

My HealtheVet: The Gateway to Veteran Health and Wellness

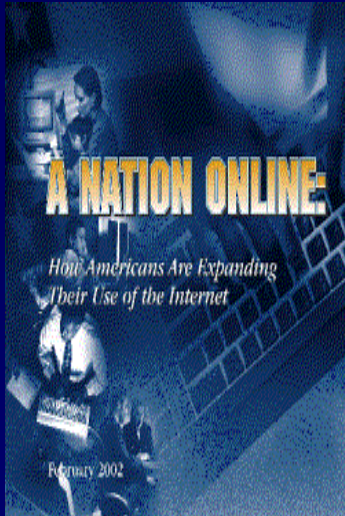
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James E. Van Zandt VA Medical Center

The Opportunities of the Web

- 2 Million new Internet users/month
- Eight in ten Internet users have looked for Health Information Online
- National Survey of Veterans in 2001: 62% of Veterans reported Internet access





Those who have been the least traditional users –people of lower income levels, lower education levels, or the elderly – are among the fastest adopters of this technology.

**A NATION ONLINE: How Americans Are Expanding Their Use of the Internet
U.S. DEPARTMENT OF COMMERCE February 2002**

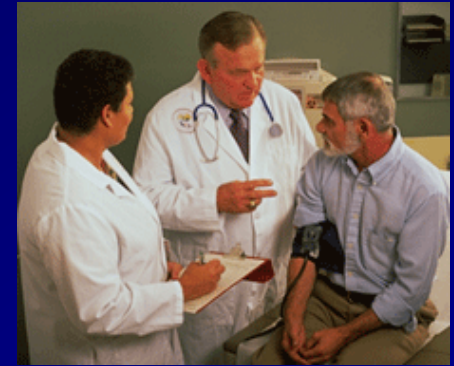
A new opportunity to use information technology to improve Veterans' health...

Knowledgeable patients are better able to make informed healthcare choices, stay healthy, and seek services when they need them.



The Era of the Informed and Activated Patient

What Veterans want:



- **accurate, timely access to their health information**
- **to take an active role in managing their own health**
- **to make informed, educated health care decisions**
- **to refill prescriptions and check appointments online**
- **one stop shopping for benefits and services**
- **to communicate electronically with their healthcare provider**

What Clinicians want:

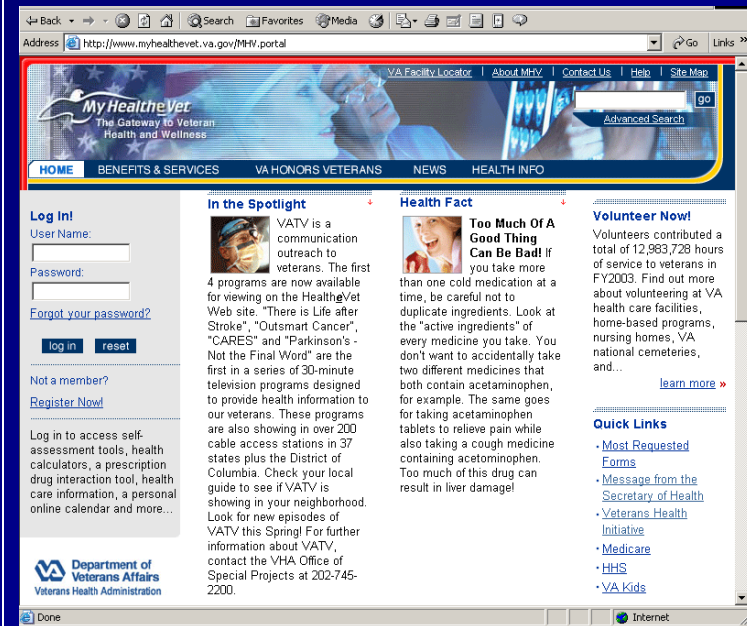
- provision of clinically sound patient health education materials
- to decrease unnecessary clinic visits
- to support patient-tracked metrics
- information sharing to support co-managed care
- wellness reminders
- to utilize technology that will maximize time
- engaged and informed patients



