

Getting To Zero

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U.S. Department
of Veterans Affairs

Current technologies **IMPAIR**
operational capabilities

21%

Higher risk of suicide among Veterans

22

Veteran suicides per day

27,639

Veteran suicides 2001-2014



Future technologies **SUPPORT** operational capabilities

0%

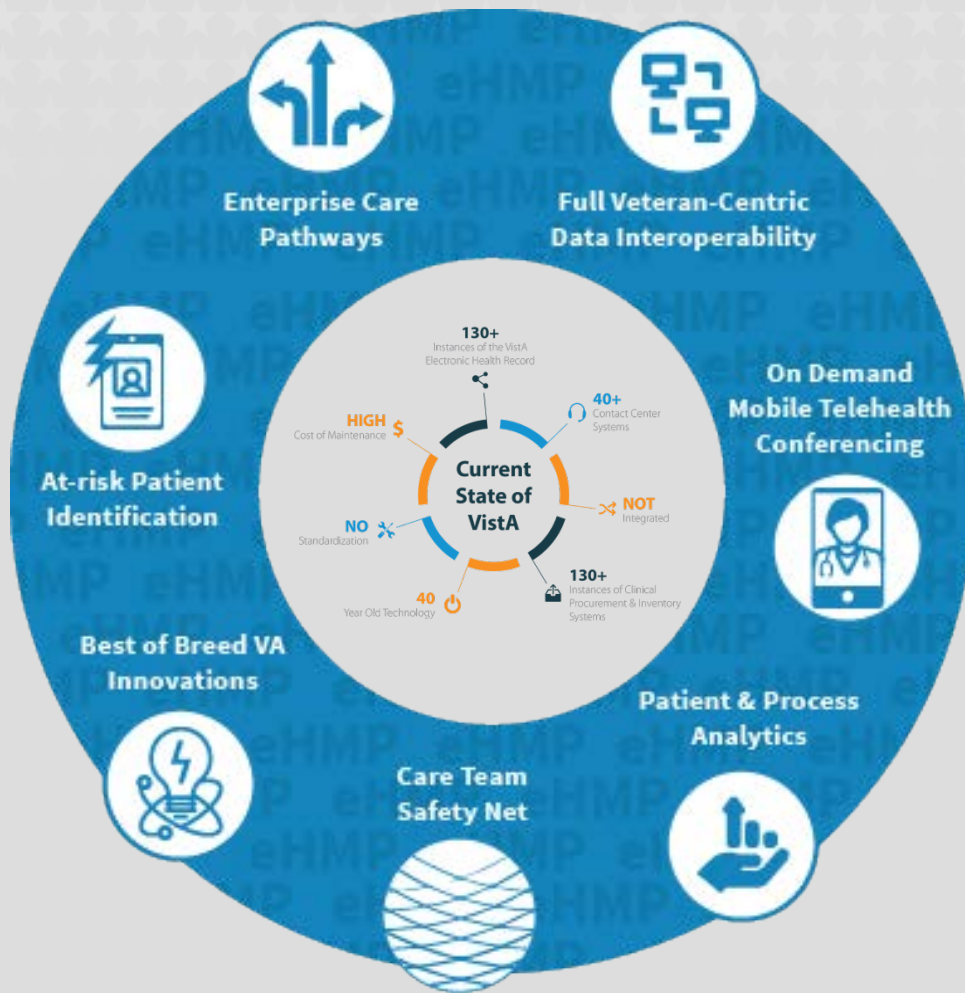
Higher risk of suicide among Veterans

0

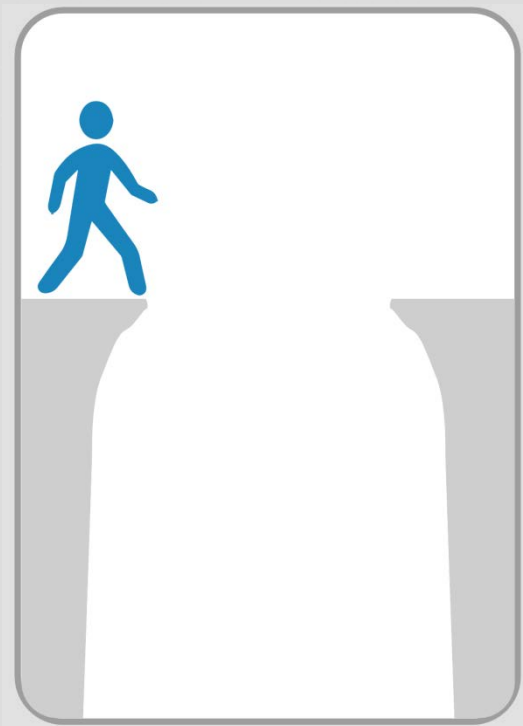
Veteran suicides per day

0

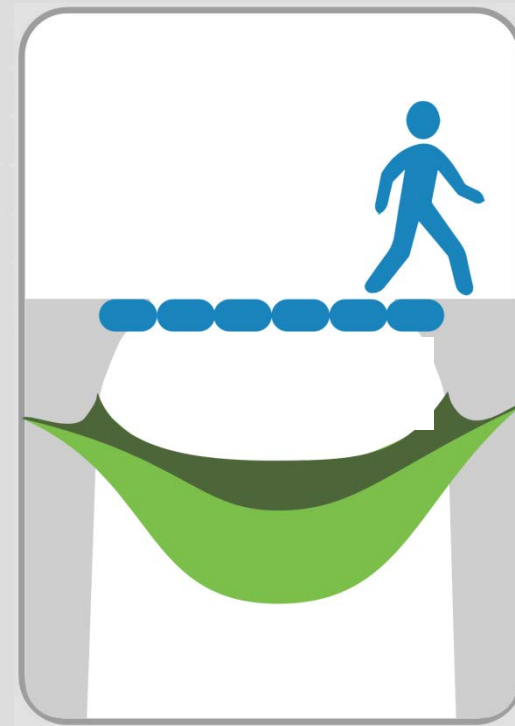
Veteran suicides 2019



The Problem



HIT Can HELP



We have known gaps:

- Poor Situational Awareness of those at high risk for suicide
- Lack of Health IT support for High Reliability handoffs
- No VA enterprise system to safety net in place

Byron

Post-9/11 Era Male Veteran



"I saw things in Iraq that haunt me. What's important to me now is my family and providing security for them."



My Devices

