ATLAS: Accessing Telehealth through Local Area Stations: Arizona Statewide Symposium in Support of Service Members, Veterans and their Families

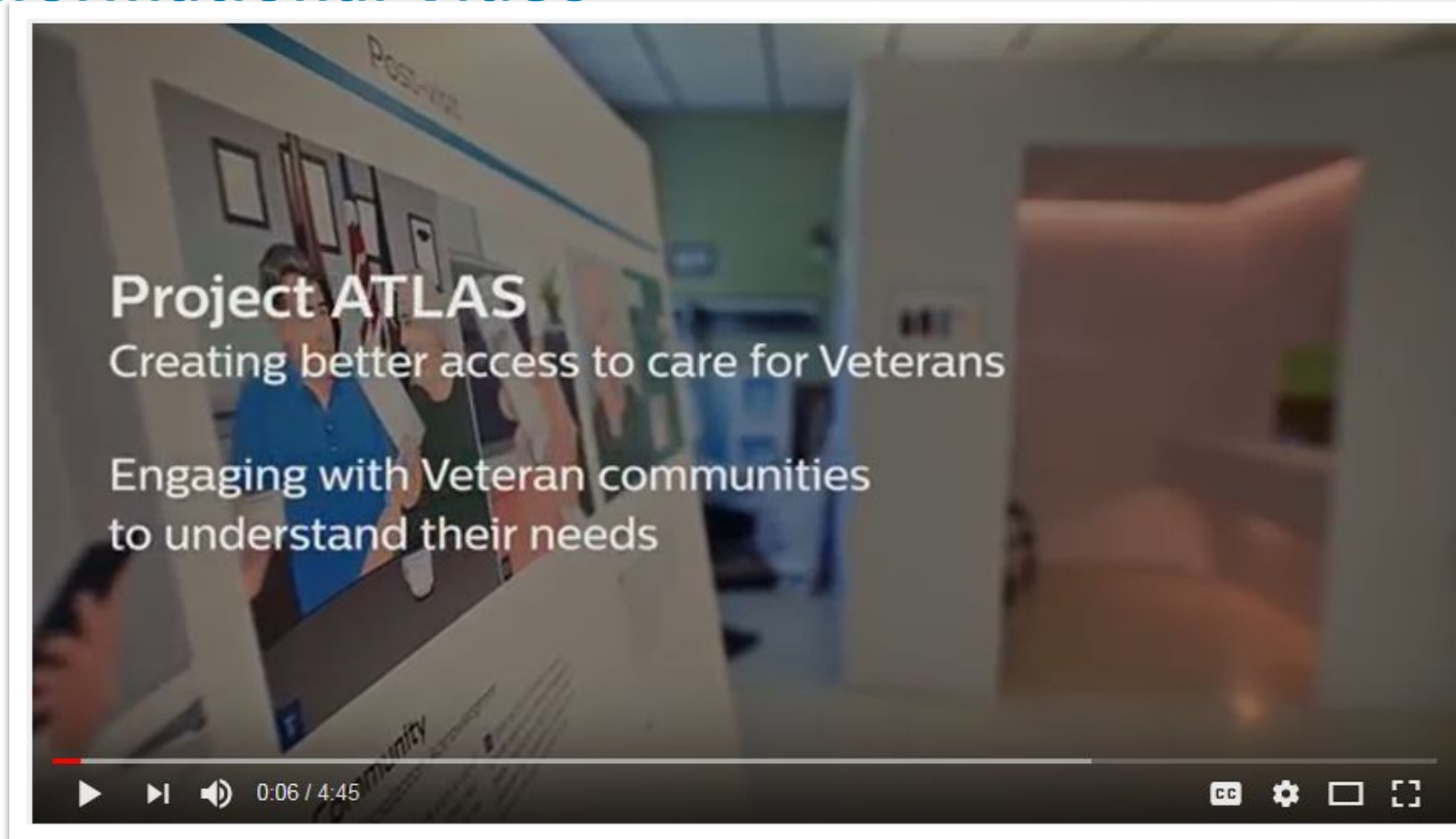## Program Overview

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ATLAS Informational Video

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ATLAS Introduction

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ATLAS Overview

Accessing Telehealth through Local Area Stations

- **GOAL:** As a part of VA's Anywhere to Anywhere Telehealth Initiative, ATLAS aims to enhance the accessibility of VA Health care and help to bridge the digital divide.

