

The VA eScreening Program: Technology to Improve Veteran Healthcare

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Health

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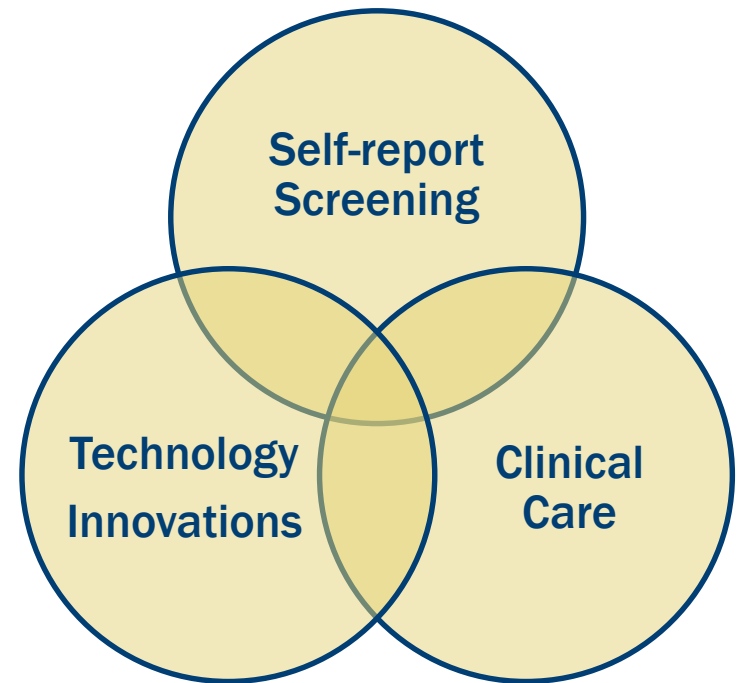


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Introduction

- VHA serves about 9 million Veterans each year; estimated 8-12% increase annually
- More than 1.6 million troops deployed to conflicts in the middle east, needing healthcare upon discharge
- Close to 30% of all VHA enrollees receive mental health care
- Efficient and evidence-based screening, assessment, and outcome monitoring is critical to ensure VHA care meets Veteran needs.



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eScreening: A Technology Solution

- eScreening is the **only** VA technology with combined functions that is adaptable to the needs of any clinical setting and allows Veterans to:
 - » Report their mental and physical health symptoms with mobile devices into their medical record
 - » Communicate problems and symptoms with providers
 - » Get instantaneous feedback and triage



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eScreening Functions

- Patient directed log-in
- Designed for use in multiple settings including: a) high volume primary care; b) one-time comprehensive screening; and c) mental health outcome monitoring
- Web-based screening for Veterans to complete standardized screening prior to scheduled appointments
- 2-way VISTA/CPRS communication allows: a) dynamic assignment of screens based on the individual Veteran's needs; b) completion of clinical reminders; and c) generation of a clinical note for clinician to review and sign
- Scoring and synchronization of screens in real-time to allow advanced notification system for high-risk Veteran responses
- Personalized feedback for Veterans based on their responses
- Dynamic progress reporting gives the ability to provide summary of progress over time in Veteran summary and CPRS note (e.g., PHQ-9 scores over time)
- Dashboard interface and forms editor allows users to: a) adapt scoring logic of existing screens; b) create new screens; c) edit content for Veteran summary and CPRS note; and d) generate data reports for veterans, clinics, or system-wide



