



MH Checkup for Care Teams

User Manual

VA



U.S. Department of Veterans Affairs

Veterans Health Administration
Office of Connected Care

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User Manual

Table of Contents

| | |
|---|----------|
| Overview | 1 |
| The Basics | 2 |
| Prerequisites | 2 |
| Logging in..... | 2 |
| Getting to know the screen | 2 |
| Learning about the app..... | 2 |
| Providing feedback about the app | 2 |
| Accessing help for the app..... | 2 |
| Accessing the VA Launchpad | 2 |
| Logging out | 2 |
| Notifications | 3 |
| Viewing alerts for high scores..... | 3 |
| Viewing notifications for completed assignments..... | 4 |
| Viewing notifications for assignments ended by another provider..... | 4 |
| Assessments | 4 |
| Assigning assessments | 4 |
| Viewing assigned assessments..... | 5 |
| Editing assigned assessments..... | 6 |
| Ending assigned assessments..... | 6 |
| Completed Assignments | 7 |
| Graphing assessments over time..... | 7 |
| Viewing completed assessment details | 8 |
| Sending feedback to patients..... | 8 |
| Help and Additional Information | 9 |
| Additional training materials for the Mental Health Checkup App | 9 |
| Help Desk Information..... | 9 |
| Emergencies | 9 |
| Appendices | 9 |
| Appendix #1: Project References | 9 |
| Appendix #2: Glossary | 9 |



Overview

The VA Mental Health Checkup application (app) for Care Teams supports measurement-based care for Veterans with various mental health conditions. Through the app, VA providers can engage Veterans in their own care with assessments to diagnose symptoms and evaluate levels of distress. With the app, VA staff members (i.e., mental health providers) can assign assessments to Veterans, provide feedback, receive alerts on Veteran assessment scores, and receive notifications when Veterans have completed assessments. By assigning assessments through the app, mental health providers can deliver feedback to Veterans.

Mental Health Checkup is a web-based app that is accessible on a laptop, desktop, tablet, or smartphone. It is supported by the following browsers:

- Internet Explorer 11 and higher
- Safari 7 and higher
- Firefox 36 and higher
- Google Chrome 40 and higher

The Basics

Prerequisites

To use the Mental Health Checkup App, you must:

- Be a Department of Veterans Affairs (VA) provider.
- Be logged into the Single Sign-On Internal (SSOi) service. To log on with SSOi, you must select your credential service provider (CSP) and authenticate to that service. Available methods are PIV authentication, VA Active Directory (username/password) authentication and Integrated Windows Authentication. More information can be found on the AccessVA website (<https://access.va.gov/accessva/about#updatecred>).

Logging in

Access Mental Health Checkup > This will bring you to the SSOi Login Screen > Tap either **Sign in with VA PIV Card** or if you would like to log in with Windows Authentication or VA Network ID, tap **View Other Sign-In Options** (a list of PIV Badge Offices can be found at <https://va-piv.com/Home.aspx>). Follow the normal process for logging in with the chosen set of credentials. After authenticating to SSOi with one of the three options described above, you will be able to successfully log in to the app. When you first login you will be prompted to confirm and if necessary update your VA email and any additional email addresses.

NOTE: You can access the Mental Health Checkup App for Care Teams directly or through the VA Launchpad. The VA Launchpad contains links to all VA apps. By signing into an app once (per session), you can access multiple apps without logging into each one individually.

Getting to know the screen

From the home screen, you can view and assign assessments as well as view notifications on ones completed and alerts for those with a score severity of High. You can also access the Home, Assessments, About, and Help tabs located in the top right corner of the screen. Above these tabs in the top right corner of the screen, you will also see your name. Tap on your name to access the VA Launchpad or log out of the app.

Learning about the app

From anywhere in the app, tap **About** in the top right corner of the screen > A pop-up About box will appear detailing the app's name, version number, developer, national release date and a description of the app > Tap **Close** to return to the screen you were viewing.

Providing feedback about the app

From anywhere in the app, tap **Feedback** in the top right corner of the screen >

Accessing help for the app

From anywhere in the app, tap **Help** in the top right corner of the screen > A pop-up Help box will appear detailing the app's supported browsers and Help Desk and Emergency information > Tap **Close** to return to the screen you were viewing.

