Central Office Update
Informatics Section

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What is Informatics?

- Using technology to support and enhance healthcare
  - EHR
  - Decision Support
  - Automating processes
  - Communication
## Informatics Projects in Past Year

- Suicide Hotline Web Application
- Development of Webpage—Counseling Veteran Students
- My Health-e Vet
- EBTs Note Template Project
- Mental Health Assistant (MHA)
  - Psychological testing contracts
Suicide Hotline

- 800-273-TALK (8255)
- Partnership with SAMHSA, LifeLine national hotline system
- Call center based in Canandaigua, NY
- 24/7 with 6 lines currently
- Approximately 300 calls per day
- Only call center that links to medical center/ EHR of caller when permission provided
- All calls logged on paper form, manually entered into database....
Suicide Hotline Application

Acute Care Risk Assessment & Log Sheet

* = required field

IF SUICIDE ATTEMPT IS IN PROGRESS, ENACT CALL TRACE, CALL 911

RESPONSE INFO

Date/Time of call to hotline: 4/22/2009 4:00 PM

Phone Station/Line:  

Responder Name:  

Prank/Hangup Call

CALLER INFO

Caller Phone *  

Caller Name *  

Caller Is Patient  

Relationship to Vet

Vet (self)  

PATIENT INFO
Hotline Application

- Created by VistA web developers, Jason Jones & Joe Gillon, for Suicide Hotline
- Web-based application that is used by hotline responders to complete call log
- Automatically populates database for suicide prevention registry
- If referral to local VA indicated, referral sent to SPC via web application, and response completed in web application with note passed to CPRS
- Target date for release 5/5/09
It takes the courage and strength of a warrior to ask for help.

If you’re in an emotional crisis call 1-800-273-TALK “Press 1 for Veterans”
www.suicidepreventionlifeline.org

Department of Veterans Affairs
Veteran Students Need Your Attention
Proliferating research has shown the prevalence of mental health problems among the veterans after their deployment. This website is to help campus professionals learn more about the challenges and problems our veteran students are facing and how you can help them with the available VA resources and services. Please feel free to contact us if you have any questions.
Web Strategy for MH

- Establish position for Web Services Strategic Management within Informatics Section
  - Coordinate all of OMHS web presence, including MIRECCs, CoEs, program evaluation centers
  - Oversee content development/management
  - Lead My Health-e Vet MH initiative
My Recovery Plan can help guide you on the road to recovery. It provides a set of tools to help you track important aspects of your care. Among other things, you can:

- **Monitor and track your symptoms**
- **Set and record progress on goals and treatment milestones**
- **Track medications and medication schedules**
- **Take on-line training and educational materials specifically for your areas of interest**
- **Identify and manage persons, places or things that may trigger problems in your life**
- **Measure how happy you are with certain parts of your life and how well you are fulfilling life responsibilities**

By working with your provider, My Recovery Plan allows you to work through a program of change supporting your recovery.
Posttraumatic Stress Disorder (PTSD)

- Back to VA Health Education Library

Posttraumatic Stress Disorder (PTSD) can occur after you have been through a traumatic event. A traumatic event is something horrible and scary that you see or that happens to you. During this type of event, you think that your life or others' lives are in danger. You may have felt afraid or felt that you had no control over what was happening.

Anyone who has gone through a life-threatening event can develop PTSD. These events can include:

- Combat
- Terrorist attacks
- Violent crimes, such as rape, child abuse, or a physical attack
- Serious accidents, such as a car wreck
- Natural disasters, such as a fire, tornado, flood, or earthquake

After the event, you may feel scared, confused, and angry. If these feelings do not go away or get worse, you may have PTSD. These symptoms may disrupt your life, making it hard to continue with your daily activities. Getting Started
Mental Health Screenining Tools

Mental Health

Learning about a mental health condition is a good first step to being able to recognize some of its symptoms. You may be wondering if you have symptoms of concern. One way of determining that is to take a brief confidential and anonymous screen. Only you will see the results of the brief screen. None of the results are stored in your My HealtheVet account or sent anywhere. You can choose to print a copy of the results for your own records or to give to your physician or a mental health professional.

This section contains screens for symptoms of several mental health conditions. You can take a screen to see if you have symptoms that are commonly associated with a specific mental health condition or with stress. The fact that you have symptoms of a mental health condition does not necessarily mean that you have a mental health condition or that a mental health condition is causing you difficulty in functioning in a major area of your life, such as your family, personal relationships, work life or social settings.

Screening Tools

Screens are NOT intended to provide a complete assessment or diagnosis for any condition. They CAN help identify symptoms and assist you in determining if you should seek further evaluation by your physician or a mental health professional.

If you are concerned about any illness, regardless of what the screen shows, you should seek further evaluation from your physician. If you are concerned that you may have a medical emergency or are having thoughts of harming yourself or someone else, call 911, or go immediately to the nearest hospital Emergency Room for an evaluation.
Mental Health Assistant

Instrument Administrator

Instrument Results Review

Addiction Severity Index Manager

Global Assessment of Functioning Manager

GAF rating is due
MHA Development Plans Status

- Reorganization of OI&T
- Continued restrictions in IT development budget
  - Prioritized but not funded in FY07, FY08, FY09
- Received approval to fix defects in MHA—patches YS*5.01*96, *97 and *98
- Working with TBI group to provide enhancements for evaluating veterans with TBI (special funds)
Testing Contracts

- Experiencing delays from contracting office in completing contracts
- Cannot reactivate PAR instruments—PAI, NEO-PI without completed contract
  - Current usage is in violation of contracting/copyright
  - Good News—contract should be awarded within quarter
- Cannot add MMPI-2-RF until current year contract completed
## Requirements Analysis & Engineering Management

**New Service Request Database (NSRD)**

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<th>Request ID</th>
<th>Date</th>
<th>Description</th>
<th>Status</th>
<th>Request Type</th>
<th>Notes</th>
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Informatics and the Uniform Mental Health Services Package

- Identify elements that require informatics support to implement and/or measure
  - Identification of Principal MH Provider
- Develop comprehensive IT requirements, rather than piecemeal
- Provide continued support to clinical program initiatives
Clinical Initiatives

- PC/MH Integrated Care
  - Clinical Reminders for Screening
- Evidence Based Therapy Dissemination
  - Clinical Note Templates
- Suicide Prevention
- Clozapine
For More Information

- Come to the Informatics Lab at the national MH Conference in July