Principles:

- The Veteran "owns" his/her My Health_eVet Personal Health Record
- The *VistA* Computerized Patient Record System (CPRS) is the authoritative VA medical record
- The Veteran can request that a copy of his/her *VistA* record be electronically extracted and sent to the My Health_eVet system

My Health_eVet (Phase 1) Veterans Day 2003



www.myhealth.va.gov

Vista Extracts

Vista extracts sent to My Health_eVet account

- Demographics, admissions, and appointments
- Vitals and allergies
- Prescriptions
- Progress notes
- Discharge summaries
- Basic problem list information
- Lab reports: chemistry, microbiology, cytology and pathology
- ECG and radiology reports

My Health_eVet Home

My Coversheet

VA Admin Data

- Demographics
- Appointments
- Wellness Reminders
- Copay

VA Patient Record

- Admissions
- Allergies
- Prescriptions
- Problem List
- Progress Notes
- Discharge Summaries
- Vitals
- Lab Chemistry
- Lab Pathology
- Lab Cytology
- Lab Microbiology
- Lab Microscopy
- Radiology
- ECG Reports

Self-Entered Information

- Personal Info
- Medical Events
- Medications
- Allergies
- Test Results
- Locations of Treatment


System Options

- VA Update Request
- VA Update History
- Account Access
- Account Activity
- Delete all VA originated data

User System Options

- Delete My Health_eVet account
- Preferences
- Log Off
- Tell Us What You Think

VA Home Page



MY HEALTH_eVET

Your Personal Health Journal

HELP

[Health Ed Library](#) | [My Health_eVet](#) | [Feedback](#) | [Search](#) | [Facilities Locator](#) | [FAQs](#) | [Log Off](#)

My Coversheet Summary (personal health journal of C P KLAALUI)

Visit the [VA Update Request](#) page to update your eVault with the most recent data.

Recent [Appointments](#)

Date	Clinic	Due Date	Subject
08/11/2002 at 08:00:00	OPTOMETRY - GRUBBS	05/05/2007	Tetanus Diphtheria (TD-Adult)
06/10/2002 at 08:00:00	OPHTHALMOLOGY DIJKSTAL	05/05/2007	Tetanus Diphtheria (TD-Adult)
09/11/2001 at 08:30:00	NUTRITION	01/03/2008	Cholesterol Screen (Male)
09/10/2001 at 11:40:00	EVANS PC	01/03/2008	Cholesterol Screen (Male)
09/10/2001 at 10:30:00	MHC JOHNSON	06/11/2004	Unvested Patient (test #2)

[More...](#)

Wellness Reminders

Active [Prescriptions](#)

No Active Prescriptions entries found.

Recent [Admissions](#)

Date	Ward	Hospital
08/29/2000 at 13:36:41	5B	BAY PINES VAMC
05/18/2000 at 12:02:10	5B	BAY PINES VAMC
04/20/2000 at 12:23:41	SICU	BAY PINES VAMC
11/05/1999 at 18:37:02	ICU-M	CHY4D
10/29/1999 at 11:19:22	ICU-M	CHY4D

[More...](#)

Active [Problems](#)

Problem Description	Status
Congestive Heart Failure (AO/IR/EC)	Active
Chronic Headache	Active
Hyperlipidemia	Active
Home Oxygen Program	Active
HX-NERV SYS/SENS ORG DIS	Active

[More...](#)

Verified [Allergies](#)

Reactant
R-AKA
IONIC CONTRAST MEDIA
ASPIRIN
ANCEF
MOTRIN

[More...](#)

Recent [Out-Patient Vitals](#)

Date Taken	Vital Type	Measurement
12/05/2001 at 11:06:00	WEIGHT	180
12/05/2001 at 11:06:00	TEMPERATURE	98.8
12/05/2001 at 11:06:00	RESPIRATION	20
12/05/2001 at 11:06:00	PAIN	4
12/05/2001 at 11:06:00	PULSE	76

[More...](#)

[Health Ed Library](#) | [My Health_eVet](#) | [Feedback](#) | [Search](#) | [Facilities Locator](#) | [FAQs](#) | [Log Off](#)

[General Disclaimer](#) | [Medical Disclaimer & Agreement](#) | [Privacy & Security Statement](#)

Clinical Functions:

- Self-entered metrics are important to achieve results
 - Identifies key areas
 - Supports progress
- Organization of information to save time during clinic visits
- More reliable home BP measurements

Bobrie et al.: JAMA 291;1342 (2004)



5 Self-entered Metrics:

- Blood pressure
- Blood sugar
- Cholesterol
- Weight
- Heart rate

Create Your Own!