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eScreening Results

- **FY13 evaluation of eScreening in VA San Diego OEF/OIF/OND Care Management program with close to 1400 Veterans**
 - » Veterans completed screens for PTSD, depression, anxiety, TBI, military sexual trauma, substance abuse, and pain and other somatic symptoms
- **Focus groups with 40 Veterans to examine preference and impact**
- **Overwhelmingly positive impact on clinical care and efficiencies:**
 - » Veterans preferred eScreening over paper-based methods and felt a greater sense of security stating that paper copies are easily lost, destroyed and may go through several staff or provider hands before being used to support their care
 - » “Same Day” access to clinical care and triage for urgent services in 84% of Veterans who did eScreening compared to 49% who were screened by paper
 - » Faster documentation of completed clinical reminders in CPRS, averaging 19 days less time than paper screening
 - » Reduced redundancy yielding an estimated savings of 6.5 provider hours and 4.4 Veteran hours for every 100 Veterans seen
 - » Increased operational efficiencies yielding an estimated savings of \$100 for every 100 clinical reminders completed



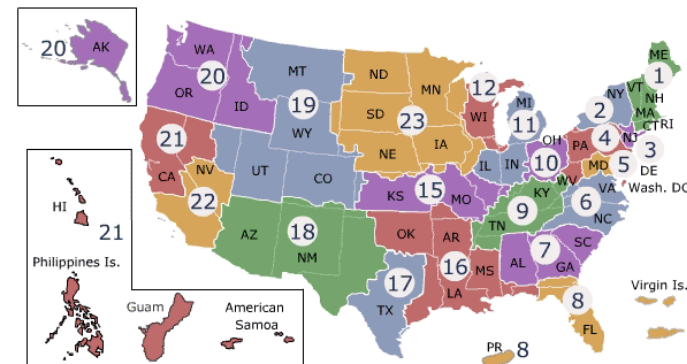
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Current Status

- 2015-16 Implementations:
 - San Diego Transition Care Management program
 - San Diego Mental Health clinics to facilitate outcome monitoring in PTSD treatment
 - Las Vegas Telemental Health
 - San Diego Research Clinics
 - Long Beach Transition Care Management Program.
 - Bedford MA, Mental Health
 - Lebanon PA, Primary Care
 - Ann Arbor MI, Primary Care
- Future 2017 Implementations:
 - San Francisco, Mental Health (08/2017)
 - Las Vegas, Transition Care Mgmt(08/2017)
 - Long Beach, Womens Surgery (09/2017)



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Clinical Value

- Far-reaching implications for how technology can be harnessed to streamline screening for mental and physical health needs in healthcare systems
- Ideal for high volume settings like Primary Care and Mental Health clinics to meet benchmarks for mental health screening while reducing Veteran burden and increasing breadth of clinical care
- Ability to assist in treatment planning and monitoring treatment outcomes
- Potential to connect to other existing systems such as MyHealtheVet to allow Veterans to complete screening from anywhere with an internet connection



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Clinical Reminders in eScreening

- **Advanced Directive Screen**
- **Alcohol Use Screen (AUDIT-C)**
- **Depression Screening (PHQ-9)**
- **Homelessness Screen**
- **Iraq & Afghan Post-Deployment Screen**
 - » OEF/OIF Service
 - » Infectious Disease & Embedded Fragments
- **MST**
- **Screen for PTSD (PC-PTSD & PCL-C)**
- **TBI Screening**
- **Tobacco Cessation Screen**
- **VAS Pain Vital**

- ****please note Technical Administrators can add clinical reminders if appropriate**



