



# VA Health Care Overview

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**VA** Health CARE | Defining **EXCELLENCE** in the 21st Century

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HONORING SERVICE  
**EMPOWERING**  
**HEALTH**

# About VA

## Mission:



**Core Values:** Integrity, Commitment, Advocacy, Respect & Excellence

**Core Characteristics:** Trustworthy, Accessible, Quality, Innovative, Agile & Integrated

# VHA's Mission and Vision

## Mission:

Honor America's Veterans by providing exceptional health care that improves their health and well-being.

## Vision:

VHA will continue to be the benchmark of excellence and value in health care and benefits by providing exemplary services that are both **patient-centered** and **evidence-based**.

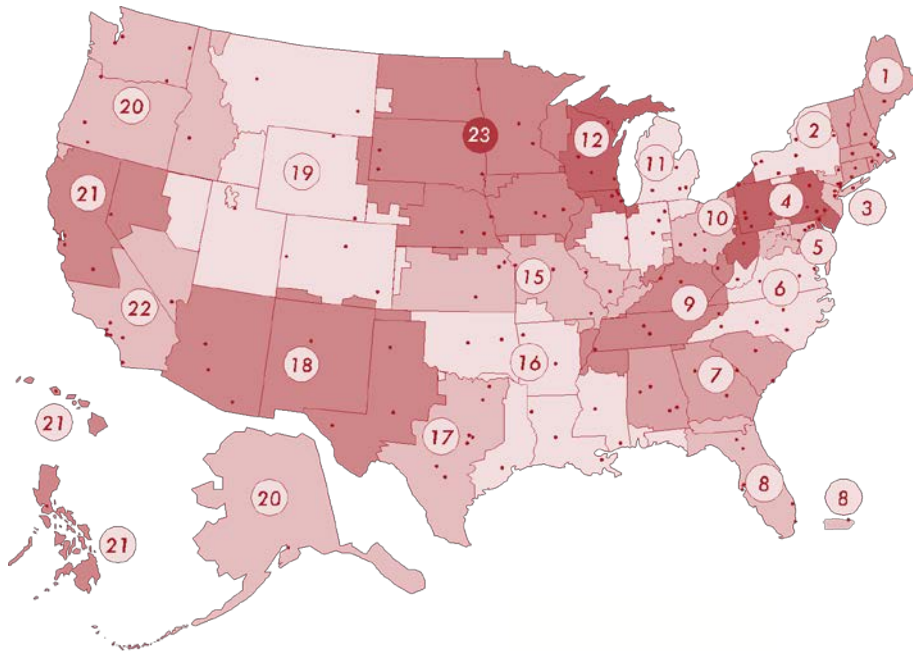
This care will be delivered by engaged, collaborative **teams** in an integrated environment that supports **learning**, **discovery** and **continuous improvement**.

It will emphasize **prevention** and **population health** and contribute to the Nation's well-being through education, research and service in national emergencies.



# Hospital System to Health System

In 1996, VA began the creation of Veterans Integrated Service Networks (VISNs) to transform VA Health Care from a “*Hospital System*” to a “*Health System*.” VHA currently has 21 VISNs.



- **1,018** Outpatient Services Sites
  - **14** Health Care Centers
  - **186** Multi-Specialty Community Based Outpatient Clinics
  - **562** Primary Care Community Based Outpatient Clinics
  - **256** Other Outpatient Services Sites
- **167** Medical Centers
- **2** Stand-Alone Extended Care Sites
- **9** Stand-Alone Residential Care Sites
- **300** Vet Centers
- **70** Mobile Vet Centers

