

VA



U.S. Department
of Veterans Affairs

Aging Veterans and the Veterans Health Administration (VHA): Resources and Community Partnerships

Presentation to the National Coalition on Mental
Health and Aging
June 26, 2017

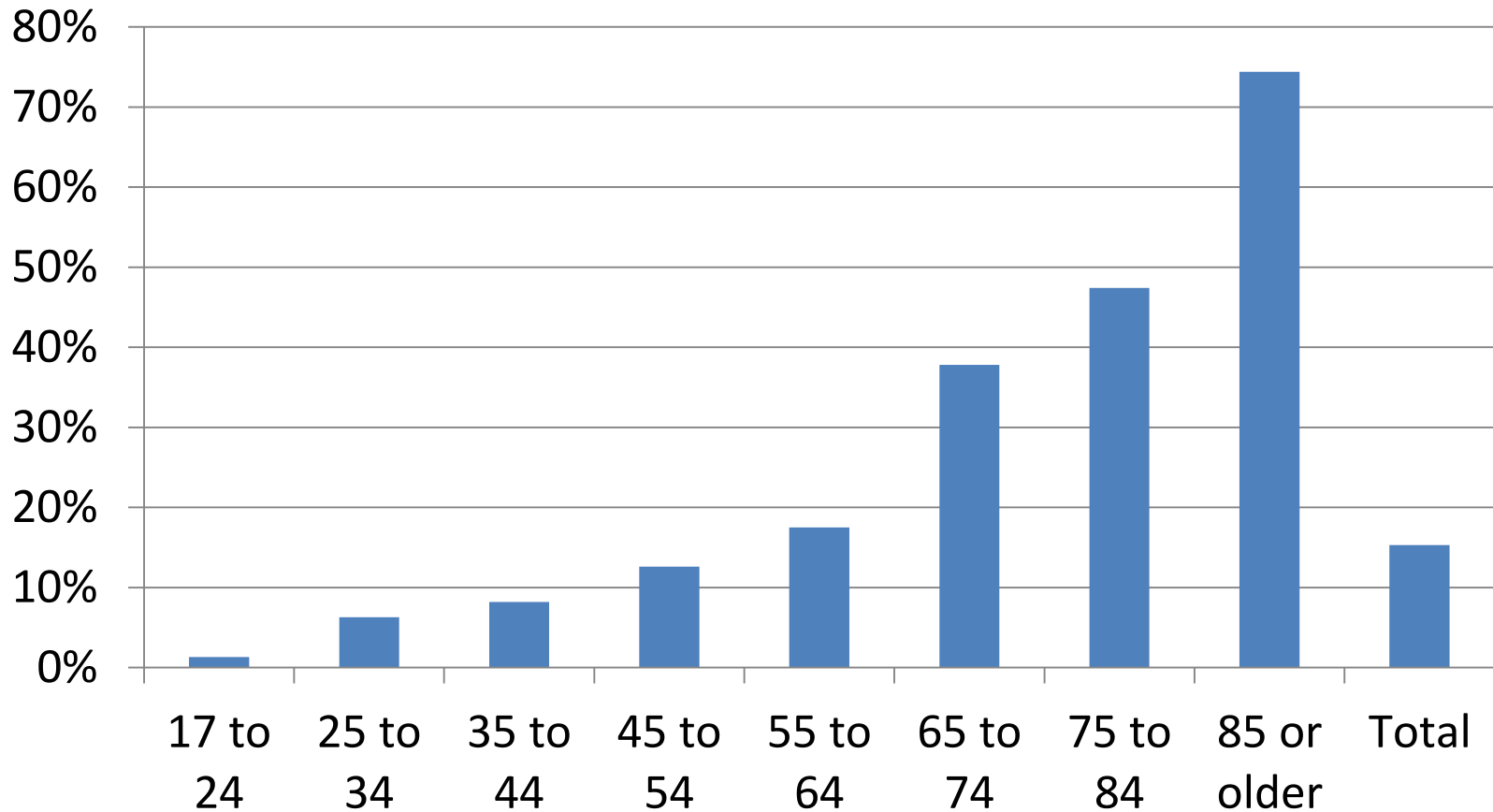


Presenters

- Michele J. Karel, PhD, ABPP, Psychogeriatrics Coordinator, Office of Mental Health and Suicide Prevention
- Jamie D. Davis, PhD, Health Systems Specialist, Office of Community Engagement
- Kenneth Shay, DDS, MS, Director of Geriatric Programs, Geriatrics and Extended Care Services
- Gwenn Sullivan, MSN, Veteran Community Partnerships, Contractor, National Hospice and Palliative Care Organization
- Wendy Tenhula, PhD, Deputy Chief Consultant for Specialty Mental Health, Office of Mental Health and Suicide Prevention