Accessing the VA Launchpad

From anywhere in the app, tap the arrow beside your name in the top right corner of the screen > A drop-down menu will appear > Tap **Return to Launchpad** > You will return to the VA Launchpad.

Logging out

From anywhere in the app, tap the arrow beside your name in the top right corner of the screen > A drop-down menu will appear > Tap **Log Out** to exit the app.

Notifications

View alerts for high scores, and see notifications when a patient has completed an assignment or another provider has ended one.

The screenshot shows the VAHealth Mental Health Checklist interface. At the top, there's a header with the VAHealth logo and a user profile for 'Fang, Kenneth'. Below this is a navigation bar with 'Home', 'Assessments', 'About', 'Feedback', and 'Help'. The main content area is titled 'Home' and features an 'Assign Assessments' button. Below this, a message explains that the tabs provide notifications on completed assessments. There are two tabs: 'Alerts' (active) and 'Completed'. The Alerts tab shows a table with columns: Patient Name, Assessment, Score, Assigned By, Date Submitted, Status, and Action. A single alert is shown for 'MORRISON, JUDY' with assessment 'GAD-7', assigned by 'FANG, KENNETH S', dated '8/2/2020', and status 'New'. The Action column has 'View' and 'Delete' buttons. At the bottom, there's a footer with contact information and version details.

| Patient Name | Assessment | Score | Assigned By | Date Submitted | Status | Action |
|----------------|------------|-------|-----------------|----------------|--------|----------------|
| MORRISON, JUDY | GAD-7 | | FANG, KENNETH S | 8/2/2020 | New | View Delete |

Viewing alerts for high scores

You will receive an alert when an assessment has a score severity of High. To view alerts, from the home screen, tap the Alerts tab (if necessary) > You will see the patient name, the assessment, the score, assigned by, date submitted and status. You can sort by any of these fields by tapping the header. To view the details of an assessment, tap **View**. To remove the assessment from your list of alerts, tap **Delete**.

The screenshot shows the 'Completed Assessment Details' screen. At the top, there's a navigation bar with 'Home', 'Assessments', 'About', 'Feedback', and 'Help'. Below this, there's a back arrow and the title 'Completed Assessment Details'. There are two buttons: 'Previous Assessment' and 'Next Assessment'. A patient information box shows 'Patient: MOBILEAPPSVETERAN, ONE', 'SSN: [redacted]', 'Date of Birth: [redacted]', and 'Sex: [redacted]'. Below this, it says 'PCL-5 (PCL-5)' and 'Date Completed: 5/22/2020 Assigned by: MobileAppsProvider, One'. The main section displays the 'Total Score: 42 out of 80' and 'Score Severity: High'. There's a 'Guide for Interpreting Scores' link. At the bottom, there's a 'Feedback for Patient (Optional)' section with a text area and 'Send' and 'Clear' buttons.

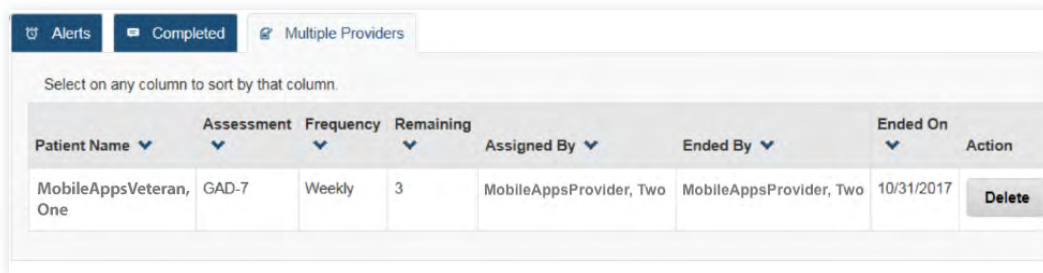
If the Veteran answers PHQ-9 Question 9 as potentially suicidal, emails are sent with links to the Veterans Crisis Line with the patient's contact information, and to you with the contact information and assessment answers.

Viewing notifications for completed assignments

You will receive a notification when a patient has completed an assigned assessment. To view notifications of completed assignments, from the home screen, tap **Completed** > You will see the patient name, the assessment, the score, assigned by and date submitted. You can sort by any of these fields by tapping the header. To view the details of an assessment, tap **View**. To remove the assessment from your list of completed assessments, tap **Delete**.