User Centered Design

National System Registration is Easy:

- Veterans can self-register by filling out the web-based form.
- Additional e-services in future phases will require initial photo identification.
- Validation of identity is critical first step to online access.

My Health_eVet Veterans Day 2003



The screenshot shows the My Health_eVet website interface. At the top, there's a navigation bar with links: HOME, BENEFITS & SERVICES, VA HONORS VETERANS, NEWS, and HEALTH INFO. Below this is a registration form titled "Registration". The form includes sections for "Create a User Name and Password" and "Personal Information".

Registration

You must register in order to gain access to the wealth of information on the MyHealth_eVet site. The form labels with [required] next to them indicate that it is a required field. If you need help understanding a field, click on the question mark [?] next to the field in question. Once the form is complete, and you have read and acknowledged acceptance of the Terms & Conditions and Privacy Statement of this site, you can submit the form via the "Submit" button below.

Create a User Name and Password

User Name: [required] (Must be at least 6 characters with no spaces) [?]

Password: [required] (Minimum of 8 characters, and at least one letter, number, and special character [e.g., !, @, #, \$, %]) [?]

Confirm Password: [required] [?]

Password Hint: (Select a question and place your answer into the box on the right) [?]

Answer: [required] [?]

What is your pet's name? [?]

Personal Information

First Name: [required] [?]

Last Name: [required] [?]

Zip Code: [required] [?]

Email Address: [?]

I am a: [required] (Please select all that apply)

☐ Veteran
☐ VA Patient
☐ VA Employee
☐ Care Provider

Selected: [?]

☐ I have read and accept the Terms and Conditions of this site. [required]

☐ I have read and I understand the Privacy Policy of this site. [required]

Privacy Statement | Disclaimer | Accessibility

www.myhealth.va.gov

Meets Key Requirements

- The Privacy Act of 1974 (5 U.S.C. 552A)
- The Freedom of Information Act
- Health Insurance Portability and Accountability Act of 1996 (HIPAA)
- Standards for Privacy Final Rule
- Procedures for Processing Requests for Records Subject to the Privacy Act and 1605.1
- Privacy and Release of Information

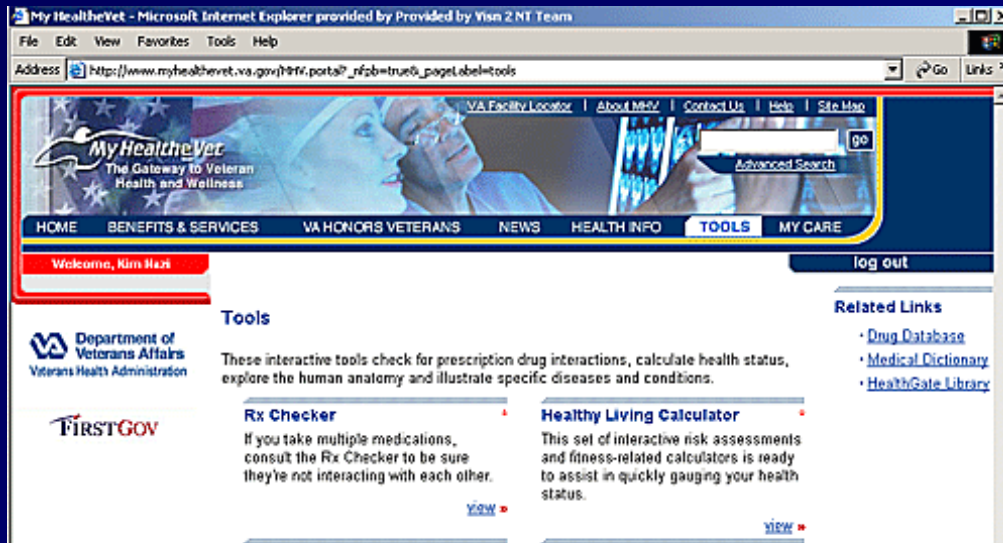
Phase 1:



Features:

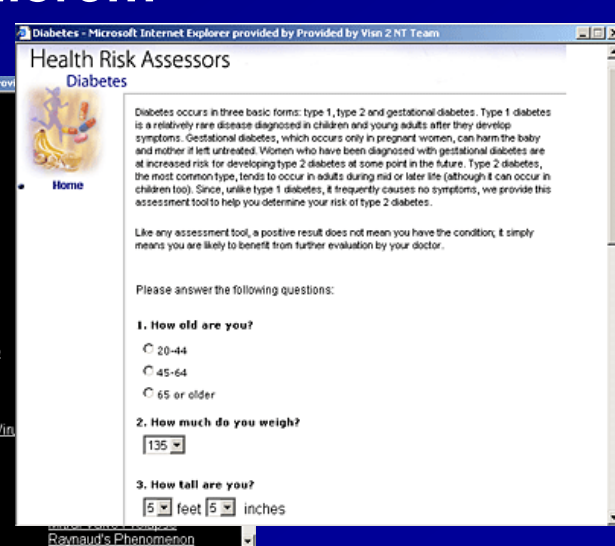
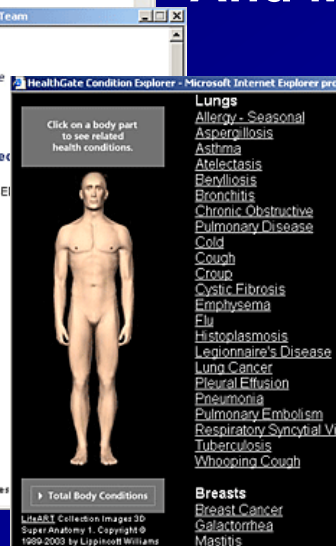
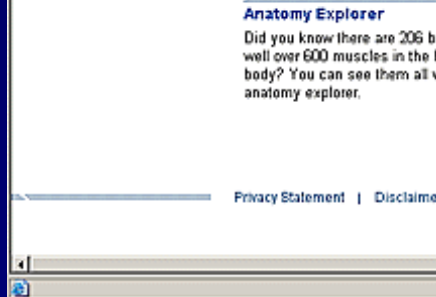
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- Self-assessment Tools
- Veteran Specific Conditions
- Seasonal Health Reminders
- Wellness Calendar
- One stop Benefits/Services And More...

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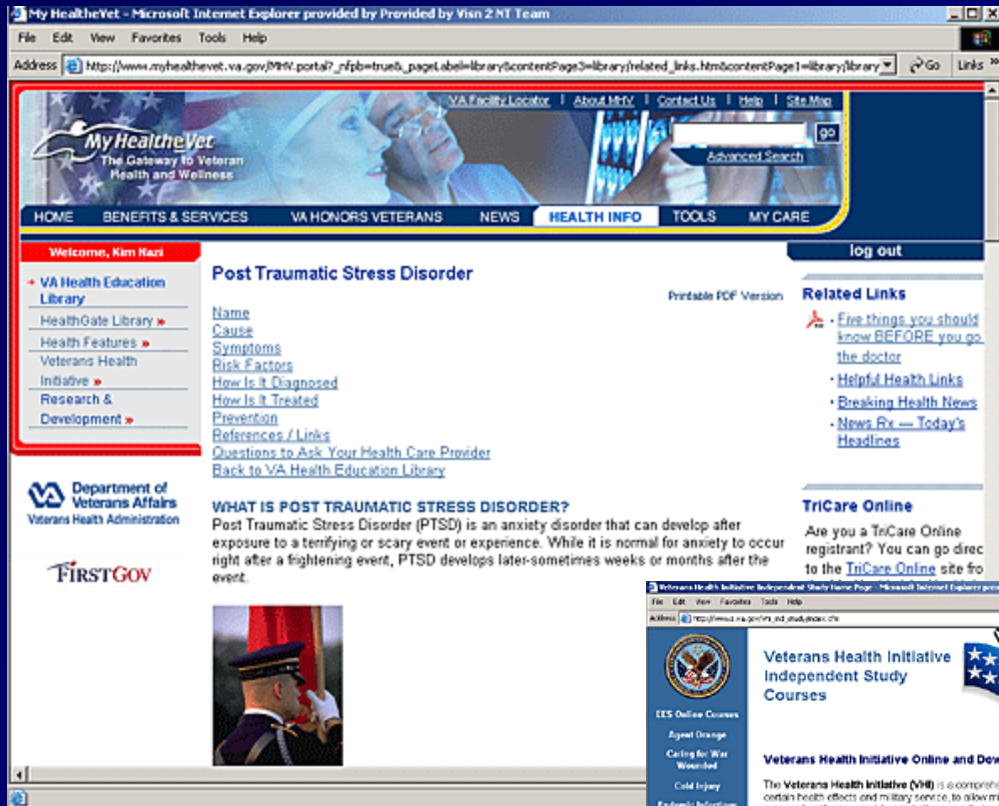