# VA Vital Statistics

**9.11 Million** VA Health Care System Enrollees\*

**6.56 Million** VA Supervised & Administered Life Insurance Policies\*

**4.00 Million** Veterans Receiving VA Disability Compensation\*

**3.40 Million** VA Maintained Gravesites\*

**2.19 Million** Active VA Home Loan Participants\*

**1.09 Million** VA Education Beneficiaries\*

**301,645** Veterans Receiving VA Pension\*

**300,000** Veteran family members receiving care through VA health care programs\*

**1,100+**

VA Health  
Care Sites

**131**

VA National  
Cemeteries

**56**

VBA  
Regional  
Offices



\* As of FY 2015 Q2

# FY 2014 – End-of-Year Totals

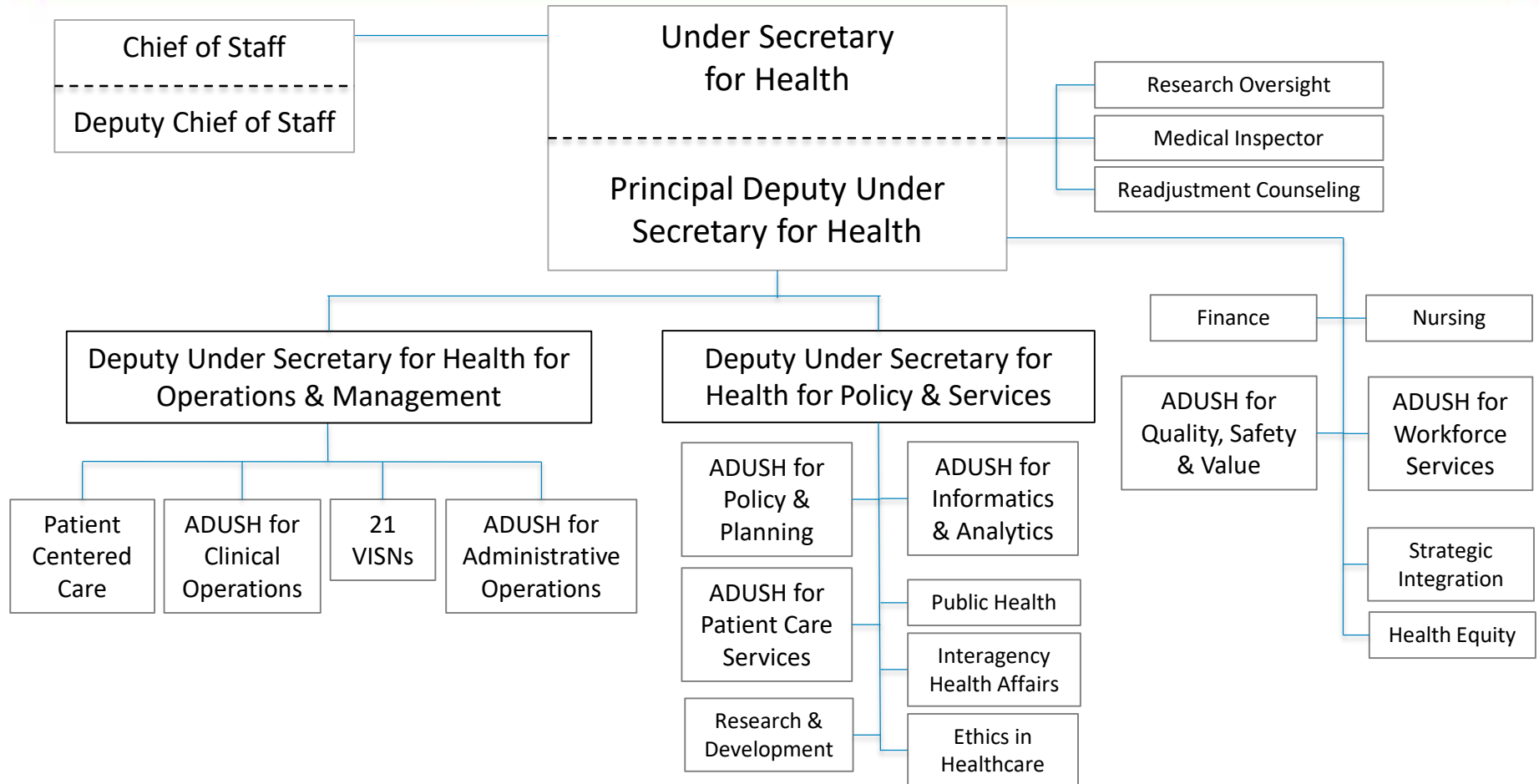
Enrollees.....**9.1 Million**  
Unique Patients Treated.....**6.6 Million**

Outpatient Visits.....**92.4 Million**  
Outpatient Surgeries.....**312,000**  
Inpatient Admissions.....**707,400**

Lab Tests (Inpatient & Outpatient).....**272.7 Million**  
Prescriptions Dispensed (30-Day Equivalent).....**271.4 Million**  
Prosthetics Services Performed.....**17.6 Million**

Source: FY 2014 End-of-Year Pocket Card

# VHA Organizational Chart





# Veterans Health Administration

Personalized, Proactive,  
Patient-Driven Care



# Veteran-Focused Services

In addition to providing standard health care services, VA focuses on providing specialized health care services that are uniquely related to Veterans' health and special needs.