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FAQ

- **Do Veterans have to be at the medical center to do this?**
 - » Yes, the pilot product only works on hardware that is connect to the VA secure intranet. We would love to eventually make it available via myHealtheVet.
- **Could this be on a Kiosk?**
 - » Because it is web based, it can be on any piece of hardware connected to the VA Secure network. It may not be well suited for a Kiosk for a long assessment
- **Who will configure the content?**
 - » In its current configuration, the system has a specific role called a Technical Administrator. This role works with existing staff within a Medical Center to configure content.
- **Are the staff using the staff-facing program from a PC? Are patients getting their printouts that way?**
 - » Yes, if staff wish to print, they can do so from their desktops.
- **Once the information is saved to CPRS does it resolve the Clinical Reminder?**
 - » Yes! It submits Health Factors and Mental Health Assistant data to resolve them.
- **How does it connect to VistA?**
 - » eScreening uses a Proxy Account and connects through Vista Link using remote procedure calls (RPCs).
- **If there is a critical mental health issue, is there a score range to notify the provider of possible critical intervention?**
 - » Yes, if someone meets a certain threshold, the system will display Alerts on the eScreening dashboard. Also, specific sentences could be added to the body of the CPRS note.
- **Can the MD change the veteran entered information ?**
 - » Yes, the information is sent to CPRS as an editable note.
- **Is eScreening available to other facilities at this time?**
 - » The software developed during the software pilot belongs to the VA. As part of the VA [Promising Practice Consortium](#), eScreening will be deployed in Lebanon PA, Bedford MA & Ann Arbor MI by the end of 2016.



MHE Screenshots

Log-in screen



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Landing Page for Staff

The screenshot shows the staff landing page for the VA eScreening Program. At the top left is the Department of Veterans Affairs seal. To its right, the text reads "Department of Veterans Affairs" and "eScreening Program". In the top right corner, a user is logged in: "Welcome Morgan, Matthew | Logout". Below this is a navigation menu with links: "Home", "Dashboard", "Assessment Search", "Veteran Search", "Export Data", "Create Battery", and "My Account". The main content area features the "VA CENTER OF EXCELLENCE" logo above the large "CESAMH" logo, with "STRESS AND MENTAL HEALTH" underneath. At the bottom of the main area are three logos: the Department of Veterans Affairs eScreening Program logo, the VA Health Care logo with the tagline "Defining EXCELLENCE in the 21st Century", and the U.S. Department of Veterans Affairs Center for Innovation logo. A footer at the bottom of the page reads "U.S. Department of Veterans Affairs | eScreening Program (Ver 1.0)".



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Setting up an assessment for a Veteran

Veteran Detail

Veteran Information

Date Refreshed from VistA 01/29/2015 08:50:20 [Refresh Data from VistA](#)

Name (Last, First Middle) ZZTEST, TEST		Status Mapped Veteran	Date of Birth 02/02/1972	SSN-4 0011
Phone 6196665512	Work	Cell	Email	VistA IEN 412562

[Map to VistA Record](#)

Upcoming Appointment List

Date	VistA Clinic
No Upcoming Appointment Found.	

Clinical Reminder List

Date	Name
DUE NOW	TBI Screening
DUE NOW	Iraq&Afghan Post-Deployment Screen

Batteries

[Create New Battery](#)

Date Created	Status	Battery	Created By (Last, First Middle)	Action
01/28/2015 12:56:51	Deleted	OEF/OIF/OND Initial Screen	Flores, Alishea	View



Configuring the contents of the assessment and CPRS details

Create Battery

Name (Last, First Middle) ZZTEST, TEST		Status Mapped Veteran	Date of Birth 02/02/1972	SSN-4 0011
Phone 6196665512	Work	Cell	Email	VistA IEN 412562