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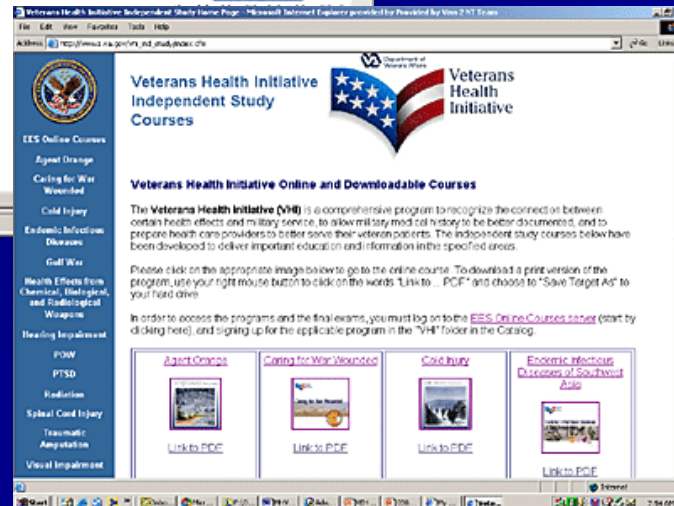


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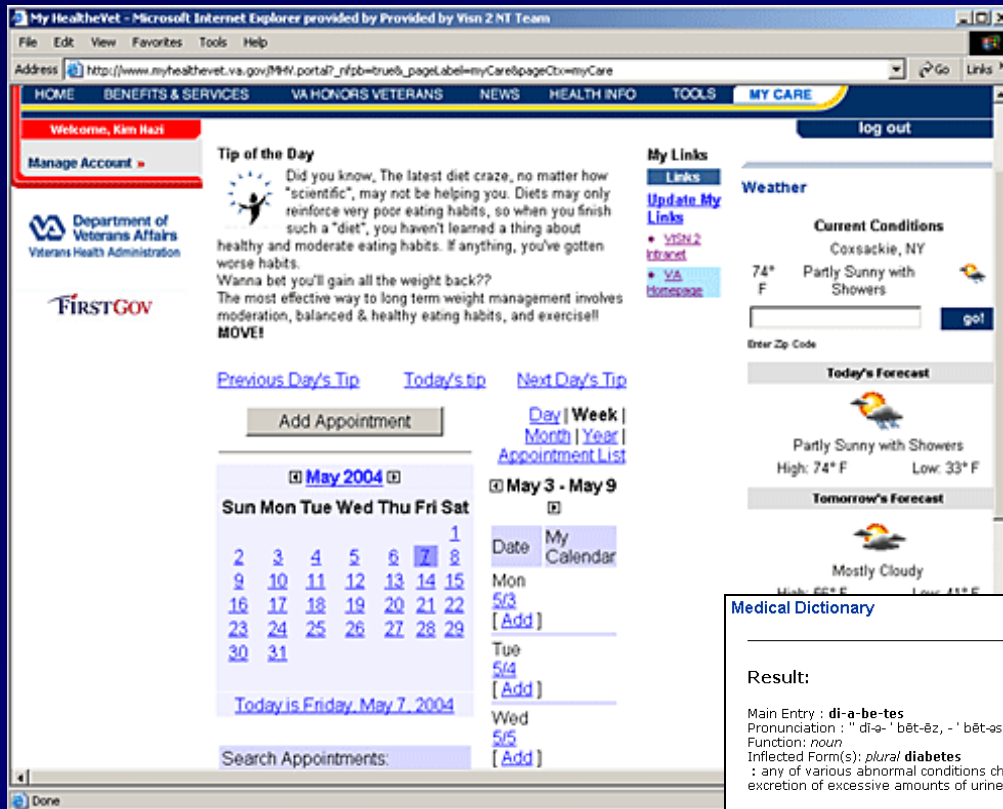
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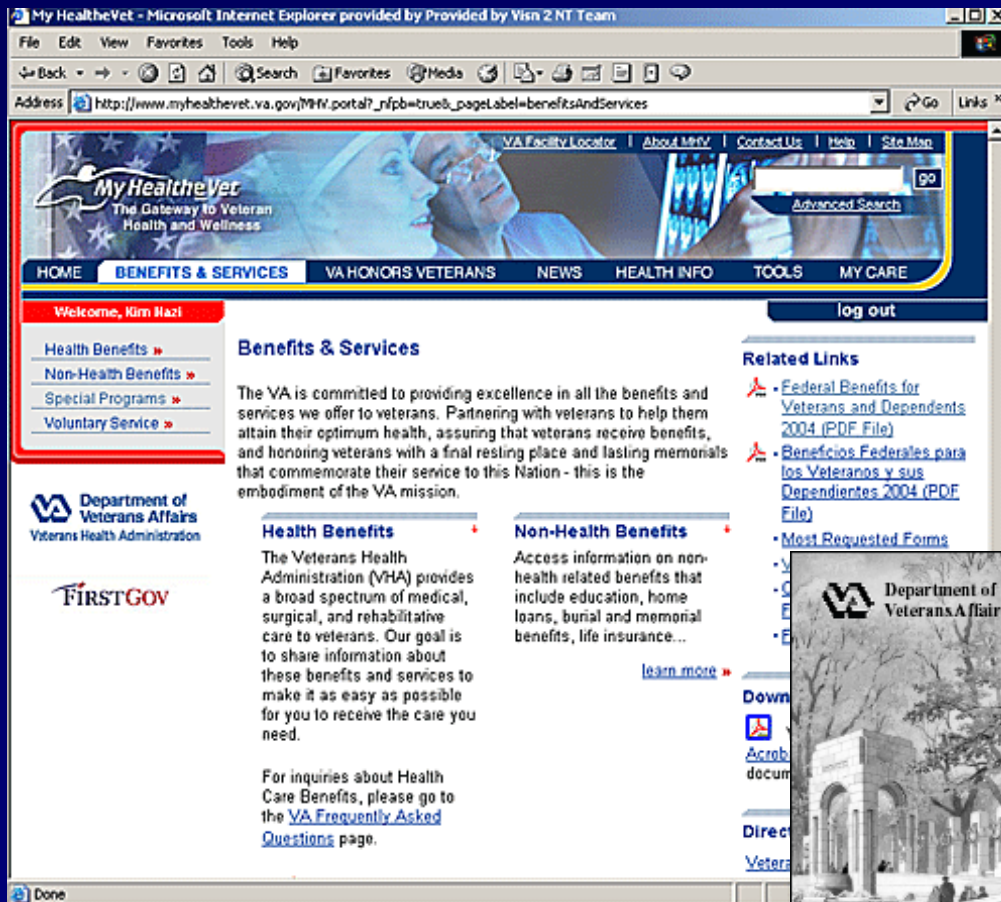
Phase 1:



Features:

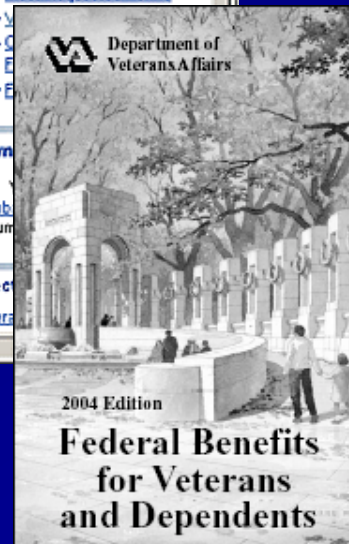
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What does success look like?

My HealtheVet from the Veteran's perspective...

Veterans Day 2004!!!

- **Get trusted health information.**
- **Find out how many calories I burned on my walk today.**
- **Enter my next appointment on my electronic calendar.**
- **Save links to my favorite health sites.**
- **Find benefits and services the VA has for me.**
- **Record and securely store my self-entered health info— meds, OTCs, medical events, insurance info, blood pressure readings...**
- **Check out my medication interactions.**

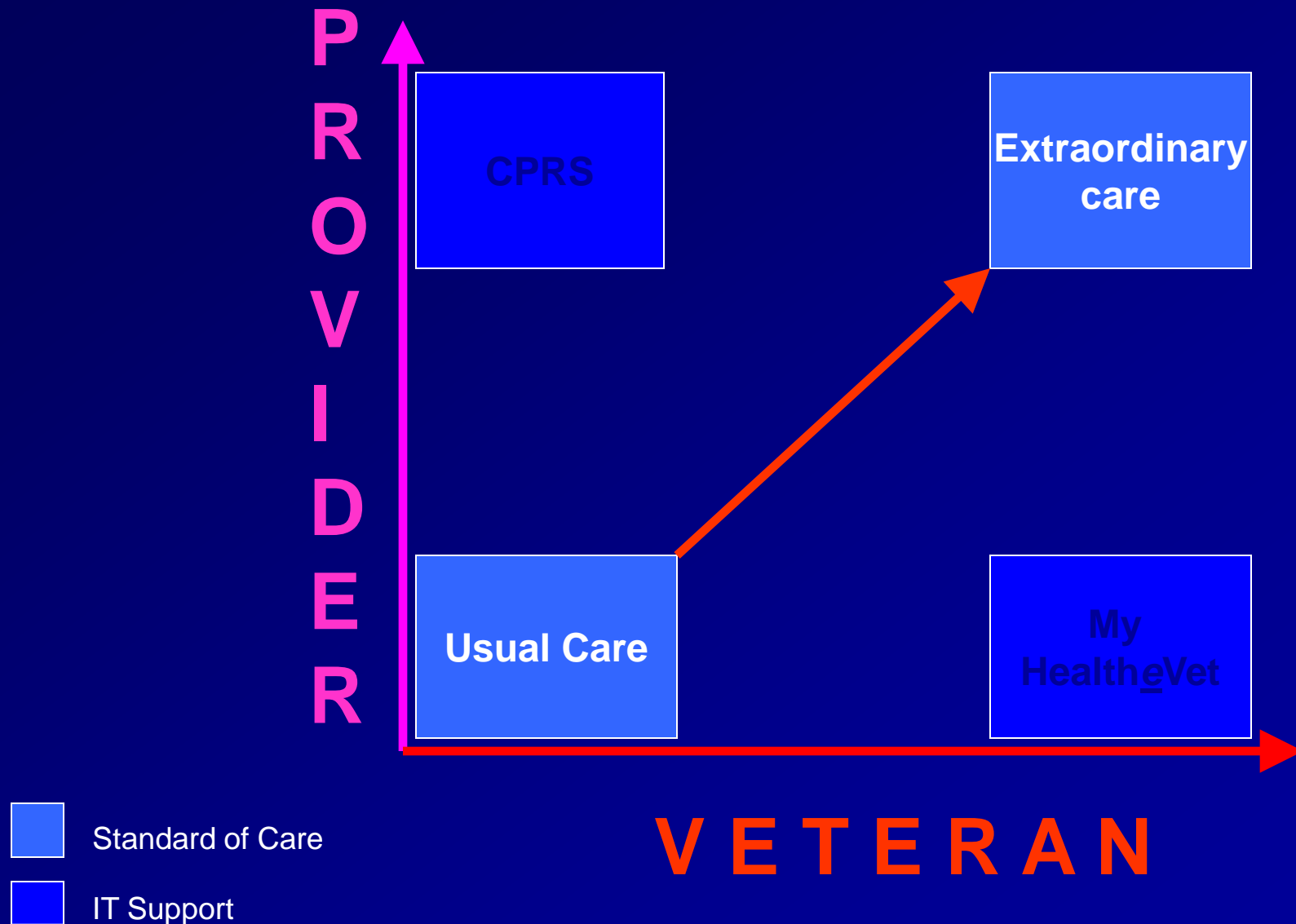
What does success look like?

