

Accenture
Federal
Services



Tech driven care

**SUPPORTING VETERANS AND
ACTIVE-DUTY SERVICE MEMBERS
THROUGH TECH-DRIVEN CARE**

In the ever-evolving landscape of mental healthcare, a new narrative is emerging. One where technology plays a pivotal role in supporting the mental health of Veterans and active-duty military personnel by promoting wellness and enhancing timely interventions with the aim to reduce death-by-suicide rates.

Demand for mental health services is increasing, generating immense pressure on mental healthcare professionals. Technology, however, presents viable options to alleviate healthcare resource constraints and enhance practitioners' ability to deliver care. It's not just a tool. It is a partner in providing the best possible care for our Veterans and active-duty military personnel.

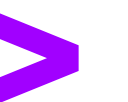




Experiencing burnout

Half of Veterans Health Administration (VHA) employees experience at least one symptom of burnout weekly, according to VHA's 2021 All Employee [Survey](#). And, patient caseload continues to rise.

A majority of psychologists report an increase in the severity of symptoms among their patients necessitating longer treatment periods, according to the American Psychological Association's 2023 Practitioner Pulse [Survey](#). And more than one-third of psychologists say they are burned out, the survey notes.



Exploring solutions

Fortunately, advancements in technology can help mental health practitioners optimize their time and reduce administrative burdens so they can cultivate a supportive environment for active-duty military and Veterans.

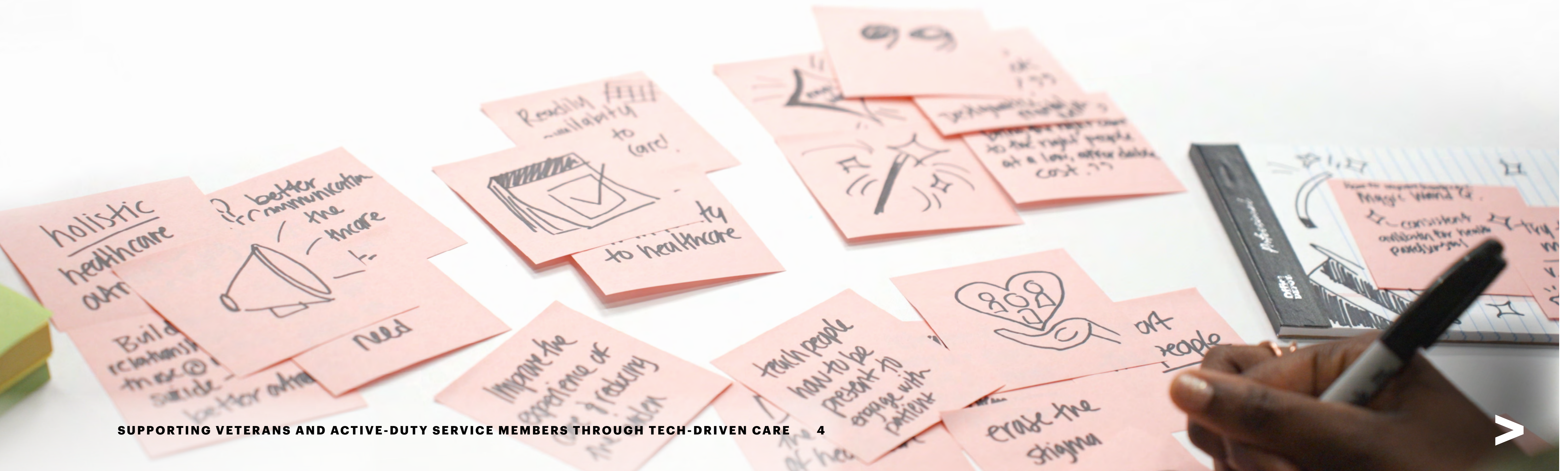
At [The Forge®](#), Accenture Federal Services recently convened a group of Veterans, mental health experts, and technologists to brainstorm this challenge and explore solutions. This initiative brought together experts across many disciplines to test technologies through research and prototyping to help federal agencies tackle their toughest challenges and find new ways to meet their mission.

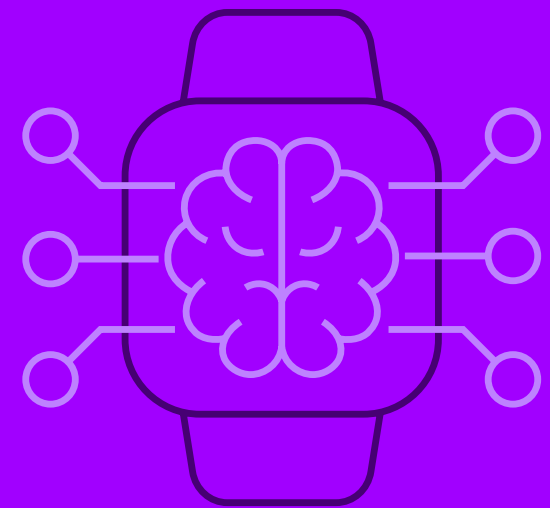
Their objective was clear: How to minimize mental health practitioners' administrative burdens so they can spend more time caring for Veterans and active-duty military personnel.