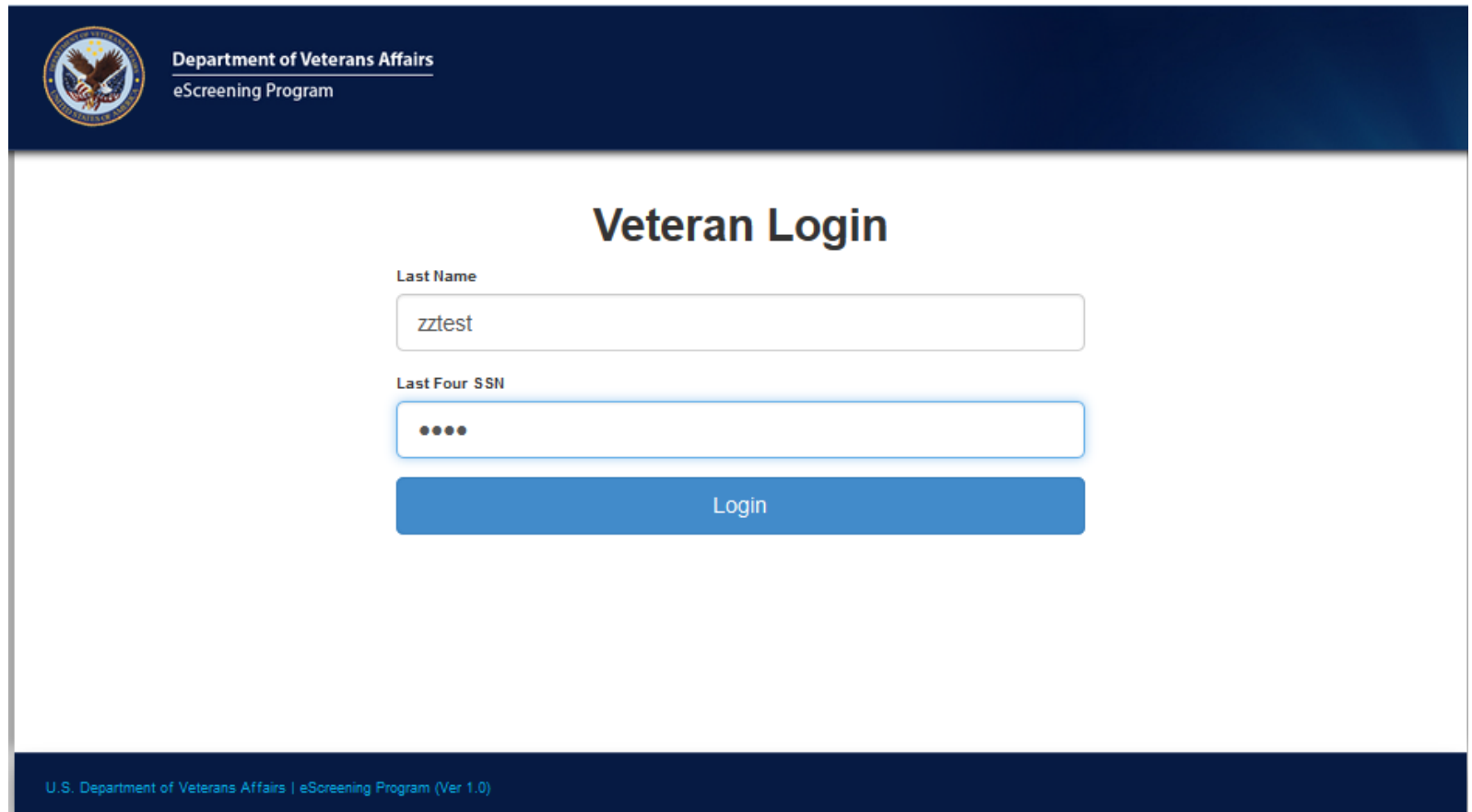
Program *
 VistA Clinic *
 Note Title *
 Clinician *

Please Select Screening Modules for the Veteran

Battery	Screening Module	Description	Notes
<p>Highlight & Select Screening Modules</p> <p>Highlight Screening Modules</p> <p><input type="radio"/> Mental Health Highlight Mental Health</p> <p><input checked="" type="radio"/> OEF/OIF/OND Initial Screen Highlight OEF/OIF/OND Initial Screen</p> <p><input type="button" value="Clear all"/> <input type="button" value="Reset"/> <input type="button" value="Clear all Checked Modules"/></p>	<input checked="" type="checkbox"/> Advance Directive <input type="checkbox"/> Audit <input checked="" type="checkbox"/> AUDIT-C <input checked="" type="checkbox"/> AV Hallucinations <input checked="" type="checkbox"/> Basic Demographics <input checked="" type="checkbox"/> Basic Pain	Advance Directive, CR (4 items) MHAC Battery Audit Alcohol Use Disorders Identification Test-Consumption, CR (3 items) Auditory/Visual Hallucinations (2 items) Demographics (6 items) Pain (2 items)	Iraq&Afghan Post-Deployment Screen