- **APPROACH:** VA has partnered with public and private organizations to establish comfortable, private locations for Veterans to connect with their VA care team using video telehealth, particularly in communities where Veterans live far from a VA facility or have poor connectivity at home.

- **SCHEDULING:** Scheduling staff will schedule the video connect appointment and support the clinic team to ensure Veteran satisfaction with the experience.
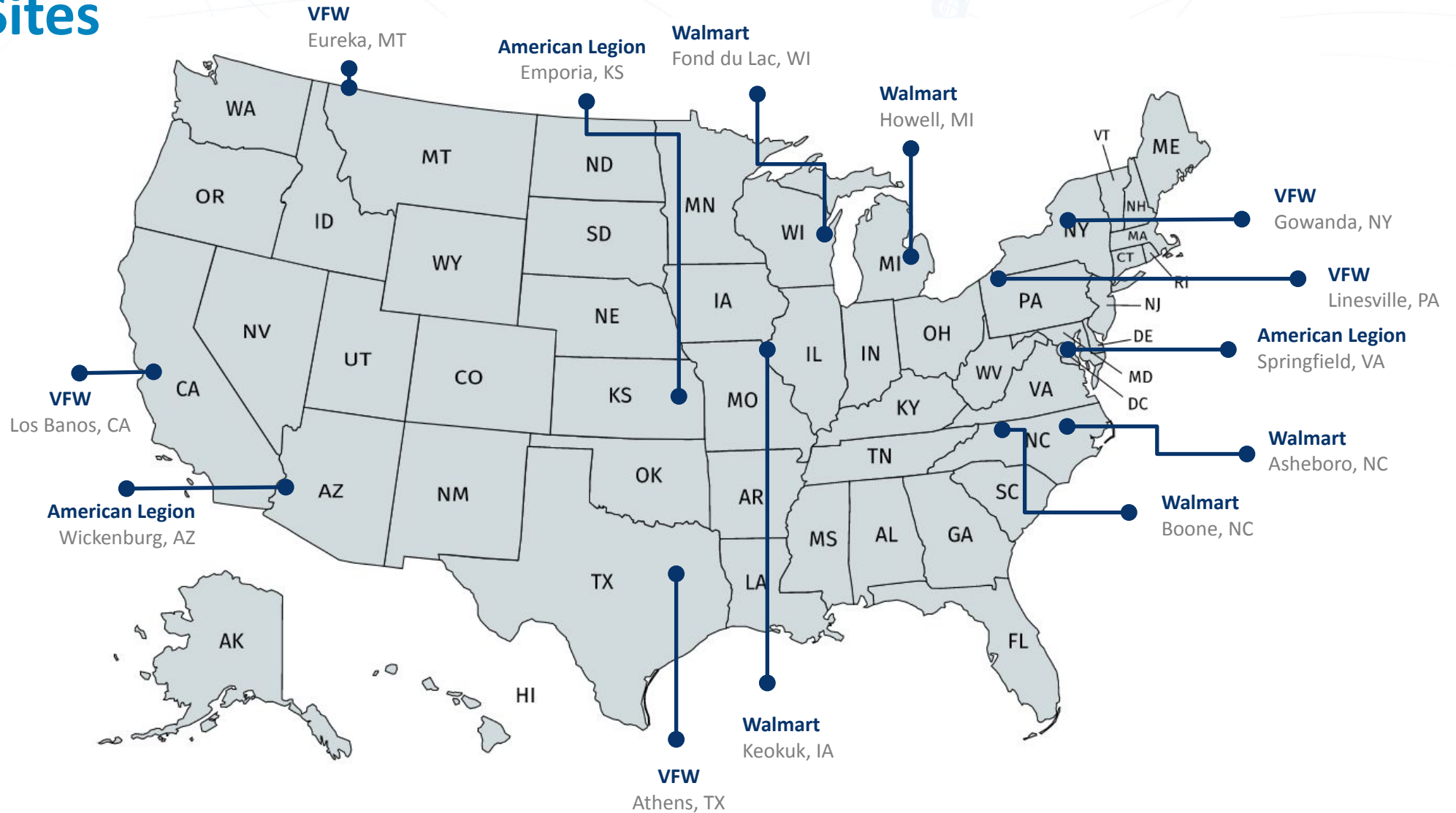
Existing Partners