Viewing notifications for assignments ended by another provider

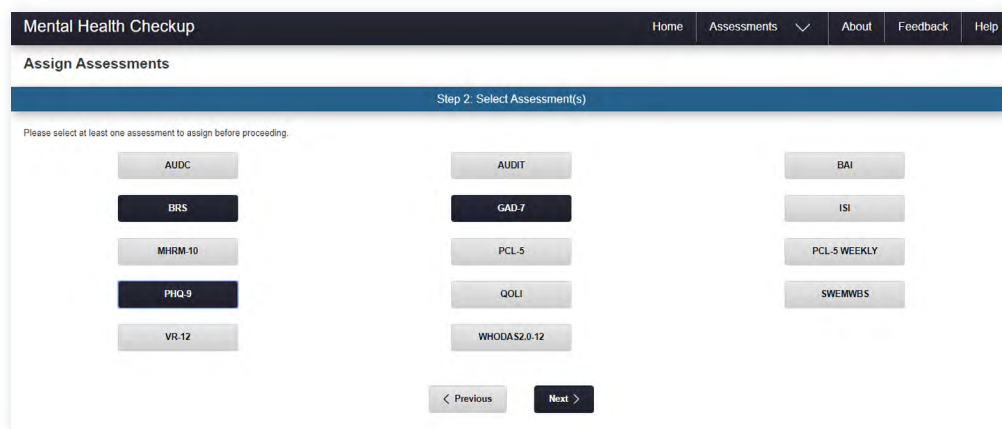
You will receive a notification when another provider has ended an assignment. To view notifications on assignments ended by another provider, from the home screen, tap **Multiple Providers**. This tab will not be visible if you do not have any notifications. For notifications of ended assignments, you will see the patient name, the assessment, the frequency, number of assessments remaining, assigned by, ended by and the ended on date. You can sort by any of these fields by tapping the header. To remove the notification about an ended assessment from your list, tap **Delete**.



| Select on any column to sort by that column. | | | | | | | |
|--|--------------|-------------|-------------|-------------------------|-------------------------|------------|--------|
| Patient Name ▾ | Assessment ▾ | Frequency ▾ | Remaining ▾ | Assigned By ▾ | Ended By ▾ | Ended On ▾ | Action |
| MobileAppsVeteran, One | GAD-7 | Weekly | 3 | MobileAppsProvider, Two | MobileAppsProvider, Two | 10/31/2017 | Delete |

Assessments

Assign, edit and end assessments.



Mental Health Checkup Home Assessments ▾ About Feedback Help

Assign Assessments

Step 2: Select Assessment(s)

Please select at least one assessment to assign before proceeding.

| | | |
|---------|--------------|--------------|
| AUDC | AUDIT | BAI |
| BRS | GAD-7 | ISI |
| MHRM-10 | PCL-5 | PCL-5 WEEKLY |
| PHQ-9 | QOLI | SWEMWBS |
| VR-12 | WHODAS2.0-12 | |

< Previous Next >

Assigning assessments

To assign an assessment you can: 1) From the home screen, tap **Assign Assessments**, or 2) From anywhere in the app, tap **Assessments** in the top right corner of the screen, and tap **Assign Assessments** from the drop-down menu that appears > Tap **Add Patient** > A pop-up Patient Search box will appear > Enter the name of the patient you would like to assign the assessment to and tap on their name > Tap **Select Patient** > The patient name will appear on the Selected Patient(s) List > Tap **Next** to continue creating the assessment > Tap the assessment you would like to assign to the patient (**GAD-7**, **PHQ-9**, **PCL-5**,

ISI, BRS, WHODAS12-2.0, VR-12, AUDIT, AUDIT-C, PCL-5 Weekly, PCL5-Monthly, MHRM-10, BAI, QOLI, SWEMWBS) > Tap **Next** > Determine the:

- Frequency – How often the assessment will be performed.
- Total Number of Times – Total number of times the assessment needs to occur.
- Start Date – Start date for the assessment.
- Instructions – Optional directions for the patient for completing the assessment.

* All fields are required.