Veteran's Experience



The screenshot shows the login interface for the Department of Veterans Affairs eScreening Program. At the top left is the VA seal. The header text reads "Department of Veterans Affairs" and "eScreening Program". The main heading is "Veteran Login". There are two input fields: "Last Name" with the text "zztest" and "Last Four SSN" with four dots. A blue "Login" button is positioned below the fields. At the bottom of the page, a footer contains the text "U.S. Department of Veterans Affairs | eScreening Program (Ver 1.0)".



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Customized Welcome Page by Clinic



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Welcome to VA San Diego Healthcare System!

We thank you for your service to our country and look forward to assisting in your enrollment for VA healthcare and transition from active duty to Veteran status.

The following eScreening Questionnaire will help your VA healthcare team to assess your needs and provide the best health and wellness options available to you. Please take your time and answer all questions as completely as possible. If you have any questions, please ask for assistance.

[Start Assessment](#)

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Assessment

Identification

0%

Demographics and Social Information
0%

Service History
0%

Health Symptoms
0%

Health Functioning
0%

Health Habits
0%

Psychological Health
0%

First Name: TEST

Middle Name: Test

Last Name: ZZTEST

SSN Last 4 Digits: 0011

Email: Vet@VA.gov

Best number to reach you*: 6196665512 (Example: 6551235555)

Best time to call: Any time

Save & Exit

Next »



Example Questions (AUDC)

How often did you have a drink containing alcohol in the past 52 weeks?

Consider a drink a bottle of beer, a glass of wine, a wine cooler, one cocktail or a shot of hard liquor (like scotch, gin, or vodka).

Never	Monthly or less	2-4 times per month	2-3 times per week	4 or more times per week
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

How many drinks containing alcohol did you have on a typical day when you were drinking in the past 52 weeks?

None	1-2 drinks	3-4 drinks	5-6 drinks	7-9 drinks	10+
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

How often did you have six or more drinks on one occasion in the past 52 weeks?

Never	Less than monthly	Monthly	Weekly	Daily
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>



Customized Completion Page by Clinic

Congratulations!

Thank You!

Please let the assistant know that you have completed your screen. They will provide you with a personalized summary of your screens. The results of this screen will be sent electronically to a Transition Case Manager for review.

The goal of OEF/OIF/OND Care Management is to help you maximize your VA services and benefits. Here are some services that we provide:

- Care coordination and support with access to VA healthcare services & benefits
- Advocacy to address post-deployment health concerns
- Resources to address employment, education or housing concerns
- Applying for VA, other government, and community benefits
- Resources for marriage, family, and spirituality concerns
- Aid with concerns about drinking or drug use
- Assistance if you are feeling sad, depressed or anxious
- Assistance with visual impairments
- Help if you really aren't sure what you need, but things just don't feel right

You may ask to meet with a Transition Case Manager today to discuss any issues presented in this screen. You can also call the OEF/OIF/OND Care Management team at any point in the future for assistance. Their contact information is listed on your personalized summary.