Walmart	**Veterans Service Organizations (VSOs)**
The Walmart-VA pilot spans across five Walmart sites.	Philips has teamed up The American Legion and Veterans of Foreign Wars (VFW) to donate equipment to a total of 10 posts nationally for Veterans to receive their VA care via telehealth at these select locations.

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ATLAS Sites

American Legion Sites:
- ✔ Springfield, VA
- ▪ Wickenburg, AZ
- ▪ Emporia, KS
- ▪ West Virginia TBD
- ▪ Ohio TBD

Walmart Sites:
- ✔ Asheboro, NC
- ✔ Boone, NC
- ✔ Keokuk, IA
- ✔ Howell, MI
- ✔ Fond du Lac, WI

VFW Sites:
- ✔ Eureka, MT
- ✔ Linesville, PA
- ▪ Los Banos, CA
- ▪ Gowanda, NY
- ▪ Athens, TX

Other VA Partnerships
- ▪ Huron County - NACVSO
- ▪ Greene County - NACVSO
- ▪ Navajo Nation - Sage Memorial

✔ = Operational

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VFW Eureka, MT

American Legion Emporia, KS

Walmart Fond du Lac, WI

Walmart Howell, MI

VFW Gowanda, NY

VFW Linesville, PA

American Legion Springfield, VA

Walmart Asheboro, NC

Walmart Boone, NC

VFW Los Banos, CA

American Legion Wickenburg, AZ

Walmart Keokuk, IA

VFW Athens, TX

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Site Selection

Data & Need Driven Selection

1) **Broadband:** What is the connectivity like in the catchment area?

2) **Veterans:** What is the number of Veterans to receive VA healthcare in the proposed catchment area? What is the number of Veterans already taking advantage of services?

3) **Distance:** What is the drive time and distance to the closest VAMC from the proposed site?

4) **Market:** Are there CBOCs in the area that are closing? What does access look like? How long are average wait times?

5) **Leadership & Facility Engagement:** Is there support from VA site leadership, and is there enthusiasm and engagement among facility staff?

Space Requirements

- **Private, Enclosed Space**
  - Recommendation: *Room size of 8'x10'*
- **Wheelchair Accessible**
  - Routes at least 36 inches wide, building meets ADA requirements
- **If Present, Doors and Windows can be Covered**
  - Either frosted or some type of blinds installed
- **Sufficient Lighting**
  - Must be bright enough navigate surroundings and conduct a video visit
- **Sound Proofing**
  - Verification that speaking at conversational volume cannot be heard outside the room
- **Seating Available for a Veteran and Caregiver**
  - Recommendation: Bariatric seating
- **Phone Available for Veteran**
  - To use for technical support, as needed
- **All equipment should be Secured**
  - Including PC, webcam, electrical cords, etc.

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Technology Requirements

- **Internet Connection**
  - Required Bandwidth: 1.2Mbps

- **Computer**
  - Windows 10 PC
  - Required Internet Browser: Google Chrome

- **Computer Monitor**
  - Minimum display 27"

- **Webcam plus Microphone**
  - May be integrated with computer/device

- **Speakers**

- **Wired Keyboard and Mouse**

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PC Recommendations

- **Windows 10**

    - Windows update turned on and set to automatically update

    - Windows Defender installed and set to automatically update

    - PC boots to automatically open Chrome and to the ATLAS website

Note: These recommendations are best practices identified by VA OIT to ensure a seamless user experience. Other configurations may be submitted to determine if a solution can be identified.

