Virtual Care CORE

October 2024 Newsletter

Quicklinks:
- Recent News
- Funding and Presentation Opportunities and Deadlines
- Relevant Recent Publications
- Upcoming Meetings and Cyberseminars
- Links to Resources

Recent News from OCC and the VC CORE

VC CORE Needs Assessment and Network Analysis Refresh

We are extremely grateful as so many investigators have already responded to our survey invitation in September. For those who have not yet had the opportunity, you will have received a reminder from Elizabeth Stevens this morning. This survey will provide useful feedback for our CORE on how well our initiatives have met needs identified in our first survey nearly 4 years ago now, as well as shape our CORE to address the needs more currently facing investigators moving forward. Finally, it will also look at experiences of our investigators and how our research network has changed over the last few years, to help understand the factors that contribute to successful research consortia and collaborations. We would deeply appreciate if you would take the time to participate by clicking the personalized link in the email you received from Elizabeth.Stevens@nyulangone.org. If you are an investigator in this network and did not receive an email from Elizabeth, please let me know! Many many thanks again for considering.

NEW! CIPHER x VC CORE Resources to Support Virtual Care Measurement

Recently, CIPHER for helping VC CORE and our partners publish several guides to support improved measurement of virtual care in the VA! These include guides to telehealth measurement created by our partners at the Telehealth Effectiveness Coordinating Center:
- What is telehealth and how to measure it in VA data
- How to define a telehealth utilization measure
- Connected Care Outcomes Framework (adopted by OCC to measure program outcomes)

Additionally, our friends at the eHealth Partnered Evaluation Initiative (PEI) have identified common self-report measures that map to the Connected Care Outcomes Framework referenced above. Each measure provides links to VA studies that have used the outcome and its potential utility as a measure for VA projects. Measures are organized into categories in the guides below:
- Guide to Population Health
- Guide to Experiences of Care
  - Guide to Patient Experience
- Guide to Cost

Finally, we collaborated with the Veterans Access Research Consortium to incorporate several measures of virtual care access, such as to MyHealtheVet, into the compendium created by their Metrics Workgroup. To access a full list of these VA specific measures, please visit the Virtual Care CORE landing page.

VC CORE Cyberseminar Spotlighting OCC-Funded Pilots

On Wednesday, October 9, from 2-3 PM EST, VC CORE will host a cyberseminar presented by PIs of two recent OCC-funded pilots, Drs. Megan Gately and Kyle Possemato. Dr. Gately will present findings of several mixed methods projects examining the caregiver role in VA Video Connect (VVC) including in video-delivered home safety evaluation, video occupational therapy encounters, and interprofessional clinician perspectives about the role of caregivers to support Veteran engagement in VVC. Dr. Possemato will present on Clinician Supported PTSD Coach, a brief PTSD treatment that combines the PTSD Coach mobile app with four psychotherapy sessions, including the evidence-base for this intervention, clinician experiences with implementation, and results on access to care, patient clinical outcomes, and cost. This program can be used as a model in VA for other services intending to integrate technology into clinical care. This will be a wonderful presentation for virtual care researchers, implementation scientists, and interprofessional VHA clinicians currently utilizing or interested in utilizing VVC or other Virtual Care technologies with their patients.

Funding and Dissemination Opportunities and Deadlines

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

Recent Virtual Care Publications

- Duffy RA, Jeffreys AS, Coffman CJ, Alexopoulos AS, Tarkington PE, Bosworth H, Edelman D, Crowley MJ. Evaluating therapeutic inertia in two telehealth interventions for type 2 diabetes: secondary analyses of a randomized trial. *Telemed J E Health*. 2024 Feb 19.
- Green JB, Crowley MJ, Thirunavukkarasu S, Maruthur NM, Oldenburg B. The Final Frontier in Diabetes Care - Implementing Research in Real-World Practice. *Diabetes Care*. 2024 Jun 22.
- Bosworth HB, Patel UD, Lewinski AA, Davenport CA, Pendergast J, Oakes M, Crowley MJ, et al. Clinical Outcomes Among High-Risk Primary Care Patients with Diabetic Kidney Disease: Methodological Challenges and Results from the STOP-DKD Study. *Med Care*. 2024 Jul 18.
- German J, Yang Q, Hatch D, Lewinski A, Bosworth HB, Kaufman B, Chatterjee R, Pennington G, Matters D, Lee D, Urlichich D, Kokosa S, Canupp H, Gregory P, Roberson CL, Smith B, Huber S, Doukellis K, Deal T, Burns R, Crowley MJ*, Shaw RJ*. EXpanding Technology-Enabled, Nurse-Delivered Chronic Disease Care (EXTEND): Protocol and Baseline Data for a Randomized Trial. *Contemp Clin Trials*. 2024 Aug 29.
- Alexopoulos AS, Danus S, Parish A, Olsen M, Batch BC, Thacker CR, Moylan CA, Crowley MJ. Intervening on metabolic dysfunction-associated steatotic liver disease in Latino/a and Black patients with diabetes: A feasibility pilot. *Diabetes Ther*. 2024 Sep 14.
- Connolly, S. L., Adusumelli, Y., Azario, R. P., Ferris, S. D., Hwang, A. R., & Miller, C. J. (2024). A Qualitative Evidence Synthesis of Patient and Provider Attitudes Toward Audio-Only Telemental Health Care. *Telemedicine and e-Health*.
- Der-Martirosian C, Yoo CK, Steers WN, Hou CG, Chu K, Ferguson J, Carter M, Heyworth L, Leung LB. Primary care team characteristics associated with video use: a retrospective national study at the Veterans Health Administration. BMC Prim Care. 2024 Sep 7.

Upcoming Virtual Care Conference Presentations

- Zullig, L., Steinhauser, K., Tumminello, C., Guzman, I., Shapiro, A., Eldridge, M., Dennis, P., Kota, S., Dardashti, N., Makarov, D., Sherman, S., Kelly, M. Telehealth Research and Innovation for Veterans with Cancer. [Roundtable]. APHA Annual Meeting. October 27, 2024. Minneapolis, MN.
- 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.

- 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)
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

Recent Presentations and Cyberseminars

Title	Presenter(s)	Date
Concussion Coach Mobile App	Adrienne Heinz, PhD	September 11, 2024 12:00 – 1:00 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

MyHealth*e*Vet
- MyHealth*e*Vet | Portal Homepage
- MyHealth*e*Vet | 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.