Done



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Staff Real-time Dashboard

Home **Dashboard** Assessment Search Veteran Search Export Data Create Battery My Account

Assessment Dashboard

List Charts

Program: Auto-refresh

Show **10** entries

Assessment Changed Date	Veteran	SN-4	Program	Clinician	Duration	Progress	Status	Alert
01-29-2015	ZZTEST, TEST	0011	Testing	Morgan, Matthew	45	100%	Complete	Positive Depression Screen SI Present Aggressive behavior requiring F/U Aggressive Behavior(s) Positive PTSD Screen Prior dx and/or tx for MH
01-29-2015			OEF/OIF/OND Care Management	Schwarz, Natasha	63	69%	Incomplete	
01-29-2015			OEF/OIF/OND Care Management	Schwarz, Natasha	0	0%	Clean	
01-29-2015			OEF/OIF/OND Care Management	Schwarz, Natasha	18	100%	Complete	
01-28-2015			OEF/OIF/OND Care Management	Schwarz, Natasha	39	100%	Complete	
01-28-2015			OEF/OIF/OND Care Management	Schwarz, Natasha	14	100%	Complete	Positive Depression Screen SI Present Positive PTSD Screen Prior dx and/or tx for MH
01-28-2015	ZZTEST, TEST	0011	OEF/OIF/OND Care Management	Schwarz, Natasha	0	0%	Deleted	
01-28-2015			OEF/OIF/OND Care Management	Schwarz, Natasha	0	0%	Deleted	



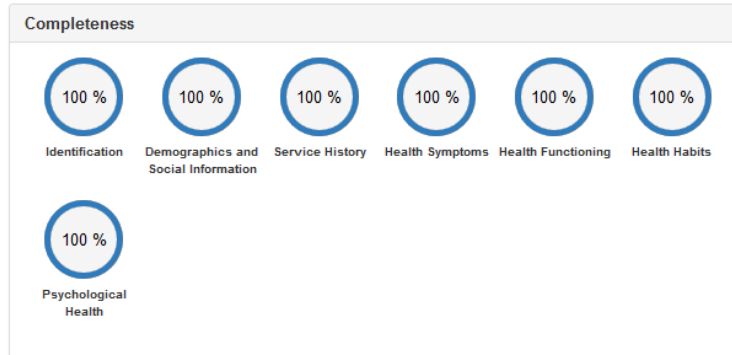
Veteran Assessment Details

Assessment Summary

Current Status: Complete | Update Status to: Please Select a Status

Program Name Testing	Name (Last, First Middle) ZZTEST, TEST Test	Date of Birth 02/02/1972	SSN-4 0011
Phone 6196665512	Work	Cell	Email Vet@VA.gov
Battery Name OEF/OIF/OND Initial Screen	Created By Morgan, Matthew Ryan	Date Created 01/29/2015 08:57:28	Date Completed 01/29/2015 10:16:14

[View Veteran Summary](#)



- ### Alerts
- ▲ Positive Depression Screen
 - ▲ SI Present
 - ▲ Aggressive behavior requiring F/U
 - ▲ Aggressive Behavior(s)
 - ▲ Positive PTSD Screen
 - ▲ Prior dx and/or tx for MH

Vista Clinic * | Note Title * | Clinician *



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Printable Veteran Summary




Veteran Summary x

[Print](#)

eScreening Summary

TEST Test ZZTEST

Matthew Morgan
01-29-2015



Appointments
Appointments unavailable

For questions or concerns, or for a full report of your results, call the OEF/OIF/OND Transition Case Manager, Natasha Schwarz at (858) 642-3815.
If you need medical attention immediately, go straight to the Emergency Department.

Note: The results of this screening are NOT diagnoses and do not affect VA disability ratings.

<p><u>Homelessness</u></p> <p>This is when you do not have a safe or stable place you can return to every night. The VA is committed to ending Veteran homelessness by the end of 2015.</p> <p>Results: unstable housing/at risk Recommendation: Call the VA's free National Call Center for Homeless Veterans at (877)-424-3838 and ask for help. Someone is always there to take your call.</p>	<p><u>Advance Directive</u></p> <p>This is a legal paper that tells your wishes for treatment if you become too sick to talk, and if needed, can help your doctors and family to make decisions about your care.</p> <p>Results: Complete</p>
<p><u>Environmental Exposure</u></p> <p>This is when you have been exposed to a hazard that may have potential health risks.</p> <p>Results: at risk Recommendation: Call Dale Willoughby at the Environmental Registry Program and discuss your exposure: (858) 642-3995, weekdays 7:30am-4:00pm.</p>	<p><u>Tobacco Use</u></p> <p>The use of tobacco causes harm to nearly every organ in the body. Quitting greatly lowers your risk of death from cancers, heart disease, stroke, and emphysema. There are many options, such as in-person and telephone counseling, nicotine replacement, and prescription medications.</p> <p>Results: current user Recommendations: Prepare a plan to reduce or quit the use of tobacco. Get support from family and friends, and ask your clinician for help if needed.</p>