Apply Individually

| Patient | Assessment | *Frequency | *Total Number of Times | *Start Date | Instructions | Delete |
|------------------------|------------|------------|------------------------|-------------|--------------|--------|
| MOBILEAPPSVETERAN, ONE | GAD-7 | Monthly | 12 | 06/21/2019 | None | |

< Previous Send >

When you finish entering this information, tap **Send** to assign the assessment or tap **Previous** to edit assessment information (**NOTE:** You can tap **Apply to All Assessments** if you want to apply the same frequency, total number of times, start date, and instructions to all assessments, or tap **Apply Individually** to customize settings for each assessment). Once the assessment has been successfully created, you will receive a confirmation message. You will also be shown any duplicate assignments.

Viewing assigned assessments

To view assigned assessments, from anywhere in the app, tap **Assessments** in the top right corner of the screen > Tap **View Assigned Assessments** from the drop-down menu that appears > Either:

1. Search by a specific patient – Tap **Patient Search**, and type in the patient's last name, last and first name or last name initial and last four Social Security Numbers (SSN) into the search field > Tap the patient you would like to select from the search results > A pop-up Search Patient Details will appear > Tap **Select Patient** and you will be taken to the assigned assessments.
2. View by assessment type – Tap **Select an Assessment** > Tap the assessment type you would like to view (**GAD-7, PHQ-9, PCL-5, ISI, BRS, WHODAS12-2.0, VR-12, AUDIT, AUDIT-C, PCL-5 Weekly, PCL5-Monthly, MHRM-10, BAI, QOLI, SWEMWBS**) from the drop-down menu that appears > All assessments that you have assigned of that type will be shown.

Regardless of if you are viewing a specific patient or a type of assessment, you will see the patient name, frequency, total number of times, remaining assessments, start/next due date and assigned by. You can sort by any of these fields by tapping the header.

To view assessments for another patient or to view another type of assessment, tap the Showing assignments drop-down > The option to do a patient search or select a type of assessment will appear as before.

Editing assigned assessments

You can change the assessment frequency, total number of times and instructions. From anywhere in the app, tap **Assessments** in the top right corner of the screen > Tap **View Assigned Assessments** from the drop-down menu that appears > Either:

1. Search by a specific patient – Tap **Patient Search**, and type in the patient's last name, last and first name or last name initial and last four SSN into the search field > Tap the patient you would like to select from the search results > A pop-up Search Patient Details will appear > Tap **Select Patient** and you will be taken to the assigned assessments.
2. View by assessment type – Tap **Select an Assessment** > Tap the assessment type you would like to view (**GAD-7**, **PHQ-9**, **PCL-5**, **ISI**, **BRS**, **WHODAS12-2.0**, **VR-12**, **AUDIT**, **AUDIT-C**, **PCL-5 Weekly**, **PCL5-Monthly**, **MHRM-10**, **BAI**, **QOLI**, **SWEMWBS**) from the drop-down menu that appears > All assessments that you have assigned of that type will be shown.

To update the frequency, tap the drop-down menu under Frequency > Tap **Once**, **Daily**, **Weekly**, **Biweekly**, **Monthly**, **Quarterly** or **Annually**.

To update the total number of times the assessment should be completed, tap the text field under Total Number of Times, and type in the number you would like to change it to.

To edit the instructions, tap **View/Edit** under Instructions > A pop-up Instructions box will appear > Edit the instructions in the text box > Tap **Save** to update, or tap **Cancel** to close the pop-up without saving.

Tap **Save Changes** to update the assigned assessment(s), or tap **Cancel** to exit without saving your changes.

Mental Health Checkup Home Assessments ▾ About Help

View Assigned Assessments

To begin, search for a patient or select an assessment. After your selection, the page will refresh so you can view assigned assessments for the selected patient or assessment.

▾ Showing assignments for patient. Select to change criteria.