Clinical Services

- Selection of the clinical services will be determined by the VA site(s) providing the care:

  - Services most appropriate for telehealth, including services from hubs.
  - Demonstrated need in the catchment area.
  - Familiarity of local service lines with telehealth.
  - Lessons learned from other sites (e.g., not exclusively mental health).

- **A minimum of two services** must be provided at each location.

- Example clinical services offered at ATLAS sites include:

  - Primary care
  - Mental health
  - Clinical pharmacy
  - Nutrition
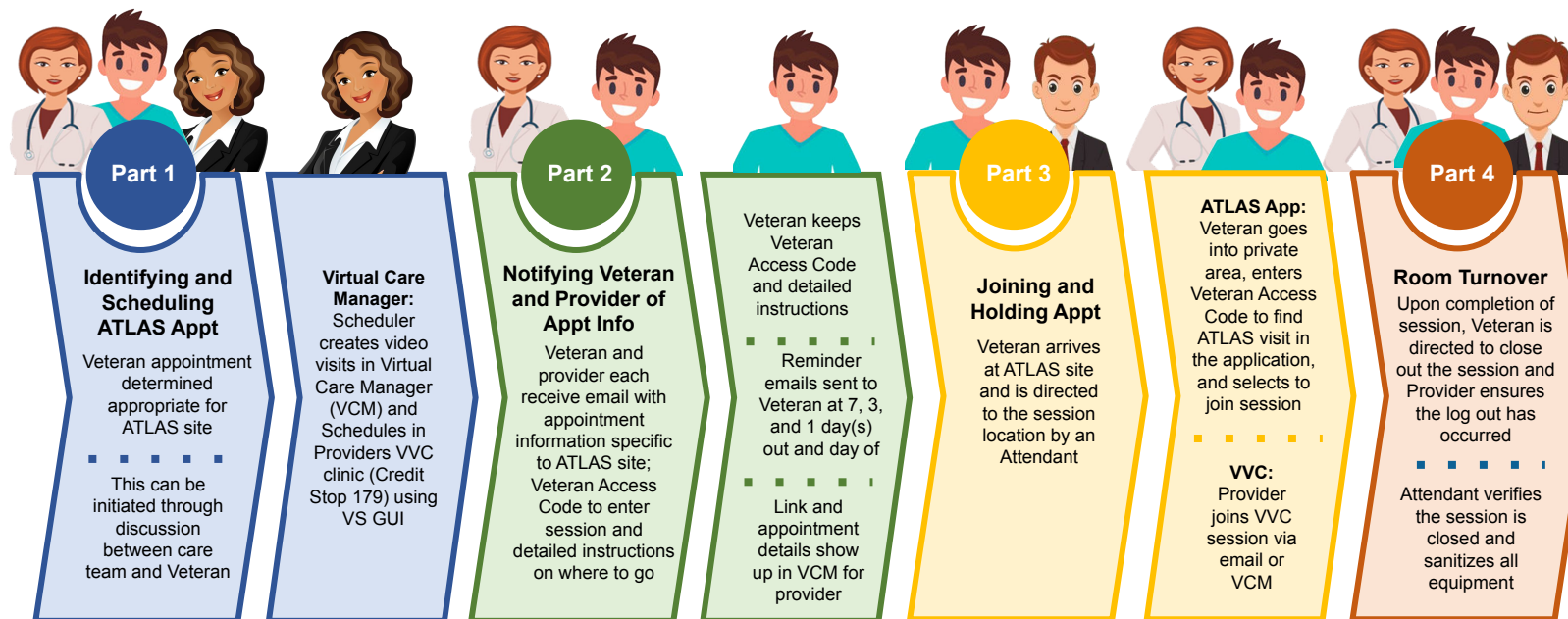 - Social work
  - Rehab (and more!)