- Amputation Care
- Blind Rehabilitation Services
- Environmental Exposure Care
- Military Sexual Trauma Counseling
- Polytrauma/Traumatic Brain Injury Care
- Post-Deployment Health Care
- Posttraumatic Stress Disorder (PTSD) Care
- Prosthetic and Sensory Aid Services
- Readjustment Counseling
- Spinal Cord Injury Care
- Substance Abuse Care





# Patient Aligned Care Teams (PACT)

VA has implemented the Patient Aligned Care Teams (PACT) model in an effort to become a more personalized, proactive, patient-driven health care system.

PACT emphasizes a team-based, patient-driven approach to care that is more comprehensive, better coordinated, and more accessible

## PACT Teams Include:

- Primary Care Provider (Physician , Physician Assistant, or Nurse Practitioner)
- RN Care Manager
- LPN or Medical Assistant
- Clerk

## With Support from:

- Social Workers
- Nutritionists
- Behavioral Health Staff
- Clinical Pharmacists

# Connected Health

VA is aligning virtual care technologies to create a seamless, unified experience for Veterans across all VA patient-facing technologies.

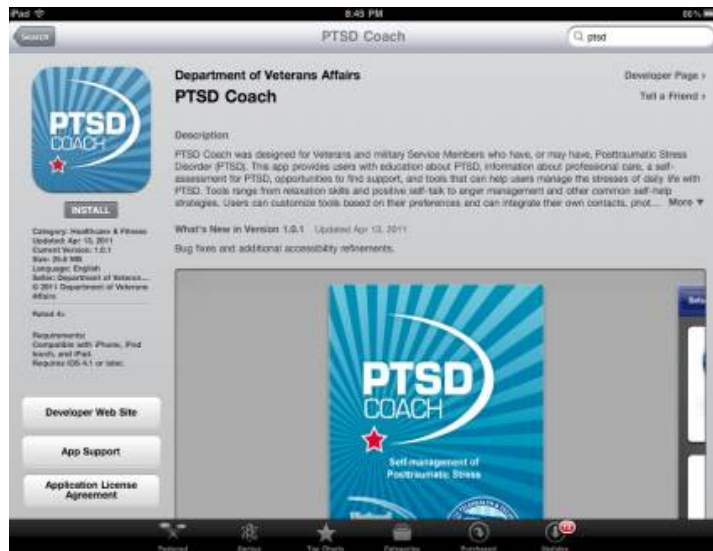
## VA's virtual care technologies include:

- Clinical Video Telehealth
- Home Telehealth
- Store and Forward Telehealth
- Telemental Health
- Mobile Health
- My HealtheVet
- Secure Messaging
- SCAN-ECHO
- Mobile Apps
- VA Point of Service Kiosks



# Expanding On-the-Go Resources

The “PTSD Coach” mobile app is one of the first in a series of VA and DoD jointly-designed resources to help Servicemembers and Veterans manage their readjustment challenges and get anonymous assistance.



- In FY 14, VHA developed and launched the **TBI Concussion Coach** mobile App to better meet the needs of Veterans who have suffered mild to moderate concussion with TBI.
- The App provides tools to recognize symptoms and to identify and make us coping strategies.
- 166,000 Downloads

# My HealthVet

A personal My HealthVet account provides Veterans with 24/7 online access to a variety of tools to manage their health care.

