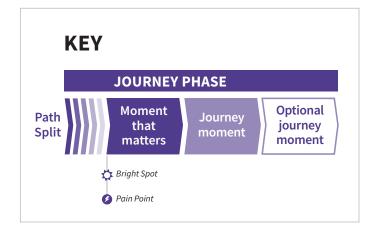


CVT TELEHEALTH VETERAN EXPERIENCE JOURNEY MAP

VA Telehealth Services allow healthcare providers to give expanded healthcare and case management services to Veterans across geographic boundaries through the use of audio, visual and data collection technologies. In August of 2017, the VEO began working with Telehealth Services to better understand the unique journey of Veterans using telehealth services. Field research and user interviews were conducted, followed by the development of 3 journey maps representing Home Telehealth, Clinical Video Telehealth, and Store and Forward Telehealth.

This Clinical Video Telehealth journey map describes the process of a Veteran who undergoes a clinical appointment by video either at a VA facility or a remote location. It identifies the phases of the Veteran's experience as well as an identification of the key Moments That Matter. In addition, Pain Points and Bright Spots have been identified throughout to highlight the challenges and success a Veteran can encounter.



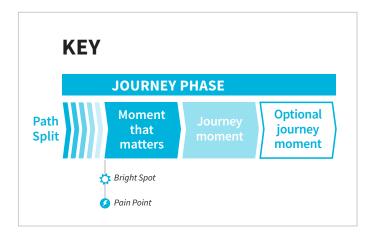
	BEFORE	VISIT			CBOC & VAMC APPOINTMENT							REMOTE CVT APPOINTMENT						
	Referral Made	Technology Screening	Schedule Appointment	Appointment reminder		Appointment Arrival	Vitals Taken	Initiative Video	Appointment Occurs	Depart Facility		Acquire Technology	Call Preparation	Click Link	Appointment Occurs	Exit Video Call	Follow-U Proces	
at Occurs in this ment	The Veteran or provider can recommend the use of CVT services	Test the link for the telehealth app to make sure the link works on the selected device	Veteran is contacted by scheduling to set up an appointment	Veteran is sent an email with a link to their appointment		Veteran arrives at CBOC or VAMC 30 min before appoint- ment	The TCT takes the Veteran's vitals before the call	The TCT connects the Veteran and provider	Veteran undergoes appointment with the TCT assisting as needed Positive way Veteran can remotely create	After the appoint- ment, the Veteran departs the facility		Veteran can use their own or VAMC provided device	Veteran ensures they have their device and are in an appropriate location for a video call	Link in the reminder email will open the VA Video App	Veteran and provider will conduct their appointment	The Veteran will exit the chat and close the VA Video App	If needed, the Veteran follows- with post visit instructions	
BRIGHT SPOTS	Changes in telehealth branding and naming has hurt overall awareness and risks lower enrollment	×	Multiple scheduling software systems make back-end staff efforts a point of high burden					The TCTs are pivotal in helping build a positive Veteran experience "Nobody in the clinic knows how to do Telehealth [like] the TCT – they are invaluable."	a personal connection with their provider "Seeing the face [that the] patient communicates with on the phone is important." "As a wife you can tell your husband anything, but coming from a professional I listen more."		·	Flexibility of the VMR technology allows the Veteran to use any device with web and video capabilities including a smart phone, tablet or personal computer	Flexibility of home CVT reduces to the need for Veterans to drive long distances, and have their appointment in a location that is most convenient for them	Functioning link automatically opens the app and appointment VOD allows for a quick and immediate way for the providers to share VMR links	the Veteran "[CVT is] maximum bang for the buck is for Veterans who			
PAIN POINTS	Services are not consistently available throughout all VAMCs due to demand and staffing constraints		"I print out and make my own schedule. I'm always nervous that I'm going to miss something." Physician resistance to telehealth has created an overall shortage "Due to high Veteran demand and low physician enrollment, Veterans may need to schedule appointment weeks to months out."	"Telehealth assumes a Veteran has an email and knows how to use it. We [need to] help them understand what the web browser is and then how to get an email account."		Veterans were frustrated that they arrive 30 minutes early even though check-in takes only 5 minutes		Connection with the provider can be poor quality	Equipment can malfunction throughout the appointment It's difficult for doctors to give care that relies on palliative touch. "I can ask the nurse on the other end of the video if something 'feels like sandpaper' but we all have different perceptions."					Veteran may have difficulty finding VMR link in their inbox if the reminder email was sent too far back Provider may need to resend the link in email iOS devices such as iPhones and iPads cannot access the VMR through a web browser so Veterans must be shown how to download the VA Video Connect app	Providers and Veterans can often spend portions of the call addressing technical issues rather than the medical needs "[Providers] need more education on how to troubleshoot systems when things			
S MOMENT ITERS CAUSE		"I received the type of appointment that I needed on a date and at a location that worked best for me." This moment is key to preparing the Veteran for their telehealth appointment and helping them understand their next steps in receiving telehealth services.			"The equipment for my appointment worked well and the technician helped with my appointment set up." This moment is key to building trust in the telehealth technology and build a connection with the TCT.			treatmo	"At my appointment, I felt heard and I got the treatment that I needed" This moment allows the provider to receive medical treatment that would otherwise be geographically difficult to receive.			enter my VMR appointment."			"At my appointment, I felt heard and I treatment that I needed" This moment is key in helping provide the Veteran peace around the quality of their personal care.			
AT SHOULD MEASURE		- Easy to understand instructions - Courteous schedulers - Appointment reminders - Convenient dates and times			- TCTs effect	- Polite and communicative TCT - TCTs effectively assist in setting up the Veteran for the appointment			- Courteous physician - Clear follow up instructions - Care delivered with good "video-side" manner - Clean facility			- Easy to enter a CVT appointment on VMR - Clear instructions for trouble shooting - Link usage and interaction is consistent			- Courteous physician - Clear follow up instructions - Care delivered with good "video-side" manner			