HP Envy -15 Touch with Windows 8 (PC Laptop,) xbox (gaming system)
Samsung Galaxy Note 4 (smart phone), iPad Air 2 (Tablet)



Byron is in recovery. He spends each day strengthening his health so that he can rekindle his marriage and help other vets.

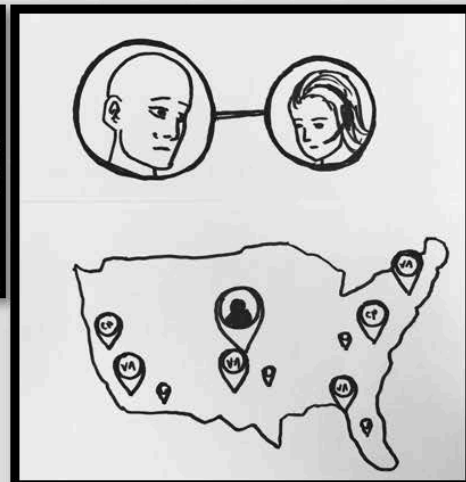
Community

Byron is service connected for PTSD and Depression. He is a truck driver and hence his healthcare is received from a variety of VA and DoD facilities across the country. Unfortunately he was both recently laid off from work and separated from his wife. He wishes he could get healthier to rekindle his marriage and help other vets. He is enrolled in with a PACT team in Bath NY and gets frequent care for his post combat mental health and chronic pain issues.

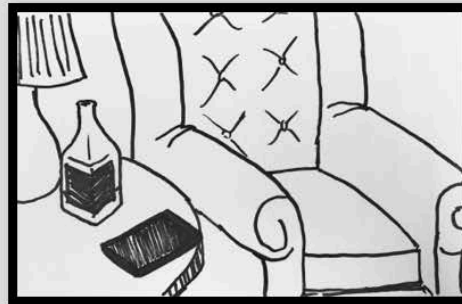
It is early Sunday morning. Byron is intoxicated and has an active plan to take his life with a firearm.

He calls the Veterans Crisis Line for help.