[www.myhealth.va.gov](http://www.myhealth.va.gov)



Communicate with  
Participating Patient  
Aligned Care Team  
Members



View Appointments  
and Health  
Information



Refill and Track  
Prescriptions



Download and Share  
Personal Health  
Record

# Secure Messaging

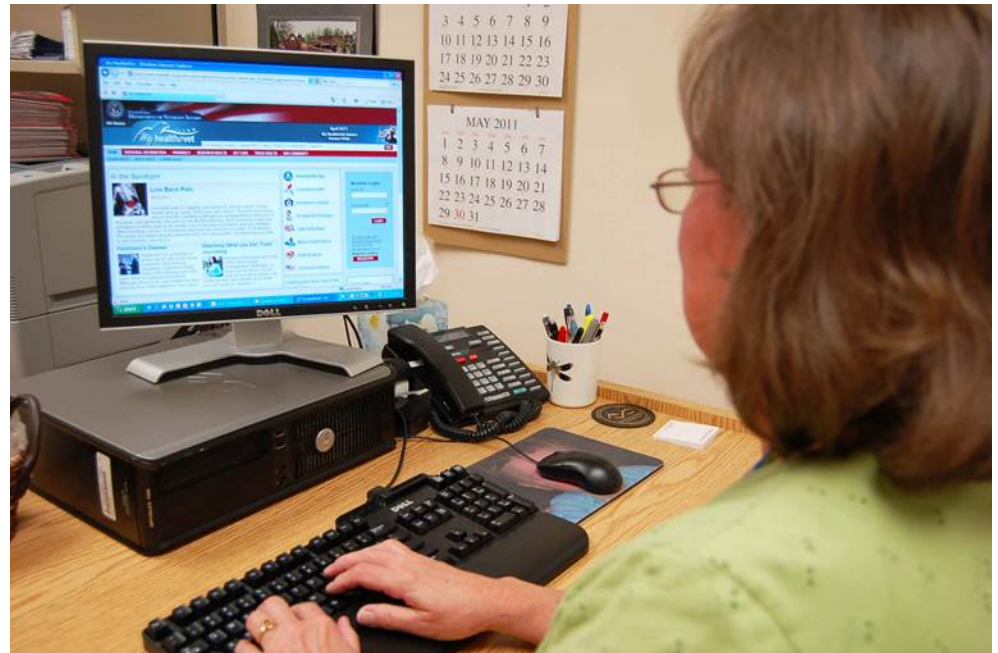
Patients and providers are able to communicate securely online through VA's Secure Messaging accessible through My HealtheVet.

In FY 2013, VA expanded its use of Secure Messaging in:

- Primary Care
- Specialty Care
- Surgical Care

In FY 2014, VA launched Secure Messaging in:

- Mental Health
- Dentistry
- Rehabilitation
- Prosthetic Services



# Home Telehealth

VA's home telehealth program aims to make the patient's home the preferred place to receive care, whenever possible.



In FY 2014, VA's home telehealth program supported 156,826 Veterans, with 40,886 avoiding long-term institutional care as a result of these services

# Reaching Rural Veterans

Approximately 3.1 million Veterans enrolled in VA health care live in rural areas.



VA continues to expand health access to rural Veterans through:

- Community Based Outpatient Clinics
- Non-VA Medical Care
- Home-Based Telehealth
- Mobile Health Clinics
- Rural Health Care Partnerships
- Telehealth Outreach Clinics



# Helping Homeless Veterans

VA's major homeless programs constitute the largest integrated network of homeless assistance programs in the country, offering a wide array of services to help Veterans recover from homelessness and live as self-sufficiently and independently as possible.



- Prevention Services
- Housing<sup>1</sup> and Supportive Services
- Treatment
- Employment, Income and Benefit Assistance
- Outreach and Education
- Community Partnerships

<sup>1</sup>Note: Permanent housing provided by US Department of Housing and Urban Development (HUD) using HUD-Veterans Affairs Supportive Housing (HUD-VASH) vouchers



# Mental Health Initiatives

## **National Suicide Prevention Campaign**

- Toll-free Veterans Crisis Line, online chat, and text-messaging services offer confidential support 24 hours a day, seven days a week, 365 days a year
- Suicide Prevention Coordinators at all VA Medical Centers and large outpatient facilities
- In FY 2013, VA increased the capacity of the Veterans Crisis Line by 50 percent to help ensure that Veterans in crisis can readily reach help
- Since its inception in July 2007, the Veterans Crisis Line (1-800-273-TALK, press 1) has received more than 1.6 million calls, 207,700 chats, 32,300 texts, and has saved more than 45,000 Veterans in imminent danger

## **Make the Connection Campaign**

- In FY 2014, VA continued expanding the “Make the Connection” national public awareness campaign to promote mental health resources to Veterans and their families

# Vet Centers

Veterans or Servicemembers who have served in any combat zone, can access of readjustment counseling services through more than 300 Vet Centers located across the country.