Assignments for Patient: **MobileAppsVeteran, One** SSN: Date of Birth: Gender: **M**

Select an Assessment to Add ▾ Add

* All fields are required when making updates to the table.

| Assessment ▾ | Frequency | Total Number of Times | Remaining Assessments ▾ | Start/Next Due Date ▾ ⓘ | Assigned By ▾ | Instructions ▾ ⓘ | End |
|--------------|-----------|-----------------------|-------------------------|-------------------------|---------------|------------------|-----|
| AUDC | Weekly ▾ | 5 | 5 | 11/12/2018 | | View/Edit | ⓧ |
| GAD-7 | Monthly ▾ | 2 | 2 | 11/12/2018 | | View/Edit | ⓧ |

Ending assigned assessments

To end an assigned assessment, from anywhere in the app, tap **Assessments** in the top right corner of the screen > Tap **View Assigned Assessments** from the drop-down menu that appears > Either:

1. Search by a specific patient – Tap **Patient Search**, and type in the patient's last name, last and first name or last name initial and last four SSN into the search field > Tap the patient you would like to select from the search results > A pop-up Search Patient Details will appear > Tap **Select Patient** and you will be taken to the assigned assessments.
2. View by assessment type – Tap **Select an Assessment** > Tap the assessment type you would like to view (**GAD-7**, **PHQ-9**, **PCL-5**, **ISI**, **BRS**, **WHODAS12-2.0**, **VR-12**, **AUDIT**, **AUDIT-C**, **PCL-5 Weekly**, **PCL5-Monthly**, **MHRM-10**, **BAI**, **QOLI**, **SWEMWBS**) from the drop-down menu that appears > All assessments that you have assigned of that type will be shown.

A list of assigned assessments by patient or type will appear > Tap the white X in a blue circle under the End column to stop the assessment > A pop-up warning box will appear > Tap **Yes** to end the assessment, or tap **No** to close the pop-up and keep the assessment.

Completed Assignments

Graph, view details and provide feedback on completed assignments.

< Completed Assessment Details

Previous Assessment
Next Assessment

| | | | |
|------------------------|-------|---------------|-----|
| Patient | SSN | Date of Birth | Sex |
| MobileAppsVeteran, One | ***** | --/--/-- (-) | - |

PCL-5 (PCL-5)

Date Completed: 7/8/2019 Assigned by: MobileAppsProvider, One

Total Score:

7 out of 80

Cluster B: 1
Cluster C: 1
Cluster D: 3
Cluster E: 2

Score Severity:

None

Guide for Interpreting Scores

Graphing assessments over time

If a patient has multiple assessments of the same type completed, you can view as a graph. To view assessments as a graph, from anywhere in the app, tap **Assessments** in the top right corner of the screen > Tap **View Completed Assessments** from the drop-down menu that appears > Search for and select the patient whose completed assignments you would like to view > All completed assessments for that patient will appear, regardless of who assigned it > Tap **View Assessment Score Historical Graph(s)** > Each assessment type a patient has completed can be expanded by tapping on the assessment > Once you expand an assessment, the view will default to View as Graph, and all completed assessments will be represented by a dot on the graph. To view the data as a table, tap **View as Table**.

You can filter graph results to only include a specific number of assessments by tapping **Number of Assessments** and entering the desired number of assessments you wish to be displayed.



Viewing completed assessment details

You can view the details of a specific assignment including the overall score and answers to questions. To view the details of an assessment, from anywhere in the app, tap **Assessments** in the top right corner of the screen > Tap **View Completed Assessments** from the drop-down menu that appears > Either:

1. Search by a specific patient – Tap **Patient Search**, and type in the patient’s last name, last and first name or last name initial and last four SSN into the search field > Tap the patient you would like to select from the search results > A pop-up Search Patient Details will appear > Tap **Select Patient** and you will be taken to the assigned assessments.
2. View by assessment type – Tap **Select an Assessment** > Tap the assessment type you would like to view (**GAD-7**, **PHQ-9**, **PCL-5**, **ISI**, **BRS**, **WHODAS12-2.0**, **VR-12**, **AUDIT**, **AUDIT-C**, **PCL-5 Weekly**, **PCL5-Monthly**, **MHRM-10**, **BAI**, **QOLI**, **SWEMWBS**) from the drop-down menu that appears > All assessments that you have assigned of that type will be shown.

Tap **View** on the specific assessment you would like to view > The details of that assessment will appear, including the score, severity and answers to the questions. The patient’s name, SSN, date of birth (DOB) and sex will visible at the top of the screen. Tap **Previous Assessment** to go to the assessment completed just before, or tap **Next Assessment** to proceed to the next assessment.