Everyone has a seat at the table

The focus group included Veterans, active-duty military members, government officials, mental health providers, academics, medical data experts and technologists across various disciplines including cloud, platforms and cyber. Assembling all the key stakeholders at the beginning of the process helped ensure a broad array of perspectives and insights were considered. Importantly, inclusive design was at the heart of this robust, co-creative process. This holistic approach enabled the group to move from concept to prototype in just 16 weeks, tailor-made for its intended users.





An Accenture survey of psychiatrists and psychologists found that 94% were neutral, somewhat comfortable or very comfortable discussing wearable data with Veterans.

Developing prototypes

I. Wearables fill data gaps

A top priority of the focus group was exploring how wearable devices and remote monitoring tools can aid mental health treatment for Veterans. These tools can gather real-time data on patient biometric trends and symptoms, providing clinicians with valuable insights. Practitioners can use this data to offer personalized support and interventions, enhancing patient outcomes.

Using an Accenture proprietary platform like HealthLink Connect, is an example of how this prototype might work. HealthLink Connect integrates data from multiple sources that Veterans may already be collecting such as smart watches for physical activity and neuro-tech devices such as Mendi for mental fitness.

Mendi, a headset and mobile phone app built by Mendi Innovation, is a neuro-feedback training device. It measures brain activity including blood flow and oxygenation in the prefrontal cortex which controls short-term memory, focus and ability to execute functions.¹

Armed with data from Mendi and other sources, HealthLink Connect helps patients track their health data, improve their mental fitness and focus, and empower them to actively participate in their own care.

1. Accenture and Mendi Innovation jointly presented a demonstration of BrainGym, a platform that integrates health data from multiple sources, at CES 2024 which won the "Best Brain Hack" award by Billboard Magazine.

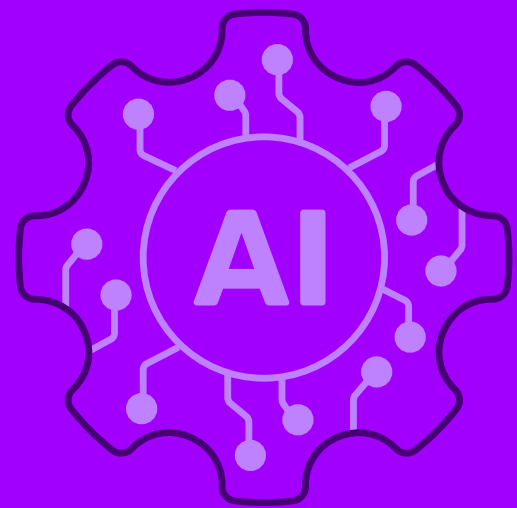


For practitioners, HealthLink Connect fills the gaps between patient visits, enabling them to monitor conditions more closely, personalize treatments, and respond proactively to changes in a patient's health, ultimately enhancing the effectiveness of medical interventions.

The prototype integrates various data systems using a data mesh architecture to ensure comprehensive support and coordinated care. More than just automating tasks, this technology creates a seamless integration of advanced artificial intelligence, machine learning and wearable devices to optimize the mental health care experience.

Not surprisingly, Veterans in the group expressed a strong desire for privacy, personalization, and control over their data and its sharing. Addressing these concerns requires transparency in the use of data. Ensuring confidentiality helps create a supportive environment where patients feel safe, understood and respected in sharing their information.





