



Optimizing Virtual Health in the Military Health System

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Chair, Health Care Delivery Subcommittee
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Overview



- Members of the Health Care Delivery Subcommittee
- Tasking
- Background
- Summary of Subcommittee Activities to Date
- Way Ahead

Membership



CHAIR
Brigid McCaw, MD, MPH, MS*



Greg Ator, MD



**RADM (Ret.) Wanda Barfield,
MD, MPH**



Rosemary Gibson, MS



Reshma Gupta, MD, MS



**COL Lee Norman,
MD, MHS, MBA**



**Col (Ret.) Michael Parkinson,
MD, MPH***

*Board Member

Tasking



On May 2, 2022, the Acting Assistant Secretary of Defense for Health Affairs directed the Defense Health Board (“the Board”) to **review the current state of virtual health from a strategic and tactical perspective and provide recommendations on optimizing virtual health decision making and implementation.**

Background



- The targeted use of VH capabilities expanded during the COVID-19 pandemic
- Research suggests VH enhances MHS medical force optimization, particularly with respect to patient access and satisfaction
- The MHS strategic plans will guide future investment and implementation of VH throughout the system

Summary of Activities to Date



- March 30, 2022 briefing to DHB on the background of VH in the MHS by Lt Col Nathan Reynolds
- June 29, 2022 kickoff meeting:
 - DHA Update on VH for DHB by LTC Gary Legault
 - Digital Health as an Enabler of the Health Service Delivery by Dr. Michael Dinneen
- July 13, 2022 meeting:
 - Subcommittee discussion of the Why, What and How of VH
 - Briefing on Optimizing Virtual Health by Ms. Ann Mond Johnson

Way Ahead



- Invitation to Deputy Assistant Director, Healthcare Operations to brief on VH strategy
- Informational background meetings with VHA Telehealth strategy personnel



Questions





Backup Slides



Areas of Interest (1/2)



Topic	Discussion Point
Issues with health care access and equity	<ul style="list-style-type: none">• Rural and Geographically isolated areas – technology deserts and limited access to providers• Some populations may have limited technological knowledge• Some populations may not have technological tools or limited to mobile
Needs & Abilities of Varied Population	<ul style="list-style-type: none">• Beneficiaries – wide range of age and demographics with varied digital skills/access• Variety of health care needs
Primary care, behavioral health, specialty care	<ul style="list-style-type: none">• Primary care, dermatology, and mental health more accessible as VH than some specialty care• VH can provide initial visits, follow up appointments, and other visits based on type of specialty care• Dearth of providers in some specialties, e.g., mental health
Value-based care	<ul style="list-style-type: none">• Focus on quality of care and how VH can improve patient outcomes• Decrease fragmentation by changing workflow

Areas of Interest (2/2)



Topic	Discussion Point
Virtual Health technological advances	<ul style="list-style-type: none">• What new VH technologies are available• How might these be used in the MHS• What does the VH technology future look like—VR, AI, etc.
Implementation in large systems	<ul style="list-style-type: none">• Look to large health care organizations for best practices to implement VH• Analyze lessons learned by the large health care organizations
Strategic planning	<ul style="list-style-type: none">• Utilize knowledge gained from the large health care organizations who have successfully implement system with VH• Determine how best to implement changes and innovations for VH in the MHS• Create workflows and metrics to determine effectiveness of VH in the MHS• Consider sustainability to ensure long-term VH use

Objectives and Scope



- Review current state of VH from a strategic and tactical perspective.
- Provide recommendations for optimizing VH decision making and implementation.