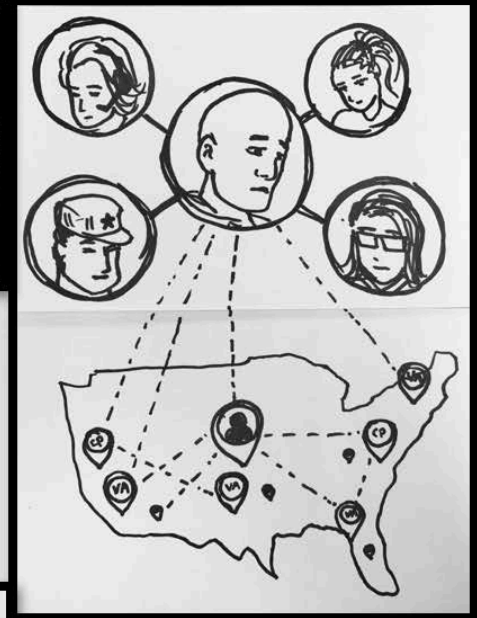
Now



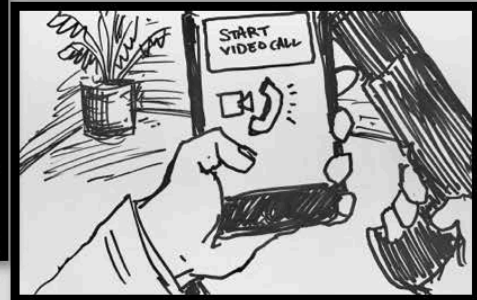
- Byron calls the Suicide Hotline.
- Current IT systems are not well integrated
- Coordination and timely intervention is challenging.



Future



Byron's Team and Family linked up through real time Telehealth. Warm handoff and tracking of his care milestones over his lifetime.



Meghan

Post-9/11 Era Female Veteran



"I want to be a career person and I want to accomplish things and feel like I'm contributing to society, my community and my family."



My Devices

iPhone 4s (smart phone- health & productivity apps), Apple MacBook with Tiger OS (MacLaptop), iPad Mini (tablet-lots of kid apps), Fitbit Charge (fitness tracker wristband)

Meghan is service connected for hearing loss, back pain and MST. She has a history of Post-Partum depression and still taking opioids for her back pain Meghan receives her Primary Care at the Richmond VA. Her Obstetrics care is provided by a local, private provider through the VA Choice program.

Meghan has recently again become pregnant. She is very concerned about the impact of her daily opioid regimen upon her pregnancy. Though excited to have another child, she is very worried about her families tenuous financial situation.

Pamela is RN who supports Meghan on her VA PACT. The Clinical Decision Support system in eHMP indicates to Pamela that Meghan is now at an increased risk for self harm and opioid toxicity. Per VA Clinical Practice Guidelines, Pamela contacts Meghan and sets up an appointment with her PACT team the next morning.

