

VHA Digital Divide Consult & Connected Device Program

Digital Inclusion · Good practice · United States of America

Quality score: 92/100

Evidence strength: Observational / pre–post

Summary

The US Veterans Health Administration's Digital Divide Consult (2020) standardises referrals for free loaned tablets and data. A 2024 cohort study found 119,926 tablet recipients up to 2.95x more likely to use video telehealth, though 37% had no video visit in six months.

Key dimensions

Dimension	Score
Innovation level	3/5
Sustainability (ongoing)	1/1
Evaluation evidence	1/1
Demonstrated reach	1/1
Documented learning	1/1

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-07-04

[Veterans Health Administration \(U.S. Department of Veterans Affairs\)](#) — accessed 2026-07-04

[JMIR 2024 cohort study](#) — accessed 2026-07-04

[VA News: Digital Divide Consult](#) — accessed 2026-07-04

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