Instructions: Below is a list of problems and complaints that people sometimes have in response to stressful life experiences. Please read each one carefully, then select the appropriate number to indicate how much you have been bothered by that problem in the past month

| Category | Response |
|--|----------------------------|
| The event you experienced was: | Testing this entry form. |
| The event happened: | within the past 6-10 years |
| Repeated, disturbing, and unwanted memories of the stressful experience? | Not at all |
| Repeated, disturbing dreams of the stressful experience? | Not at all |
| Suddenly feeling or acting as if the stressful experience were actually happening again (as if you were actually back there reliving it)? | Not at all |
| Feeling very upset when something reminded you of the stressful experience? | A little bit |
| Having strong physical reactions when something reminded you of the stressful experience (for example, heart pounding, trouble breathing, sweating)? | Not at all |

Sending feedback to patients

You can send feedback to a patient about a completed assignment. To send feedback to a patient, from anywhere in the app, tap **Assessments** in the top right corner of the screen > Tap **View Completed Assessments** from the drop-down menu that appears > Either:

1. Search by a specific patient – Tap **Patient Search**, and type in the patient’s last name, last and first name or last name initial and last four SSN into the search field > Tap the patient you would like to select from the search results > A pop-up Search Patient Details will appear > Tap **Select Patient** and you will be taken to the assigned assessments.
2. View by assessment type – Tap **Select an Assessment** > Tap the assessment type you would like to view (**GAD-7**, **PHQ-9**, **PCL-5**, **ISI**, **BRS**, **WHODAS12-2.0**, **VR-12**, **AUDIT**, **AUDIT-C**, **PCL-5 Weekly**, **PCL5-Monthly**, **MHRM-10**, **BAI**, **QOLI**, **SWEMWBS**) from the drop-down menu that appears > All assessments that you have assigned of that type will be shown.

Tap **View** on the assessment you want to send feedback about > The details of that assessment will be shown > In the text box under Feedback for Patient (optional), type in any comments you would like to send to the patient > Tap **Send** to send the feedback to the patient. To delete your entry and not send, tap **Clear**.

Help and Additional Information

Additional training materials for the Mental Health Checkup App

More resources, such as a Slideshow and FAQs, can be found on mobile.va.gov/appstore, and search for the app to access the resources.

Help Desk Information

If you need assistance with the Mental Health Checkup App, dial **1-844-482-6624** to speak with a VA representative. For TTY assistance, dial **711**.

Emergencies

If you feel that your information may have been compromised, contact your local VA facility to obtain contact information for your Privacy Officer. To locate your VA facility, visit VA's Facility Locator: <http://www.va.gov/directory/guide/home.asp?isflash=1>. Note that you should never use this app in an emergency situation. If you encounter an emergency, call your local medical center or dial **911**.

Appendices

Appendix #1: Project References

This app was developed according to an approved concept paper. The app was tested in a demo environment to ensure optimal functionality.

Appendix #2: Glossary

App – An application, or software program, that can be accessed through a website or mobile device and is designed to fulfill a particular purpose.

AUDIT – Alcohol Use Disorder Identification Test

AUDIT-C – AUDIT Alcohol Consumption Questions

BAI – Beck Anxiety Inventory

BRS – Brief Resilience Scale

DOB – Date of birth

GAD-7 – Generalized Anxiety Disorder - 7

ISI – Insomnia Severity Index

MHRM-10 – Mental Health Recovery Measure - 10

PCL-5 – PTSD Symptom Checklist

PHQ-9 – Patient Health Questionnaire - 9

QOLI – Quality of Life Inventory

SSN – Social security number

SSOi – Single Sign-On Internal Log In Screen

SWEMWBS – Short Warwick Edinburgh Mental Well-Being Scale

VA – Department of Veterans Affairs

VA Mobile Health – An initiative that aims to improve the health of Veterans by providing technologies that will expand care beyond the traditional office visit and includes the creation of secure mobile apps that will leverage the popularity of wireless technologies to support Veterans, Caregivers and VA clinical teams. [More at: mobile.va.gov]

VR-12 – Veterans RAND 12 Item Health Survey

WHODAS 2.0-12 – World Health Organization Disability Assessment Schedule 2.0, 12-item version