Percent of American Men who are Veterans across Age Groups (2015)

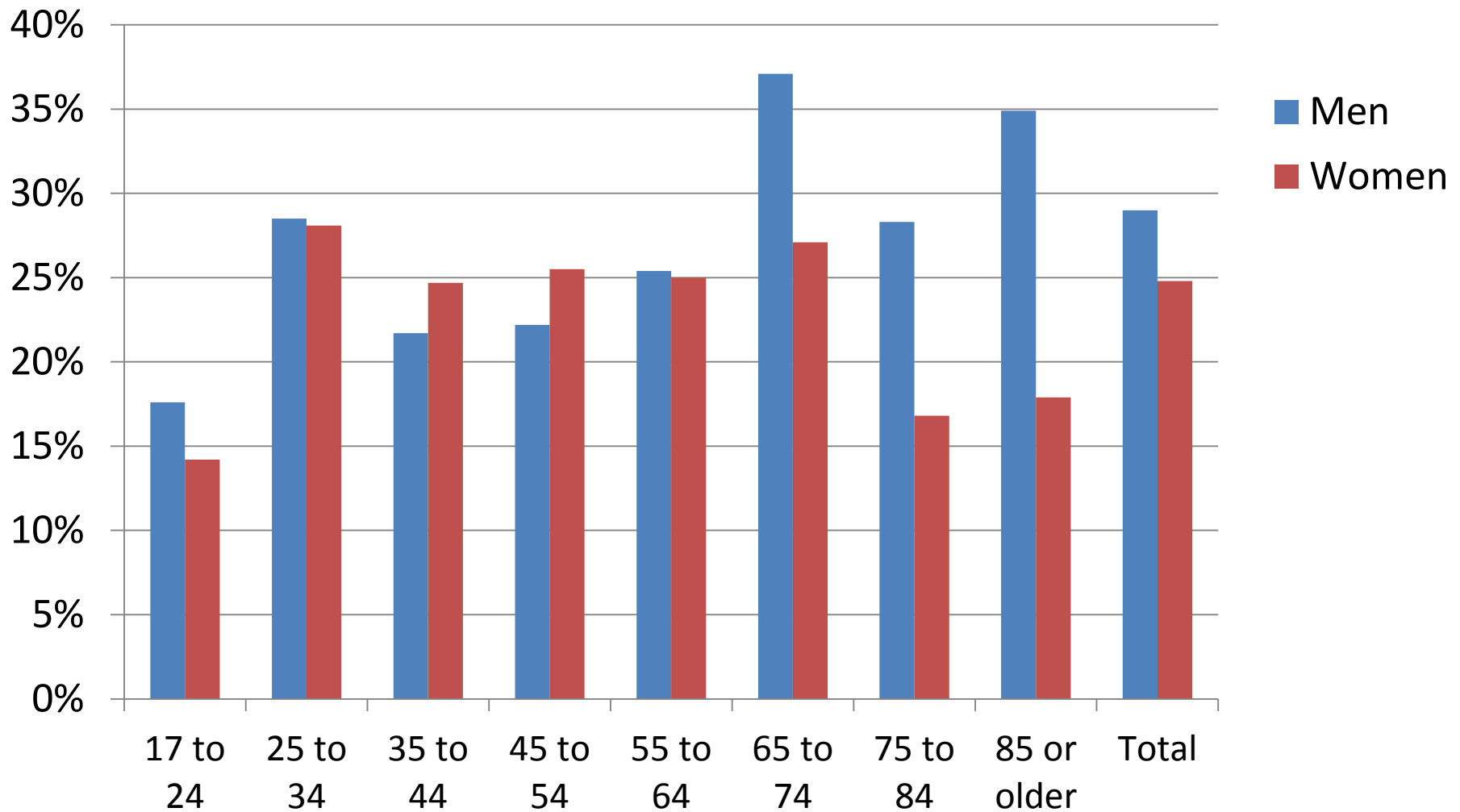


% of Women who are Veterans is 1-2% across age groups

Source: National Center for Veterans Analysis & Statistics



% of Veterans who Use VHA Services (FY15)



Source: National Center for Veterans Analysis & Statistics



VHA Community Engagement Mission

Enhance and Develop Trusted Partnerships

with Federal, State, Private Sector, Academic Affiliates, Veteran Service Organizations and Non-Profit Organizations - *VA Strategic Plan Goal #2*

- ✓ Facilitator and access point to organizations interested in partnering with Veterans Health Administration in the service of Veterans.
- ✓ Resource and catalyst for the growth of responsible and productive partnerships.