My HealtheVet from the Veteran's perspective...

Coming Attractions!!!

- **Refill my prescriptions.**
- **See and use my VA health record.**
- **Receive information and reminders targeted for my health needs and interests.**
- **Share my health info with those I trust.**
- **Communicate securely with my doctor and nurse.**
- **Access online education for my diabetes.**
- **Track how I'm doing with my food intake and activity program.**
- **Check my appointments. Later, make appointments.**
- **Look up my co-payments.**
- **Set health goals and track my progress.**

How should IT affect care?



Veterans & Clinicians as Partners

Role of Clinician in achieving goals

- **Partner with Veterans by increasing shared healthcare decision making**
- **Provide educational materials and wellness reminders to Veterans**
- **Encourage Veterans to maintain health journal and learn more about health and wellness**
- **Have access to a more comprehensive online health record**
- **Evaluate Veterans' self-entered health information**



Veterans & Clinicians as Partners

Role of Veteran in achieving goals

- **Active responsibility for own health**
- **Enable Veterans to more easily find information to alert clinician to problems, to become familiar with their health records and health conditions and what interventions might improve their health status**



Veterans & Clinicians as Partners

- **MHV functions that are useful**
 - **Help veteran to be better informed and prepared for clinic visit**
 - **Help memory / recall of health matters – problem list, medications, appointments, personal health events**
 - **Track self-entered metrics**



MHV Enhances VHA Services

- My HealtheVet will assist VHA Program Offices:
 - Reach the entire Veteran population by providing a single source for information access
 - Broadcast health bulletins and seasonal reminders (e.g., SARS, flu shot)
 - Provide health “tips of the day”
 - Provide ability to update MHV content on a regular basis
 - Engage Veterans in interactive education
 - Showcase existing VA information

Critical Success Factors

- Clinicians and Veterans must trust the system
- Security and privacy are communicated and practiced
 - Allow Veterans and clinicians to opt-in participation
 - Veteran owns the information and controls access
- Achieve a national level application – standard presentation and features for all Veterans
- Identify and adjust for business practice changes

Critical Success Factors

- Deliver enhancements and identify innovative uses
- Active Awareness Campaign and Education for Veterans, Delegates, and Clinicians
- Grow and adapt the My HealtheVet program based on input & feedback from Veterans, Delegates, and Clinical Communities

A black and white photograph of two hands clasped together in a supportive grip. The hands are positioned centrally, with fingers interlaced. The skin texture is visible, and the lighting creates soft shadows, emphasizing the connection. Overlaid on this image is blue text with a subtle drop shadow.

My HealtheVet, a
person-centered,
partnership between
Veterans and us

Acknowledgements:

- Ginger Price
 - My HealtheVet Program Director
- Anne Klein
 - My HealtheVet Communications Director
- Deborah Lewis, EdD, RNC, MPH
Associate Professor
The University of Pittsburgh School of Nursing

Additional Information:

- My HealtheVet National Release

- www.myhealth.va.gov

- Pew Internet & American Life Project, Reports: Health

- http://www.pewinternet.org/PPF/r/156/report_display.asp

- VistA/CPRS Demo Site

- http://www1.va.gov/vha_oj/