Military Sexual Trauma (MST)

MST is sexual assault or repeated, threatening sexual harassment that occurred while the Veteran was in the military. MST can happen any time or anywhere, to men and women. MST can affect your physical and mental health, even years later.

Results: positive screen

Recommendation: Ask your clinician for help managing your MST.

Insomnia

Insomnia is having trouble sleeping that lasts longer than a few weeks. Some causes are: medical (like depression or pain), lifestyle factors (such as too much caffeine), or even stress.

Results: severe insomnia

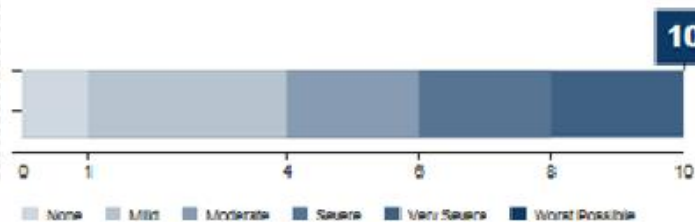
Recommendation: Describe your sleeping problems to your clinician, or learn more about insomnia at the CESAMH site at: <http://escreening.cesamh.org>

Pain

10

Worst Possible

My Pain Score



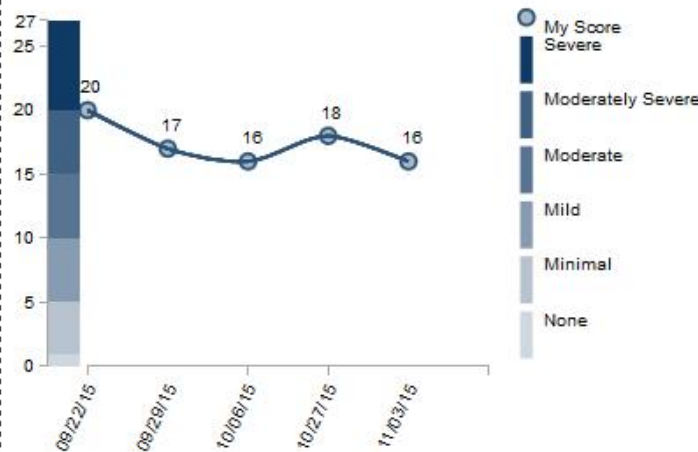
Pain can slow healing and stop you from being active. Untreated pain can harm your sleep, outlook, and ability to do things.
Recommendation: Tell your clinician if medications aren't reducing your pain, or if the pain suddenly increases or changes, and ask for help with managing your pain.

Depression

16

Moderately Severe

My Depression Score



Depression is when you feel sad and hopeless for much of the time. It affects your body and thoughts, and interferes with daily life. There are effective treatments and resources for dealing with depression.
Recommendation: Ask your clinician for further evaluation and treatment options

*a score of 10 or greater is a positive screen



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Generated CPRS Note

Vista CPRS in use by: Morgan, Matthew R. (vista.san-diego.med.va.gov)

File Edit View Action Options Tools Help

ZZTEST_TEST (OUTPATIENT) Visit Not Selected Primary Care Team Unassigned

000-00-0011 Feb 02, 1972 (42) Current Provider Not Selected

Flag VistaWeb Remote Data No Postings

Last 100 Signed Notes (Total: 5)