Partnerships build capacity, leverage resources, address new and emerging needs, and build on the experiences and knowledge of each other.



Why Partner With VHA?

- Advance shared objectives
- Enhance impact through resource sharing
- Demonstrate measurable outcomes

No single office, organization, or agency owns the expertise and resources to deliver ALL of the benefits, services, and resources necessary to meet the needs and expectations of every Veteran.



Strategic Partnerships



**Maximize
External
Proposals**

Opportunistically match external, unsolicited offerings to help with existing and emerging Veteran needs.

**Proactive
Engagement**

Proactively solicit and engage in partnerships to help with existing and emerging Veteran needs.

**Sustain
Improve
Replicate**

Sustain, Improve, and Replicate established partnerships to effectively leverage resources and serve Veterans.

Overarching Goal

***VA becomes a
Leader in the
National
Veterans
Partnerships
Space***

**Contact information:
Jamie D. Davis, Ph.D.**

Jamie.davis5@va.gov; (202) 461-5296

Or Email Us:

VHACommunityEngagement@va.gov





Aging Veterans: Background

- There are over 22 million Veterans in the U.S.
- ~9 million Vets enrolled; 47% over age 65
- Elderly Veterans are “10 years older” than age-matched non-Veteran counterparts
 - More interacting diagnoses, drugs
 - More functional dependence
 - More caregiver needs and challenges
- 70% of VA patients over age 65 use one or more other healthcare services—*yet there is no systematic linkage among providers/services*
 - Discontinuities in care and documentation
 - Redundant and missed services



Veteran-Community Partnerships

Vision

- All Veterans and their caregivers will have access to, and choices among, the services that allow our Veterans to stay in the place they call home.

Mission

- To foster Veterans seamless access to, and transitions among, the full continuum of non-institutional extended care and support services in VA and the community.

“Serving those who served for us”



What is a VCP?

Veteran Community Partnerships (VCP) are formalized partnerships through which local VA facilities connect with state and local community service agencies in an effort to:

- **Enhance** and improve access to and quality of care
- **Promote** seamless transitions
- **Educate** community agencies & VA providers
- **Support** caregivers
- **Develop and foster** strong relationships between VA and community agencies and providers



VCP Locations (Sites Trained)





Who is Involved?

VA Medical Center Partners:

- Hospice and Palliative Care
 - VA Voluntary Service
 - OIF/OEF program
 - Social Work Service
- Nursing Service/Community Health
 - Mental Health Service
- Geriatrics and Extended Care
 - Office of Public Affairs
 - Homelessness
- Veteran Experience Office

Community Partners:

Veterans

Veterans Services Organizations

Hospice-Veteran Partnerships

Community, county, and state
human services agencies

Aging network

Caregivers

Caregiver coalitions

Academic institutions

Service Organizations

Faith-based organizations

Non-profits

Charitable organizations

Philanthropic organizations

Hospice organizations

Home care agencies

Respite organizations

Disability groups



VCP National Advisory Council

- Administration for Community Living*
- Disabled American Veterans*
- LeadingAge (formerly American Association of Homes and Services for the Aging) *
- National Alliance for Caregiving*
- National Association of Area Agencies on Aging*
- National Hospice and Palliative Care Organization*
- VHA Hospice-Veteran Partnership Workgroup
- VHA Office of Care Management and Social Work
- VHA Office of Community Engagement
- VHA Offices of Geriatrics and Extended Care
- VHA Office of Nursing Service
- VHA Offices of Primary Care Services
- VHA Office of Rural Health

** ex officio members*



Activities of VCPs

- **Conduct assessments** to determine the unique needs of Veterans within communities
- **Exchange information between VA and community agencies** in an effort to keep both informed of local and VA resources, strengths, and potential growth areas
- **Educate community agencies** about specific veteran-related issues and benefits
- **Conduct community outreach educational programs** for veterans groups/community agencies to provide information on the VA continuum of care, available resources, and options
- **Hold local/regional/statewide educational events** for both community and VA stakeholders to provide information on the continuum of care options and VA healthcare system
- **Create/disseminate educational tools** that partners can access for the most current and complete information on resources for veterans, in VA and in the community...*And more!*



Feedback about VCP

“We have humanized VA in this area and torn down many walls and built bridges because of our Veteran Community Partnership.

