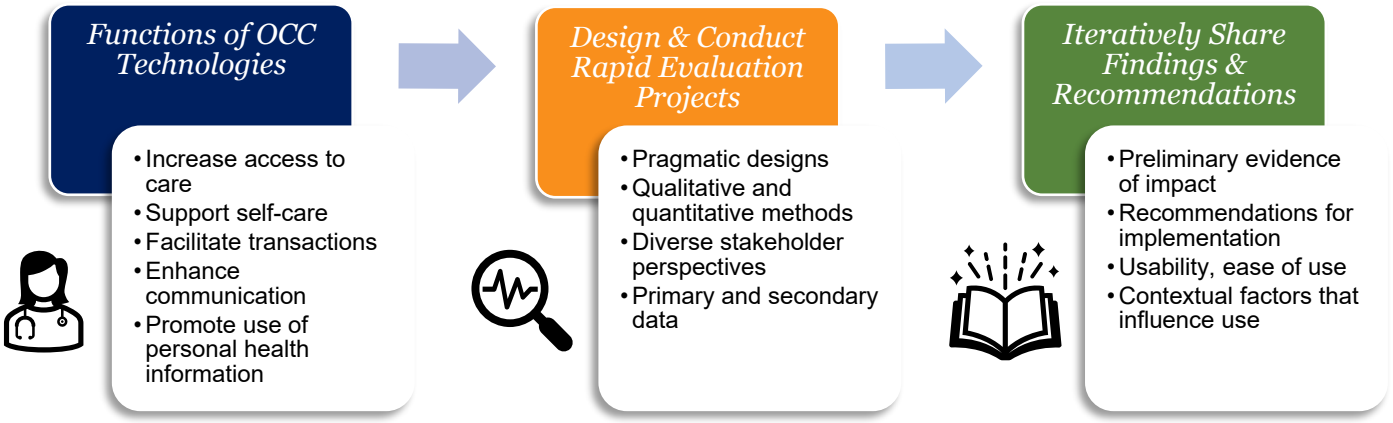
eHealth Partnered Evaluation Initiative (PEI)

U.S. Department of Veterans Affairs

eHealth as a Model of Care for our Nation's Veterans

eHealth is a model of care focused on improving health care through technology by engaging patients, their families, and clinical teams beyond episodic, traditional in-person visits. The eHealth PEI aims to demonstrate the impact of VA connected care technologies on important outcomes and identify potential strategies that could further the adoption of these technologies among Veterans and clinical team members. The evaluations that the eHealth PEI pursues inform how new connected care innovations and existing technologies can support the effective delivery of services to Veterans while reducing barriers to access and promoting engagement in care.

The eHealth PEI Evaluation Process



VA's Office of Connected Care (OCC), which is responsible for VA's digital health strategy, maintains a substantial portfolio of connected care technologies.

Working in partnership with OCC, the eHealth PEI evaluates specific technologies from this portfolio that are intended to support different functions. Given the need to understand both the impacts these technologies have on care and outcomes and how best to implement them into practice, evaluations typically involve mixed quantitative and qualitative designs to examine the perspectives of Veterans, their caregivers, and VA clinical team members.

Evaluation findings and related recommendations are shared rapidly and iteratively with OCC leadership to inform plans for broader rollout and integration of these technologies into care.

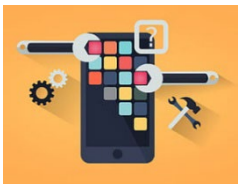
VA Office of Connected Care (OCC) Technologies Evaluated by the eHealth PEI

- VA OCC Mobile Applications (Apps)
- My HealtheVet Patient Portal
- Telehealth Services

eHealth PEI Current Projects

Stakeholder Perspectives on Implementation Determinants

- This multi-year, prospective, longitudinal data collection initiative is intended to help OCC understand contextual factors and other implementation determinants that influence use of their technologies.
- We are administering surveys to VA stakeholders at different organizational levels (e.g., VISN, facility, service line leadership) to examine key implementation determinants that could influence the roll-out/adoption and use of connected care technologies.
- In subsequent years, we will augment this data with insights from qualitative, semi-structured interviews and VA administrative data to understand facility and regional variations in the use of OCC technologies.



Outcomes Framework Development

- Working in collaboration with OCC leadership, the eHealth PEI team developed a framework that more comprehensively accounts for outcomes relevant to OCC's portfolio of technologies.
- The eHealth PEI team is enhancing the framework with suggested measures and instruments for key outcomes included in the framework
- We are also using the framework to describe and characterize past research and evaluation projects to better understand outcomes studied and inform OCC's future evaluation plans.
- We envision that, in future years, this framework will convey not only the range of outcomes of interest to the Office, but also serve as a foundation to inform the design of research and evaluation projects.

Patient-Generated Health Data (PGHD)

- The eHealth PEI is working with the OCC Analytics Team to conduct exploratory analyses of a new PGHD database.
- The eHealth PEI is supporting use of new PGHD resources for research and evaluation purposes, including the development of data documentation regarding OCC's PGHD database.
- We are also designing survey instruments for administration to Veterans who are sharing their PGHD with VA through recent apps (e.g., Share My Health Data). This data will complement PGHD resources available to provide a richer understanding of Veterans who gather and share their health data with VA.

eHealth PEI Impacts

Developed a multicomponent supported adoption program (e.g., educational materials, proactive outreach) which positively impacted Veteran adoption of secure messaging.

Created a toolkit and evaluation materials (call scripts, process maps, data collection instruments) to support the future rollout of a new technology platform for collecting patient-reported outcomes.

Developed a framework to more comprehensively account for the range of outcomes relevant to OCC's portfolio of virtual care technologies.

Designed survey instruments and sampling methods to assess implementation determinants relevant to the use of OCC technologies from the perspectives of VA staff, facility, and VISN leaders.

For more information, check out:
https://www.queri.research.va.gov/national_partnered_evaluations/ehealth.cfm
https://connectedcare.va.gov/

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