- All unsigned notes for MORGAN, MATTHEW R
 - Jan 29, 15 RESEARCH/INFORMED CONSENT, RESEARCH-X, Matthew R MORGAN
- All signed notes
 - Nov 19, 14 MOOD/Individual, MV BHIP IND PEPLER, Michael J. Pepler, LCSW
 - Oct 03, 14 PSYCH/ADTP/INDIVIDUAL/OUTPATIENT, LJ 2N ADTP BLUE GROUP,
 - Oct 01, 14 AFTER VISIT SUMMARY, ZZTEST, FAGAN, C Wayne Taylor
 - Sep 11, 14 Social Work General Note, LJ SOC WK DEF OIF CESAMH, James O E PH
 - Aug 26, 14 NURS/IMMUNIZATION-INJECTIONS/ORAL ADMINISTRATION, LJ CHR

Visit: 01/29/15 RESEARCH/INFORMED CONSENT, RESEARCH-X, Matthew R MORGAN (Jan 29, 15@10:16)

LOCAL TITLE: RESEARCH/INFORMED CONSENT
 STANDARD TITLE: RESEARCH CONSENT
 DATE OF NOTE: JAN 29, 2015@10:16:14 ENTRY DATE: JAN 29, 2015@10:26:02
 AUTHOR: MORGAN, MATTHEW R EXP COSIGNER:
 URGENCY: STATUS: UNSIGNED

INTRODUCTION: The Veteran presented to enroll in the VA Healthcare System and consented to be screened using the electronic version v1.1.801 of the Post-911 Screening Packet. The eScreening was administered by Matthew Morgan.

 Demographics and Social Information

PRESENTING CONCERN(S): The Veteran identified enrollment, Mental Health Concerns, physical health, establishing a PCP, and Help with housing as the presenting concern(s).
 The Veteran indicated that he/she would like information or assistance with the following: Healthcare (specifically, Prosthetic Equipment, sexual health, mental health, Substance Use, and visual impairment services team), VA Benefits (specifically, VA compensation, GI Bill, and VA home loan), Employment (specifically, VA vocational rehabilitation, unemployment benefits, and VA work study), Social (specifically, adjustment to civilian life, relationship concerns, and support groups), Legal (specifically, parole, probation, warrants, and bankruptcy), Housing (specifically, homeless, and foreclosure), Financial (specifically, Financial Information about VA or community resources) and Injury.

DEMOGRAPHICS: The Veteran is a 32 year-old whom is non-Hispanic/Latino, White/Caucasian, Black/African American, American Indian or Alaskan Native, Native Hawaiian or Pacific Islander, and Asian male. The Veteran's reported BMI is 23.054, indicating that he/she is at a normal weight.

EDUCATION, EMPLOYMENT AND INCOME: The Veteran reported completing a 4 year college degree. The Veteran reported being currently employed full time, who usually works as a Day Labor. The Veteran reported that the primary source of income is work, unemployment, disability, the GI Bill, retirement or pension, and Child Support. The Veteran is married.

SOCIAL: The Veteran lives with parents or relatives, friends or roommates, a spouse or partner, children, and Everyone. The Veteran has 4 children who are younger than 1, 1-2, 3-5, and 6-17 years old.

Source(s) of support is/are: parents, friends, partner/spouse, therapist.

Health Factors:
 SKIN LESION SCREEN POSITIVE
 TBI-BLOW TO HEAD
 TBI-OTHER INJURY TO HEAD
 CURRENT TORACON USER

/ Templates
 Encounter
 New Note



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Thank You!

If you are interested in having eScreening implemented at your VA, please add your facility under the “eScreening” project on the Diffusion Hub located at:

<http://vhaindwebsim.v11.med.va.gov/hub2/ppd/practices.html>

The source code for the system is located at:

<https://github.com/VHAINNOVATIONS/Mental-Health-eScreening>



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