HOME TELEHEALTH VETERAN EXPERIENCE JOURNEY MAP

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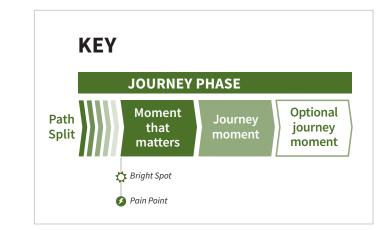
This Home Telehealth journey map describes the process of a Veteran who submits daily vital signs while also receiving health monitoring services in their home. It identifies the phases of the Veteran's experience as well as an identification of the key Moments That Matter. In addition, Pain Points and Bright Spots have been identified throughout to highlight the challenges and success a Veteran can encounter.



	INITIATIO	ON			MONITO	RING		NURSE I	NTERACTIO	GRADUATION					
	Telehealth Recommendation	Veteran Enrollment	Equipment Delivery	Equipment Set-Up	Goal Setting	Daily Vitals	Vital Submission	Nurse Monitoring	Nurse Call	Nurse Care	Care Escalation	Continued Evaluation	Goals Achieved	Post-Program Transition	
What Occurs in this moment	Provider works with Veteran to assess telehealth eligibility	Veteran undergoes 2 hour enrollment period with nurse	Turtle equipment is delivered to Veteran's home	MSA Technician sets up the equipment in the Veteran's home	Veteran works with their provider to set achievable goals	Veteran takes daily vitals with frequency depending on need	Veteran submits their vitals via Turtle submission device	Veteran's nurse will review the submitted vitals	It vitals are alarming, the nurse will call the Veteran	Nurse will talk with Veteran to resolve any health issues	If unable to resolve over the phone, the nurse will escalate the issue	If no issue, the Veteran continues with daily monitoring	Veteran's are projected to meet their goals in 6 months to 3 years	Goal completion results in a graduation from the program	
⇔ BRIGHT SPOTS		This is one of the first points of contact between the nurse and Veteran, and sets the tone for their relationship "[In enrollment] the relationship starts with the patient"		7	"When you have commitment, you can start building goals with the patient[They] learn to make the changes and then go out on their own."	"There was no inconvenience with Telehealth. I do it first thing in the morning and I am done." "It's become part of my routine. I take my vitals and I can send it off right then and there."		Nurses are highly attentive to the needs of Veterans Nurses show genuine care over Veteran's well-being "I just have to say this. When I was in the monitoring system, my nurse felt like I had the daughter I never ha to watch over me."	"Most important element in any relationship is building trust."	Flexibility of the VMR technology allows the Veteran to use any device with web and video capabilities including a smart phone, tablet or personal computer	"[The nurse] kept him calm and she talked him through it until the ambulance came. His roommate called 911 and got paramedics to the house. The next day he called and thanked her. He was relieved to have someone to help him get through the event and for having someone they could talk to."		Builds Veteran sense of empowerment and independence "When I came home from the war, I had to deal with a lot of the negativity at that time. I didn't want anything to do with VA until I lost my job because of my health and I needed it. This has been good. It's healed a lot of things for me, not just the physical stuff."	"It is important to do something like a maintenance program to keep patients on track and not relapse after graduation from the program."	
PAIN POINTS		The volume of paperwork in the enrollment process is a burden for the Veteran "[The nurses] have to go through a lot of templates, questions, assessments The enrollment process is grueling for Veteran, and mostly for employees"	The providers have to put in a considerable amount of work behind the scenes to coordinate the equipment delivery and set up.	"MSAs may spend 1-2 months working closely with some Veterans to set up the technology resources."			Connection with the provider can be poor quality	If Veteran has not entered their vitals daily, this step becomes more difficult	The call exchange can be a high stress moment for the Veteran and nurse				The Veteran does not always know they have completed their goals unless the nurse has told them	There is not currently a clear transition post-program	
THIS MOMENT MATTERS BECAUSE	"The process for me to enroll in home telehealth was a smooth process and prepared me to start the program." This moment will negatively impact their home telehealth experience if enrollment is confusing, arduous, and ineffective.				"I felt continuously cared for and assured nurse was watching over my vital signs" This moment is key in helping provide the Veteran peace of m peace of mind that someone is watching over their health continuously.			in is in is in is in is in it	When my vitals were nmediately contacted sue was addressed." is moment matters because the sis at the time. They may be so k. A call is assurance that the wem get through a difficult time.	d by a provider and ne Veteran could be in a momerared, confused, and potential veteran can count on the VA to	nent of ally very	"I feel like I have a better understanding of my health condition and how to better monitor my health." When the Veteran has met their goals, it is an indication to themselves and their care team that the Veteran now understands the steps they need to take control of their health.			
WHAT SHOULD WE MEASURE	Numer is highered in continuous and the second				- Daily vital submission process is quick - Submission equipment is easy to use - Validation of vital submission			-1	Quick response time ssue is addressed Care is escalated if needed			- The program end date is clear - Good communication from staff on ending - Staff is there to support the transition			



