

## **Home Telehealth Capability Enhancements (HTCE) Integrated Home Telehealth Application (IHTA)**

### **Introduction**

The Home Telehealth Capability Enhancements (HTCE) project has, as its main deliverable, the Integrated Home Telehealth Application (IHTA). IHTA is a Web-based portal application sponsored by the Veterans Health Administration (VHA) Office of Telehealth Services (OTS). IHTA is designed to provide a flexible, maintainable, and resilient platform for Home Telehealth (HT) business functions. Each business function supported by IHTA is constructed as an application module of IHTA. IHTA modules include: Inventory Tracker, Disease Management Protocol (DMP) Development Process, HT Reports, Administration, and My Profile. IHTA access is granted upon successful authentication against the existing Department of Veterans Affairs (VA) Enterprise Lightweight Directory Access Protocol (LDAP). Access to each IHTA module is restricted by user roles and permissions granted during the user registration process. Details on each module are provided below:

- **Inventory Tracker:** Designed to enable Care Coordinators and Program Support Assistants (PSA) to generate reports on device availability and vendor compliance. Reports can be saved for later viewing in native, Excel, and PDF formats.
  - **Manage Quality Improvement Reports (QIR):** Inventory Tracker also contains the Manage QIR functionality, which allows Care Coordination/Home Telehealth (CCHT) staff to electronically submit, process, track, and print QIRs that document quality and patient safety issues related to HT devices. This functionality replaces the legacy VA Reporting and Processing Medical Materiel Complaints/ Quality Improvement Report form (VA Form 0729).
- **DMP Development Process:** Provides DMP Administrators and assigned VHA Subject Matter Experts (SME) with the ability to create and update DMPs and their associated clinician alerts and patient health information in a Web-based development tool.
- **HT Reports:** Allows users to search on aggregate HT data from the Health Data Repository (HDR) to produce and export various management-level reports.
- **Administration:** Provides IHTA administrators with the ability to approve or reject registrations and assign roles to users. This module also allows administrators to manage and schedule batch jobs (i.e., Weekly Vendor Compliance Report E-mail, Purge Completed Reports, Vendor Response Due Date).
- **My Profile:** Allows the user to view his/her system information and adjust personal application settings.

Intended users of IHTA include National, Veterans Integrated Service Network (VISN) and Facility Administrators, Care Coordinators, PSAs, Program Office Managers, Vendors (Manage QIRs), HT Contract Office staff (Manage QIRs), National Home Telehealth Training Center (NHTTC) staff (DMP), and VHA SMEs (DMP). Each IHTA module includes On-line Help with content tailored specifically for each module.

IHTA is supported by the existing HT database, a relational database that stores data on patients enrolled in the HT program, the HT devices located in their homes, and the healthcare-related information they report using these devices. The HT database is updated weekly with this data, which is transmitted incrementally from the home-based medical devices and collected on data servers prior to its transmittal to the HT database. Additionally, IHTA receives data from HDR for the creation of DMP Response Reports in the HT Reports module.

IHTA is deployed to production at the Capital Region Data Center (CRDC) in Falling Waters, WV and the Hines Information Technology Center (HITC) in Hines, IL. These two sites alternate between Primary and Secondary, with, at any given time, one of these sites being the Primary Production site and the other the Secondary Production site.