I have more people calling from community organizations to refer Veterans who have never enrolled and accessed their VA benefits.

And I have more information about community organizations that can provide quality services for our Veterans and caregivers if not available at VA.”



VCP Resources – Toolkit, Reports, Etc.



"Serving those who served us"



www.wehonorveterans.org/vcp



Mental Health Resources: Community Healthcare Professionals

- Community Provider Toolkit
- Military Culture Competence Training
- Posttraumatic Stress Disorder (PTSD) Consultation Service & PTSD 101 Course
- Make the Connection
- Veterans Crisis Line



VA COMMUNITY PROVIDER TOOLKIT

SERVING VETERANS THROUGH PARTNERSHIP



Providing Key Information and Tools for Providers Serving Veterans:

- Military service screening
- Military culture
- Behavioral health treatment services and resources



<http://www.mentalhealth.va.gov/communityproviders/>



Military Culture: Core Competencies for Healthcare Professionals

Goals:

- to help health care professionals be more culturally competent when they serve Servicemembers, Veterans and their families.
- to identify and help healthcare professionals address their own biases, beliefs and assumptions about the military that may influence how they provide care.
- 4 modules
- web-based
- 8 free continuing education units



www.vha.train.org



Military Culture: Core Competences for Healthcare Professionals

Course Content:

- *Module 1: Self-Awareness and Introduction to Military Ethos*
- *Module 2: Military Organization and Roles*
- *Module 3: Stressors and Resources*
- *Module 4: Treatment Resources and Tools*

www.vha.train.org



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PTSD Consultation Program
FOR PROVIDERS WHO TREAT VETERANS

About the Consultants

- Experienced senior psychologists, psychiatrists, social workers, pharmacists, and other health professionals who treat Veterans with PTSD
- Available to consult on everything from your toughest cases to general PTSD questions

Ask about:

- Evidence-based treatment
- Medications
- Clinical management
- Resources
- Assessment
- Referrals
- Collaborating with VA on Veterans' care
- Developing a PTSD treatment program

Available Resources - www.ptsd.va.gov/consult

- Free continuing education
- Videos, educational handouts, and manuals
- PTSD-related publications
- PTSD and trauma assessment and screening tools
- Mobile apps, and more



WWW.PTSD.VA.GOV



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PTSD101

WINDOWS TO THE BRAIN: NEUROPSYCHIATRY OF TBI

Presented by
National Center for PTSD
U.S. Department of Veterans Affairs

Check for updates



COGNITIVE BEHAVIORAL PSYCHOTHERAPIES FOR PTSD

Presented by
National Center
for PTSD
U.S. Department of
Veterans Affairs



ASSESSMENT OF PTSD

Presented by
National Center
for PTSD
U.S. Department of
Veterans Affairs

Check for updates





MAKE THE CONNECTION

www.MakeTheConnection.net

- Is relevant to all Veterans and their families, **regardless of eligibility for VA care** or the range of mental health issues they may be experiencing
- Informs Veterans, their families and friends, and members of their communities about **resources designed to help Veterans live well**
- **Reaches Veterans where they are**—online and through trusted media and influencers—when they need support
- Features **true stories** from real Veterans, which serve as a powerful tool in breaking down barriers and can **help Veterans realize they are not alone**

<http://maketheconnection.net/stories/98>



Free, confidential support 24/7/365

Veterans Crisis Line



1-800-273-8255
PRESS 1

- Veterans
- Family members
- Friends
- Service members

• • • • Confidential chat at **VeteransCrisisLine.net** or text to **838255** • • • •



Links to VHA Program Information

- Geriatric and Extended Care programs:
<http://www.va.gov/geriatrics/>
- Mental Health Services:
<http://www.mentalhealth.va.gov/>
- Caregiver Support Program:
<http://www.caregiver.va.gov/>
- Social Work Services:
<http://www.socialwork.va.gov/>



Summary

- Many older Americans, especially men, are Veterans
 - Older Veterans use both VHA and non-VHA health care services
- Veteran-Community Partnerships are critical to ensure excellent access to and coordination of care
- VHA has many resources for older Veterans and for community professionals who care for them
- We look forward to partnering with you!