STORE & FORWARD TELEHEALTH VETERAN EXPERIENCE JOURNEY MAP



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This Store and Forward Telehealth journey map describes the process of a Veteran who has health data collected in the form of an image, photo, or other biometric collection method. This information is then sent to a remote reviewer who provides an analysis to the healthcare team and patient. It identifies the phases of the Veteran's experience as well as an identification of the key Moments That Matter. In addition, Pain Points and Bright Spots have been identified throughout to highlight the challenges and success a Veteran can encounter.

	ENTRY	NTRY CBOC & VAMC STORE FORWARDING					G REMOTE STORE FORWARDING							REVIEW PROCESS				
	Program Selection		Facility Visit	Tele Image Taken	Image Storage	Image Forwarding		Equipment Delivery	Remote Data Collection	Image Storage	Image Forwarding	Waiting Period	Image Review	Review Recorded	Decision Relayed	Appointment Scheduled	Follow-Up Process	
What Occurs in this moment BRIGHT SPOTS		th A b vi fc	the Veteran arrives at the teleimage area suppointment might especific to this isit. Visit for imaging pollows an existing ppointment	The Veteran leaves the medical facility. Each teleimaging type has its own unique process Convenient way for Veteran to have complex images reviewed regardless of provider location	Records are digitized under VistA Imaging	TCT creates a physician consult for a VHA provider						The Veteran will wait for imaging results at home	The provider reviews the images for abnormalities	The provider sends the results and course of treatment. The Veteran's physician reviews the results	The results are relayed to the Veteran by a care team provider	If needed, schedulers are auto-alerted to create an appointment. If needed, Veteran will go to follow-up appointment	If needed, Veteran wi go to follow-up appointment	
	Changes in telehealth branding and naming has hurt overall awareness and risks lower enrollment Services are not consistently available throughout all VAMCs due to demand and staffing constraints		*	"Store and forward is a subtle way to get patients seen" Imaging services are expanding, such as the use of wound care cameras "[TCTs] do the whole process in front of the Veteran and educate them throughout."	7	The expansive network of the VA healthcare system allows for a large network of available providers		*	Allows the Veteran to collect information in a remote location			Veteran can return to the convenience of their home in order to wait for the results	The system design allows for a real-time review and return of test-results	*	Provides peace of mind for the Veteran and an indication someone is looking after them If the result of the test is upsetting, this serves as an opportunity for the provider to counsel, educate and form a deeper relationship with the Veteran			
PAIN POINTS				Teleimaging is currently limited depending on the location's facilities and resources								The time the Veteran waits for review is not consistent and depends on reviewer availability "Veteran's want to know when they will get the results but every provider is different."				"Scheduling is difficult to balanceYou have to make sure the TCT is available and equipment and provider and Veteran are all available. You have to make sure that the appointment can function correctly. It's a lot of planning and looking at all the pieces."		
THIS MOMENT MATTERS BECAUSE	HIS MOMENT ATTERS FCAUSE it 1 This tele			The equipment works properly and the image t taken in a timely manner." his is a moment is focused on building a connection with the eleimaging staff, trust of the technology and increased ransparency in the process.				"The equipment works properly and the equipment is collected without significant user burden." This is a moment focused on building a connection with the teleimaging staff, trust of the technology and increased transparency in the process				"I was contacted in a timely manner test results were clearly explained to the delivery of health information can be critical peace of mind for the Veteran and showing conchealthcare.			to me." al in establishing			
WHAT SHOULD WE MEASURE	WHAT SHOULD WE MEASURE		- Working equipment - Courteous TCTs - Clear follow-up instructions					- Working equipment - Proper data collection - Clear follow-up instructions					- Results of test are clearly explained - A lack of judgment - Help with follow up instructions					