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Joint Commission Requirements

The Joint Commission (JC) does not require accreditation of ATLAS sites with the following conditions:

- No shared use of peripheral devices:
  - Peripheral devices (blood pressure cuff, stethoscope, pulse oximeter) will not be provided at site for shared use.
  - Veterans may bring their own devices (blood pressure cuff, glucometer) as long as they take them when they leave the room.
- Care at ATLAS sites should be an adjunct to usual VA care.
  - Veterans are enrolled and have the option to receive in-person care at a VA facility.
- No VA employees or tele-presenters onsite.

Scheduling

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End to End Phase 1 ATLAS Workflow

Part 1

Identifying and Scheduling ATLAS Appt

Veteran appointment determined appropriate for ATLAS site

This can be initiated through discussion between care team and Veteran

Virtual Care Manager: Scheduler creates video visits in Virtual Care Manager (VCM) and Schedules in Providers VVC clinic (Credit Stop 179) using VS GUI

Part 2

Notifying Veteran and Provider of Appt Info

Veteran and provider each receive email with appointment information specific to ATLAS site; Veteran Access Code to enter session and detailed instructions on where to go

Veteran keeps Veteran Access Code and detailed instructions

Reminder emails sent to Veteran at 7, 3, and 1 day(s) out and day of

Link and appointment details show up in VCM for provider

Part 3

Joining and Holding Appt

Veteran arrives at ATLAS site and is directed to the session location by an Attendant

ATLAS App: Veteran goes into private area, enters Veteran Access Code to find ATLAS visit in the application, and selects to join session

VVC: Provider joins VVC session via email or VCM

Part 4

Room Turnover

Upon completion of session, Veteran is directed to close out the session and Provider ensures the log out has occurred

Attendant verifies the session is closed and sanitizes all equipment

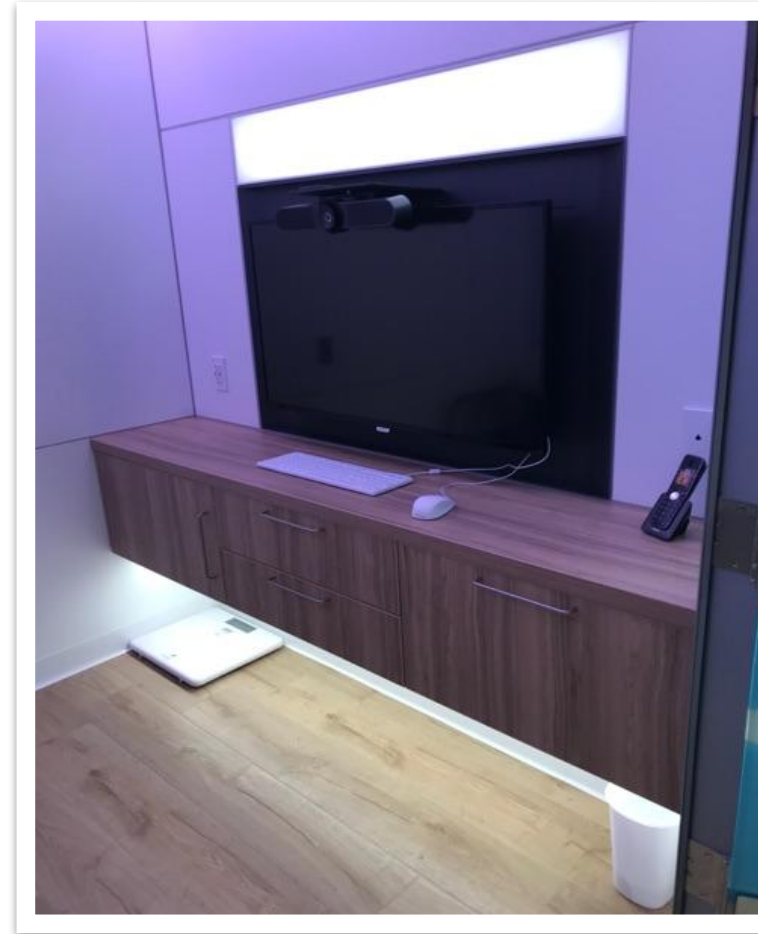**KEY:** Veteran   Provider   Scheduler   Attendant

