



NATIONAL COALITION *for* HOMELESS VETERANS

“The Care Coordination Home Telehealth (CCHT) Rural Demonstrations Project: A Symptom-Based Approach for Serving Older Veterans in Remote Geographical Settings”

Luptak, M., Dailey, N., Juretic, M., Rupper, R., Hill, R. D., Hicken, B. L., & Bair, B. D. / [Full Report](#)

Quick Takeaways:

- Care Coordination Home Telehealth (CCHT) uses a telephone-connected device to monitor various vital signs and adherence to treatment. It is intended for veterans with high treatment needs and who lack access to traditional VA facilities.
- Most veterans in the study were able to install and use the CCHT device after training.
- Most veterans reported high satisfaction with CCHT.

Study:

Researchers wanted to understand the feasibility of using CCHT to provide better treatment to veterans lacking access to VA facilities, especially rural veterans, by focusing on patient-centered care and early detection. Their main concerns were the difficulty of using the CCHT monitoring device and veteran satisfaction. Researchers recruited rural veterans 65 and older who were identified as having at least four active prescriptions and a high rate of health service utilization. They and their family members received an orientation on CCHT, including how to use and install the monitoring device. Researchers also collected information on their health status, needs, goals, and utilization.

After developing a personalized health plan with each veteran, the care coordinator used the CCHT monitoring device daily to track vital signs such as blood pressure, and used standardized health surveys to collect self-reported information on adherence to medications, physical aches, mood, and other factors. The care coordinator kept in contact with the primary care physician and other providers. Participants who had high-risk measurements or who did not report in daily were contacted by the care coordinator by phone, with further action was taken as necessary.

Findings:

Of those enrolled, 84% were able to install the CCHT device without assistance. Of those, a high percentage used it daily and reported high satisfaction with the program.

Conclusion:

While still in its early stages, CCHT shows great promise in providing much needed health services to veterans who lack access to traditional VA facilities. Daily monitoring and early detection are particularly useful for veterans with chronic conditions and high utilization. Veterans reported high satisfaction with CCHT, and most were able to install and operate the device with minimum support.

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