Managing Risk

Current Patient **Eight, Patient (E0008)** USER, PANORAMA

My Site Patient Search (Ex: S1234 or Smith, John...) **SUICIDE PREVENTION**

PATIENT SELECTION

- MY CPRS LIST
- MY SITE
- RECENT PATIENTS
- CLINICS
- WARDS
- NATIONWIDE

SUICIDE ASSESSMENT

Patient Name	DOB	Flag	Risk	Status	PACT LOCATION	Source
Eight, Patient (0008)	09/09/1945	🚩	Acute	1st Attempt Follow-Up	Cleveland - MC Gold 1	Reach (CDW)
Seven, Patient (0007)	07/11/1955	🚩	Acute	2nd Attempt Follow-Up	Syracuse VA Medical Center - Red Team	Reach (CDW)
One, Patient (0001)	08/14/1953	🚩	Acute	1st Attempt Follow-Up	VA Western New York Buffalo - Blue Team	Clinical Decision Support
TwentyTwo, Patient (0022)	11/22/1960	🚩	High	Failed to Contact Patient	Manchester Vet Center - Red	Discharge Clinical Pathways
ZeroThirty, Patient (0030)	04/19/1952	🚩	High	1st Attempt Follow-Up	Cleveland - MC Blue 2	Reach (CDW)
Five, Patient (0005)	02/22/1976	🚩	High	Failed to Contact Patient	Syracuse VA Medical Center - Red Team	Reach (CDW)
Smith, Meghan (0030)	12/25/1985		Medium	2nd Attempt Follow-Up	Cleveland - MC Gold 1	Clinical Decision Support
Six, Patient (0006)	09/12/1963		Medium	1st Attempt Follow-Up	Auburn VA Outpatient Clinic - Gold	Clinical Decision Support
EightyEight, Patient (0088)	09/09/1975		Medium	3rd Attempt Follow-Up	Cleveland - MC Gold 1	Reach (CDW)
OneHundredFive, Patient (0105)	02/25/1974		Medium	2nd Attempt Follow-Up	Syracuse VA Medical Center - Red Team	Patient Record Flags
ZeroSix, Patient (0006)	06/11/1966		Medium	2nd Attempt Follow-Up	Manchester Vet Center - Red	Discharge Clinical Pathways
TwoHundred, Patient (0200)	09/09/1950		Medium	Failed to Contact Patient	Cleveland - MC Gold 1	Reach (CDW)
SixtySix, Patient (0066)	07/11/1955		Medium	Failed to Contact Patient	Springfield Vet Center - Red Team 1	Reach (CDW)
FiveThousandTwo, Patient (5002)	09/09/1950		Medium	3rd Attempt Follow-Up	Syracuse VA Medical Center - Red Team	Patient Record Flags
ThirtyThree, Patient (0033)	09/09/1950		Low	3rd Attempt Follow-Up	Syracuse VA Medical Center - Red Team	Reach (CDW)
SixtyOne, Patient (0061)	07/11/1955		Low	Failed to Contact Patient	Springfield Vet Center - Red Team 1	Patient Record Flags
Twelve, Patient (0012)	11/22/1960		Low	Failed to Contact Patient	Middletown Outpatient Clinic - Green 22	Reach (CDW)
ThreeHundredThree, Patient (0303)	06/11/1966		Low	1st Attempt Follow-Up	Cleveland - MC Blue 2	Clinical Decision Support
Three, Patient (0003)	02/22/1976		Low	1st Attempt Follow-Up	VA Western New York Buffalo - Blue Team	Discharge Clinical Pathways
Eleven, Patient (0011)	09/12/1963		Low	2nd Attempt Follow-Up	Middletown Outpatient Clinic - Green 22	Discharge Clinical Pathways
Fifty, Patient (0050)	02/25/1974		Low	3rd Attempt Follow-Up	VA Western New York Buffalo - Blue Team	Clinical Decision Support
Ninety, Patient (0090)	09/09/1975		Low	Failed to Contact Patient	Manchester Vet Center - Blue	Reach (CDW)
NinetyNine, Patient (0099)	06/11/1966		Low	Failed to Contact Patient	Springfield Vet Center - Red Team 1	Reach (CDW)
TwoHundredTwo, Patient (0202)	11/22/1960		Low	2nd Attempt Follow-Up	Cleveland - MC Blue 2	Discharge Clinical Pathways
SeventyOne, Patient (0071)	07/11/1955		Low	2nd Attempt Follow-Up	Springfield Vet Center - Red Team 1	Discharge Clinical Pathways
FortyFour, Patient (0044)	09/09/1975		Low	1st Attempt Follow-Up	Manchester Vet Center - Red	Reach (CDW)
Four, Patient (0004)	02/25/1974		Low	1st Attempt Follow-Up	Middletown Outpatient Clinic - Green 22	Reach (CDW)

ACTIONS

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Direct Actions Lead to Reduced Suicide Ideation

Current Patient **Eight, Patient (E0008)** USER, PANORAMA

My Site Patient Search (Ex: S1234 or Smith, John...)

SUICIDE PREVENTION

PATIENT SELECTION

- MY CPRS LIST
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SUICIDE ASSESSMENT

PATIENT DETAILS

Smith, Meghan

DOB: 12/25/1985 Phone Number: 703-234-3456
 SSN: ***-**-0008 Address: 1234 Main St. Chantilly, VA 20121
 Gender: Female

CALL PATIENT
START TEAM CHAT
SCHEDULE TELEHEALTH APPT

PATIENT DETAILS

Risk	Status	Source	PACT Location
Medium	2nd Attempt Follow-Up	Clinical Decision Support	Cleveland - MC Gold 1

Primary Care Provider	Inpatient Attending:	Provider
Liu, Patty (555) 555-5551	N/A	Liu, Patty (555) 555-5551

CURRENT TASK(S)

Priority	Due	Task Name
Low	Due	Follow-Up Call with Patient

HISTORY OF ACTIVITY

KHAN, VIHAAN 01/30/2017 - 12:55	2nd Attempt Follow-Up - Could not contact patient. Left a message.
KHAN, VIHAAN 01/30/2017 - 12:55	1st Attempt Follow-Up - Could not contact patient. Left a message.