## Services offered at Vet Centers include:

- Individual & group counseling for Veterans & their families
- Family counseling for military-related issues
- Bereavement counseling for families who experience an active duty death
- Military sexual trauma counseling & referral
- Outreach and community education
- Substance abuse assessment & referral
- Employment assessment and referral
- VA benefits explanation and referral
- Referral to other VA services
- Combat Vet Call Center: **1-877-927-8387**



# Caring for Women Veterans

VA is enhancing services and access to ensure women Veterans receive.

## Recent VA advancements include:

- Training 2,000+ Primary Care Providers through a 3 day Mini-Residency in Women's Health
- Enhancing high quality breast cancer care through development of national breast cancer task force and standardized guidance for breast cancer care
- Partnering with the American Heart Association's on the Go Red for Women campaign to increase awareness of Cardiovascular Disease in women Veterans
- Developing s Maternity Care Coordination policy
- Providing guidance on Emergency Medical Services for Women Veterans across the health care system
- Developing a Reproductive Mental Health Steering Committee Core & Curriculum



# Caring for Elderly Veterans

VA's geriatric and palliative services help alleviate patient and family suffering and allow elderly Veterans to live as fully as possible, whether in active treatment of serious illness or at the end of life.

VA leads in providing the greatest menu of services and support to elderly Veterans, including:

## **Nursing Home & Residential Settings:**

- VA Community Living Centers
- Community Nursing Homes
- State Veterans Homes
- Community Residential Care
- Medical Foster Homes

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## **Home & Community Based Services:**

- Adult Day Care
- Home Based Primary Care
- Homemaker & Home Health Aide Care
- Hospice & Palliative Care
- Program of All-Inclusive Care of the Elderly (PACE)
- Respite Care
- Skilled Home Health Care



# Palliative Care Advancements

VA provides palliative and end-of-life care services to Veterans of all ages throughout the country.

## Recent VA advancements include:

- VA's collaboration with the National Hospice and Palliative Care Organization on the We Honor Veterans ([www.WeHonorVeterans.Org](http://www.WeHonorVeterans.Org)) campaign has helped engage more than 2,000 community hospices in improving end of life care for Veterans
- VHA's Hospice and Palliative Care Program received the 2013 American Hospital Association's Citation of Honor Award
- VA commitment to compassionate and comprehensive end of life care has resulted in more bereaved family members rating VHA's care at end of life as "excellent"



# Supporting Caregivers

Family Caregivers are VA's partners in providing the best care to Veterans.

**VA provides a menu of services to assist and support family Caregivers, including:**

- Caregiver Support Line (1-855-260-3274)
- Education and Training
- Family Support Services
- In-Home Care
- Respite Care
- Aid and Attendance Compensation
- Home Adaptation
- Automobile Modification
- Transportation Assistance
- Stipend, CHAMPVA and other special services for Caregivers of eligible post 9/11 Veterans.



# Health Care for Family Members

VA provides health care coverage to eligible family members through the Civilian Health and Medical Program of the Department of Veterans Affairs (CHAMPVA) and Spina Bifida Health Benefits Program.

- More than 320,000 family members receive care through these programs, at a cost of more than \$1.4 billion
- Customer satisfaction ratings with these programs are extremely high and VA scores well ahead of comparative benchmarks in the private sector and other government agencies



## 2013 American Customer Satisfaction Index Scores:

- 91 (out of 100) for CHAMPVA
- 87 (out of 100) for Spina Bifida Health Care Program



# Dental Insurance Program

In November 2013, VA announced a partnership with Delta Dental and MetLife to allow eligible Veterans, plus family members receiving care under the Civilian Health and Medical Program (CHAMPVA), to purchase affordable dental insurance.

- This program is for Veterans with no dental coverage, or those eligible for VA dental care who would like to purchase additional coverage.



# Tomorrow's Innovations

These VA research projects hold the promise of significant advancements to improve Veterans' lives.



Neurotechnology, robotics, and tissue engineering to build better prostheses



Improved prosthetics using titanium implants



PTSD Medication Development



Advancement of the DEKA Arm in conjunction with DEKA and Defense Advanced Research Projects Agency