 PM EST
Digital Interventions for Trauma in Native American and Indigenous Veteran Populations	Jay Shore, MD Charlotte McCloskey, PhD Cynthia Goss, MA Kristen Frosio, PhD	October 9, 2024 2:00 – 3:00 PM EST

Links to Resources

Virtual Care Consortium of Research

- [VC CORE Sharepoint \(homepage\)](#)
- [VC CORE Member Directory](#)
- [Virtual Care Consortium of Research HSR Webpage](#) (public facing)

General Office of Connected Care

- [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](#)

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.
- 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 \(the social media platform formerly known as\) Twitter](#) for regular, bird-sized bits of information!

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.
