

**Department of
Veterans Affairs**

Memorandum

Date: August 25, 2020

From: Assistant Under Secretary for Health for Operations (10N)

Subj: Specialty Care Department of Veterans Affairs (VA) Video Connect (VVC) Expansion (VIEWS# 03400841)

To: Veterans Integrated Service Network Directors (10N1-23);

1. The purpose of this memorandum is to outline continued expansion of Virtual Care within Specialty Care Services at all VA Medical Centers (VAMC) as an integral part of timely, high quality and effective care delivery. Virtual Care should remain the primary modality of care for willing Veterans when clinically appropriate to mitigate COVID-19 related risks for both Veterans and staff. Additionally, whenever possible, VVC should be prioritized over telephone.

2. Chiefs of Staff (COS) in conjunction with Facility Telehealth Coordinators, Group Practice Managers and Scheduling Business Owners should use the Facility Executive Leadership VA Video Connect Checklist to maximize Specialty Care VVC integration at their VAMCs (See attachment A).

3. By the end of the calendar year, COS are asked to:

- a. Ensure that all Specialty Care Providers delivering ambulatory care have completed the required Talent Management System (TMS) training and have conducted at least one VVC appointment. The current mandatory trainings are listed below:
 - Telehealth to Home Using Video Connect Provider Training 4279741
 - Virtual Care Training 4486527
 - Emergency Planning Memorandum Self Certification Training 4551375
 - **Effective 10/1/2020 the above courses will be combined into one course:** VVC Integrated Training 4556649.
- b. Ensure that total VVC encounters completed within each Specialty Care Service is 10 percent greater on December 31, 2020 as compared to September 1, 2020.

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- c. Establish processes for conducting Specialty Care VVC visits so they mirror in-person visit clinical workflows. For example: If a nurse triages a Veteran prior to a Specialist's in-person appointment, the same process should be replicated within virtual clinic rooms.
4. By end of the calendar year, VAMC Directors at each facility will be asked to attest to the development of a Test Call Program Standard Operating Procedure to assure Veterans and/or their caregivers have the information, technology and internet connection required for an optimal VVC experience. **Attestations must be submitted between Monday, November 2, 2020, and Monday, December 28, 2020**, on the following SharePoint site:
<https://dvagov.sharepoint.com/sites/vhatelehealth/lists/leads/vvc-schd.aspx>
Note: the attestation collection site will not be available prior to November 2, 2020.
5. Specialty Care Services Virtual Care data and further information regarding additional specialty-specific targets will be developed in conjunction with Specialty Care Services and National Program Directors and is forthcoming.
6. Questions can be addressed to Leonie Heyworth, Staff Physician. Office of Connected Care at Leonie.Heyworth@va.gov.



for
Renee Oshinski

Attachments