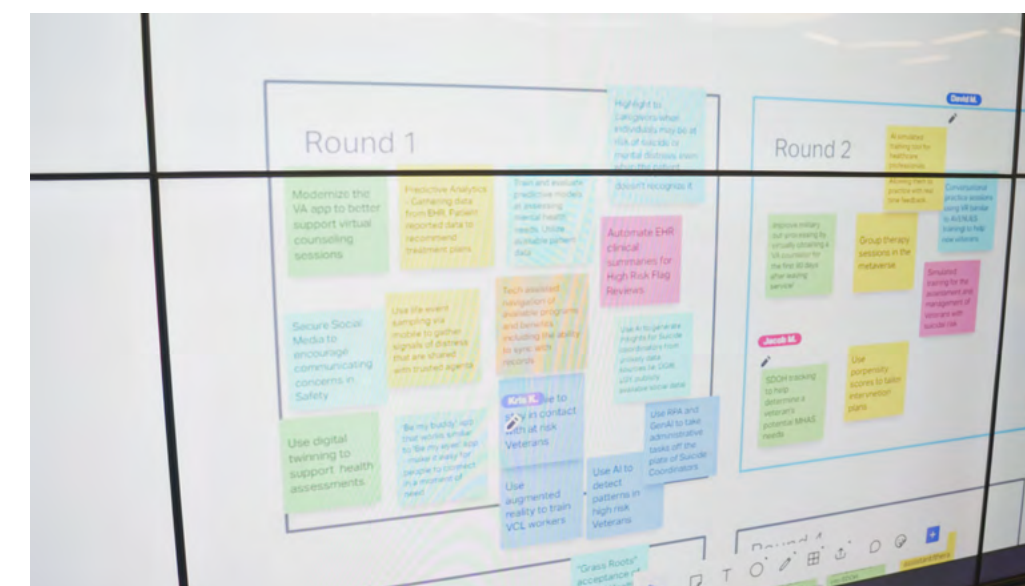
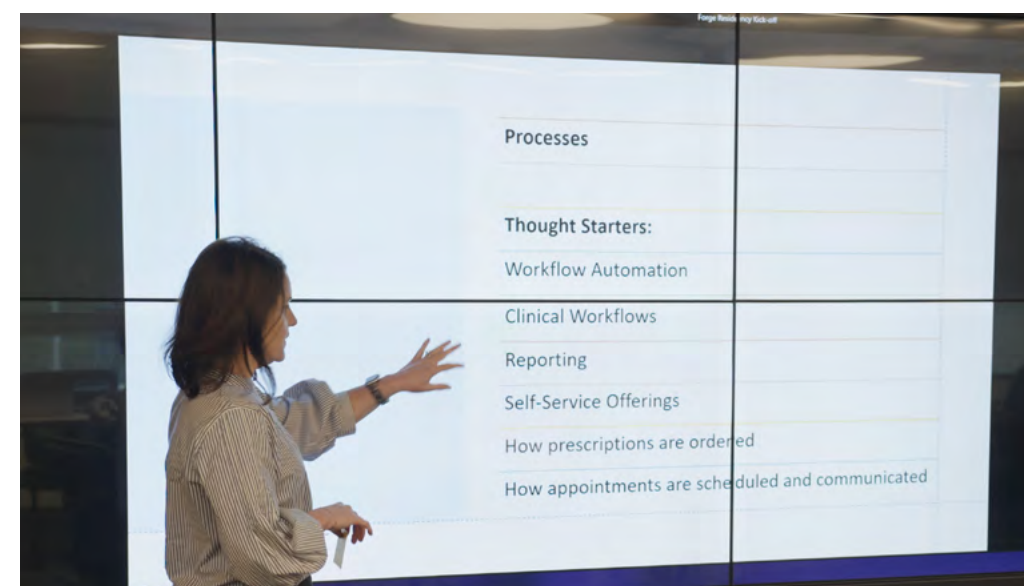
Consider this sobering fact: Each day, 17 Veterans die by suicide – nearly 72 percent higher than the suicide rate for non-Veteran U.S. adults. For mental health practitioners, the detailed, deadline-sensitive death-by-suicide reporting process can be overwhelming.

II. Facilitating mandated reporting

The group also formed a consensus around exploring the use of generative artificial intelligence (GenAI) to automate record reviews, report generation, compliance documentation and other administrative tasks to reduce the burden on mental health practitioners.

Specifically, the group sought assistance in complying with policies and procedures required of practitioners such as Congressionally mandated death-by-suicide reporting. This reporting is crucial as it ensures transparency and accountability in the handling of mental health issues, including the sensitive area of suicide prevention.

The group sought to streamline this reporting so that practitioners could shift their focus to preventive and urgent mental healthcare. Its conclusion: GenAI can make the death-by-suicide reporting process faster, more accurate and less burdensome for practitioners by automating form generation tasks.



Minutes back to the mission

Integrating advanced technology into mental health care significantly helps address the unique challenges faced by Veterans and active-duty personnel. By empowering them to actively participate in their healthcare journey, technology can improve patient outcomes while fostering a more supportive and respectful environment for mental health care.

Practitioners benefit too. When technology supports—rather than burdens—they, it can allow more time to focus on patient care, reduce burnout, and enhance personal interactions that are foundational to effective mental healthcare.

As these solutions are further developed and refined, the focus remains on maintaining privacy, personalization, and control over data, ensuring that Veterans and active-duty personnel receive the support they need.

“The Healthlink Connect App and wearable approach really resonates with me. We already are carrying around phones and smart watches everyday so if we can utilize those to help us get a better insight into our physical and mental health it will help us improve them.”

— Anthony Scholeno, Cloud Tech Architecture Delivery Manager, Accenture Federal Services.



About The Forge®

The Accenture Federal Services Forge® is focused on converging talents and technology from technical, academic, ecosystem partners and industry stakeholders to ideate, create, and test a series of prototypes aimed at tackling the federal government's most challenging problems and turning issues into solutions.

Reach out to [Jennifer Bassett](#) or [Susie Rainey](#) to get the conversation started.

Accenture Federal Services



About Accenture Federal Services

Accenture Federal Services is a leading US federal services company and subsidiary of Accenture LLP. We empower the federal government to solve challenges, achieve greater outcomes, and build a digital core that is agile, smart, and secure. Our 15,000 people are united in a shared purpose to advance our clients' mission-critical priorities that make the nation stronger and safer, and life better for people. We draw out the best of Accenture's global network in nearly every industry, bringing proven commercial innovation to solutions built with advanced R&D, emerging technologies, and human-centered design at speed and scale. Together, we help clients create lasting value for their workforce, customers, and partners and make a difference for the country and our communities. See how we make change that matters at [accenturefederal.com](https://www.accenturefederal.com).

About Accenture

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