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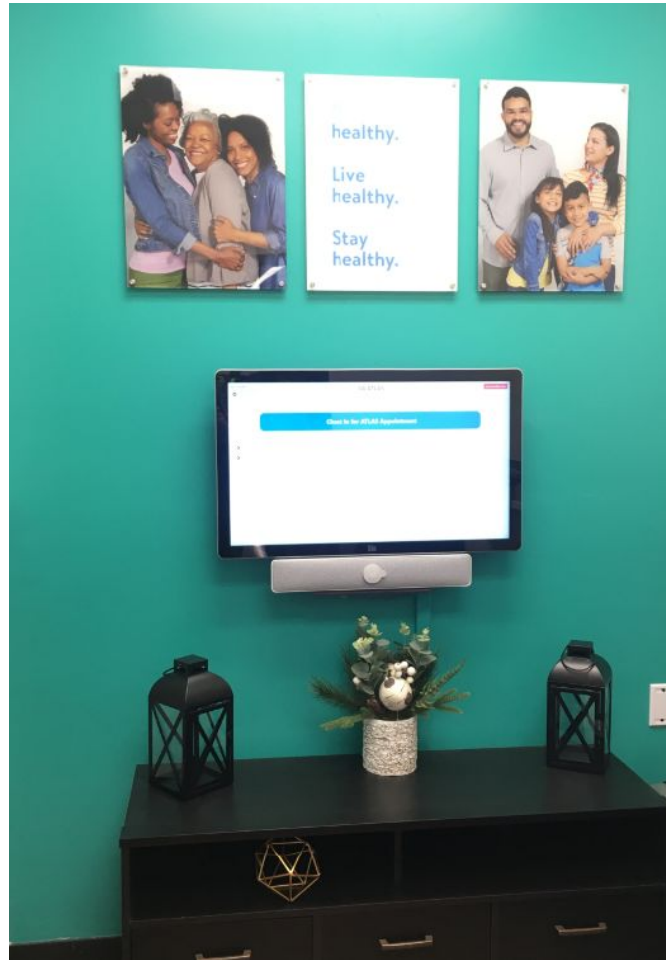Veterans Health Administration
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Current Spaces

ATLAS Hardware (VSO Pilot)

ATLAS: Springfield American Legion

ATLAS: Asheboro Walmart

Other Community Partners

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Other Community Partners

For organizations beyond those currently supported by the ATLAS program team (e.g., Veteran Service Offices, libraries, assisted living facilities):

- Local VA teams are welcome to pursue partnerships with permission from site and VISN leadership:
    - National approval from ATLAS program team is <u>not</u> needed.
    - Partnership and all efforts are managed at a local level by the Facility Telehealth Coordinator (FTC) or designee.
    - Program team plans to develop general guidance and resources for all non-VA sites of care at a future date.

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Interested in becoming a national ATLAS Partner?

Secretary's Center for Strategic Partnerships (SCSP)

"The Secretary's Center for Strategic Partnerships (SCSP) collaborates with industry and non-profit organizations to cultivate and steward significant external resources and expertise to further the VA Secretary's highest priority initiatives for Veterans, their families, survivors, and caregivers. With delegated authority from the Secretary, our mission is to seek out big, bold and impactful collaborations that significantly improve Veterans lives."

Contact SCSP

Website: https://www.va.gov/scsp/index.asp

Contact SCSP by Phone: 202-461-6900

Contact SCSP by Email: sp@va.gov

Existing Partner Information: https://www.va.gov/scsp/partnerships/index.asp

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Reference

Information/Help Resources

- **ATLAS Website:** Public-facing site that provides overall information on the ATLAS program. Note that updates to this page are ongoing, so please check frequently for updates.

    - https://connectedcare.va.gov/partners/atlas#main-content

- **VA App Store page for VA Video Connect:** Public-facing site that provides introductory information for **Veterans**, such as **quick guides,** a **self-test site**, a link to the VA Video Connect App (in the Apple App Store).

    - https://mobile.va.gov/app/va-video-connect