ACTIONS | **VIEW PATIENT RECORD**

Four, Patient (0004) 02/25/1974 Low 1st Attempt Follow-Up Middletown Outpatient Clinic - Green 22 Reach (CDW)

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Reaching the Patient where they are

Current Patient **Eight, Patient (E0008)** USER, PANORAMA

My Site Patient Search (Ex: S1234 or Smith, John...)

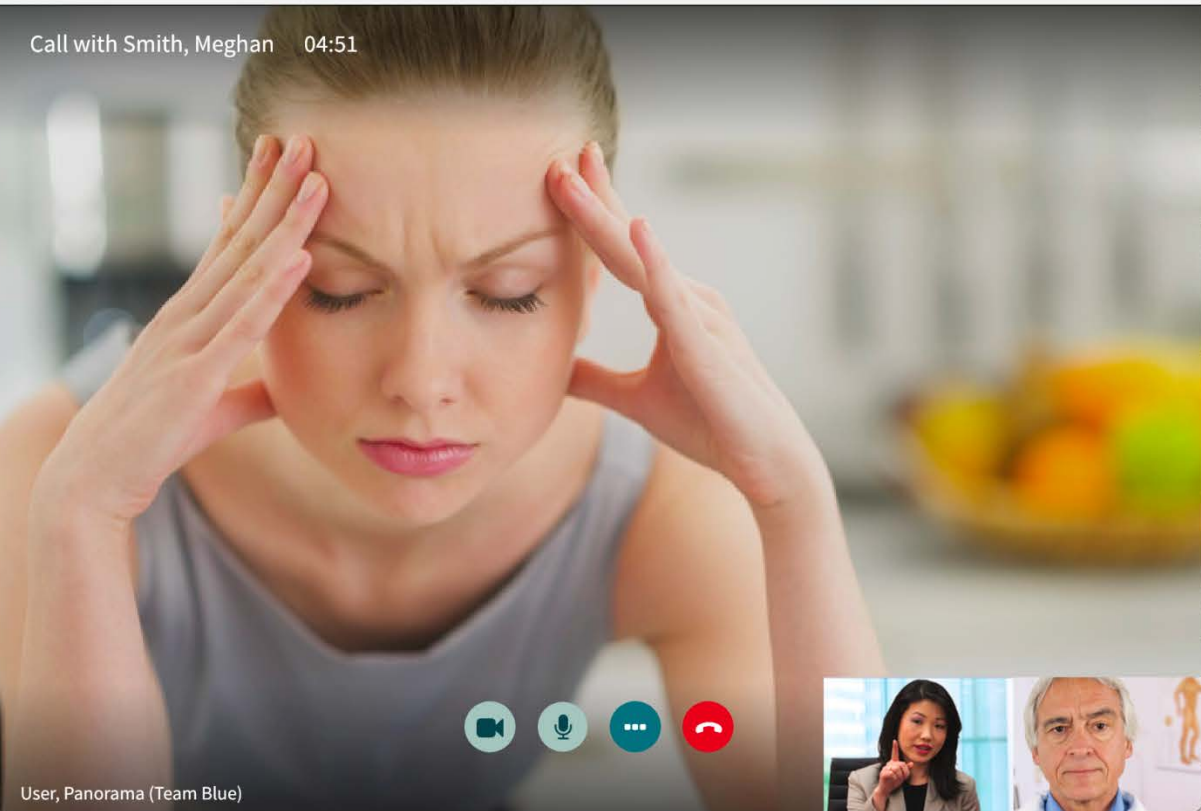
SUICIDE PREVENTION

PATIENT SELECTION

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eHMP Conference Call

Call with Smith, Meghan 04:51



User, Panorama (Team Blue)

FortyFour, Patient (0044)	09/09/1975	Low	1st Attempt Follow-Up	Manchester Vet Center - Red	Reach (CDW)
Four, Patient (0004)	02/25/1974	Low	1st Attempt Follow-Up	Middletown Outpatient Clinic - Green 22	Reach (CDW)

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