

VA/DoD Explore New Partnerships 2004

• VSO Brief 2004



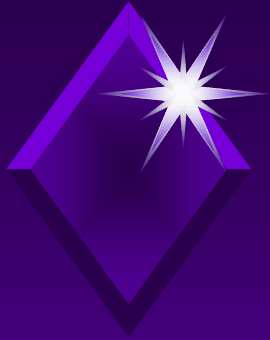
*DoD/VA
Seamless
Transition*

*Colonel Sandra Pufal
OSD Medical Readiness*

Marianne Mathewson-Chapman, PhD, ARNP
Nurse Executive, Veterans Health Administration

Nona Hall, BSN, MA

Program Manager, DoD/VA Program Coordination Office



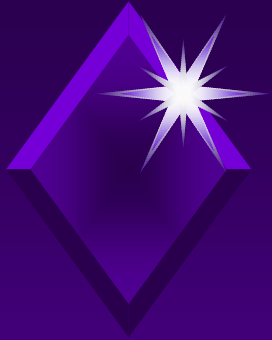
Overview

- **Impact of War on Medical Readiness of the Force**
- **Seamless Transition Activities:**
 - “War Wounded”
 - “War Well”
- **DoD/VA Partnerships: What Lies Ahead**
- **Role of VSOs in Seamless Transition**



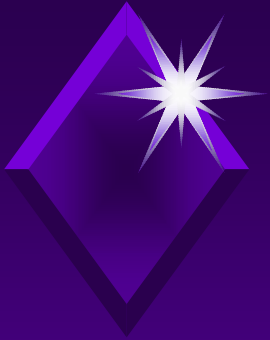
*The Impact of War
and Re-Deployment “War Well”*





Post Deployment Medical Requirements

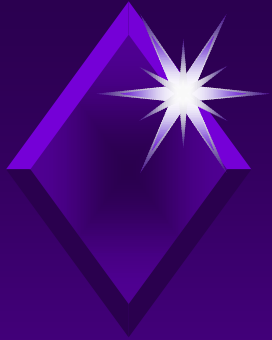
- **Post-Deployment Health Assessment**
- **Blood Sample**
- **Review with a healthcare provider**
- **Optional physical examination**
- **Risk communication briefings related to deployment**



Deployment Related Concerns

Reserve Components

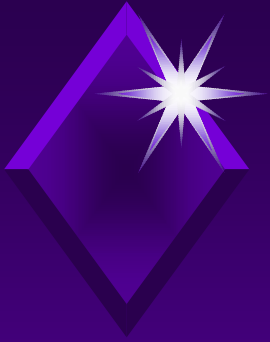
- **Family**
 - Family financial hardships
 - Isolation leads to fear and anger
 - Resentment towards reservist
 - Adjustment to change in role and selves
 - Homecoming let-down
- **Community**
 - Resentment toward RC family
 - Isolation by community
 - Varied support systems



Deployment Related Concerns

Civilian Employment

- **Adjustments to Re-employment**
 - **Colleague resentment**
 - Work load
 - Objections to the war
 - **Impact on Career Progression**
 - **Adjustment to work policy changes**
 - **Unrealistic expectation of employer**
 - **Adjustment to work priorities/pace**



Deployment Related Concerns

Health Post- Deployment

- **Health Concerns**
 - **Physical and Emotional Changes by the experience of war – comes home a different person: “We are by Your Side”**
 - **Isolated from military community**
 - **Reluctance to seek help for readjustment issues**
 - **Limited Knowledge of DoD and VA Benefits**



Seamless Transition of Returning Service Members from DoD to VA



- **The War Wounded**
- **The War Well**



VHA/VBA

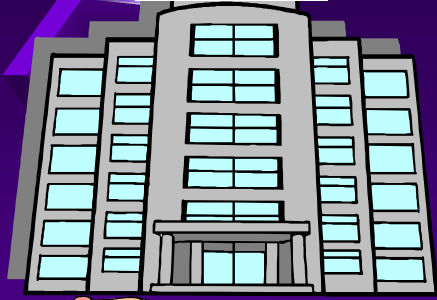


VA Task Force: Early Efforts

- Based on **August 28th, 2003** directive from the Under Secretaries for Health & Benefits, VA Taskforce for *“Seamless Transition for Returning Service Members”* charged to:
 - **Improve collaboration** between VHA/VBA and DoD
 - **Improve communication** and coordination
 - **Ensure VA staff is educated** and appropriate policies and procedures are in place to enhance seamless transition of health care and disability services
- Early efforts limited to VA & Army (specifically, Walter Reed AMC)
 - Served to align VA, VHA & VBA interests and lay the foundation for follow on VA/DoD level participation

Walter
Reed AMC

VA Task Force Immediate Action Plan



MTF Liaisons at:

- Brooke AMC
- Eisenhower AMC
- Madigan AMC

VA full time Social
Worker and
VBA Coordinator



Transfer Electronic Lists
of those entering
disability process



- VA Liaisons
VHA facilities
VBA offices
- Case
Management

World Class Health and Disability Services

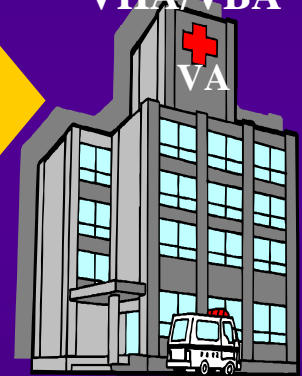
Seamless Transition Process

DoD system to VA system



VA

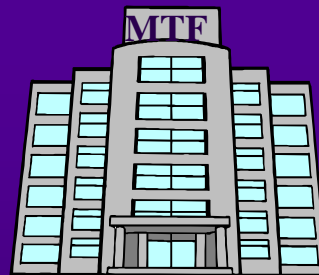
VHA/VBA



- Rehabilitation
- Disability pension



DoD system



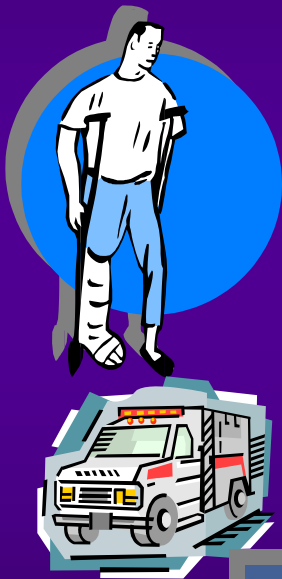
Transition

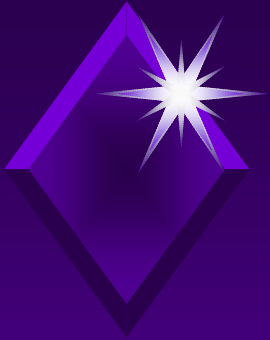
- Lists of those Entering DoD Disability System



Injury

Overseas
Deployment
Or Training
Accident





Army MOA



- Partnered with DoD's Disabled Soldier Liaison Team (DSLTT)

- Obtained Disability Lists – *Medically Separated*
Medically Retired

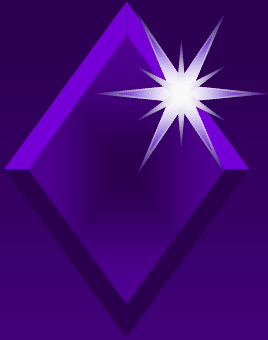


- Coordination of services from Army system to VHA/VBA
Serve as a template for Navy, Air Force



DoD Seamless Task Force Liaisons

- **November 2003 – DoD participation initiated**
 - **VA/DoD Program Coordination Office**
 - **POC: Nona Hall, Program Manager**
 - **Program Office for Case Management**
 - **POC: Maj Lourie Moore**
 - **Guard/Reserve Affairs**
 - **POC: Col Sandra Pufal**
 - **Deployment Health Support Directorate**
 - **POC: Dr. Michael Kilpatrick /Aaron Glover**
 - **Communications / Outreach:**
 - **POC: Barb Goodno/ LtCol Franklin**



VA Task Force Membership & Participation

- **Co-chairs:** Michael Kussman - VHA
Carolyn Hunt - VBA

- **VA Subgroup chairs:**
 - ❖ VA/DoD Coordination: J. Wear (VBA)
 - ❖ Program Office: S. McCready (VHA)
 - ❖ Case Management, Workload: S. Perez (VBA)
 - ❖ Communication/Outreach: B. Moseley Brown (VBA)
 - ❖ Outreach Discharge Guard/Reserve: A. Batres (VHA)
M. Mathewson-Chapman (VHA)

- **WRAMC POCs:**
 - ❖ COL William Huleatt: Chief, Dept of Social Work
 - ❖ LTC Joe Truelove: Chief, Care Continuum Management Service
 - ❖ Jill Roark: Amputee Social Worker

VA Task Force

VBA and VHA Employee Education

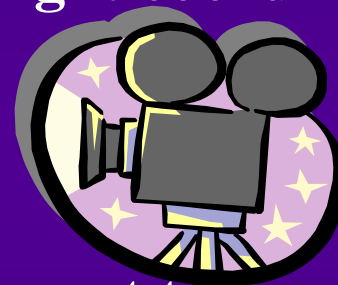


- Developed a script for front line VA staff, pay stub messages, conference calls, field alerts
- Developed a video to highlight coordination issues **“Our Turn to Serve”**
- Developed a joint management team concept and action plan with time lines
- Developed software/process for VA enrollment prior to leaving Walter Reed/Bethesda
- Developed clinical practice guidelines/broadcasts

Brochure:

“Summary of
VA Benefits
For Guard/
Reserve”

Benefits

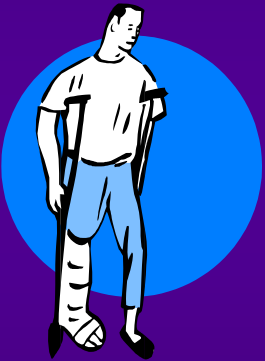


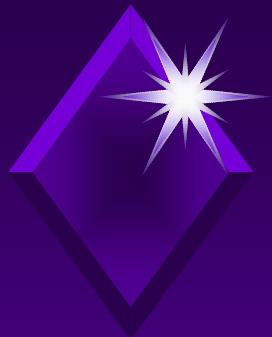


VA Task Force Subgroup

VA/Army Accomplishments, Cont.

- **Placed a full time VA Social Worker and VBA representative at Walter Reed Army Medical Center and the National Naval Medical Center**
- **Identified liaisons at other DoD (Army) sites – Brooke, Eisenhower, and Madigan Army Medical Centers**
- **Established a POC list at all VHA, VBA, and DoD (Army) sites**
- **Beginning with an Army relationship, generated language & preliminary coordination for MOA**





VA Task Force VHA/VBA Subgroup Accomplishments

VA/DoD Coordination Subgroup:

- Identified data requirements and elements for lists of service members from OIF/OEF
SI, VSI, SPCAT, entering disability process
- Designed VHA/VBA Workload roster from each MTF
**All casualties treated at MTF's and visited by
VHA/VBA reps**
- Transitioned MOA efforts with Army to DoD/VA Level



HIPAA
Requirements



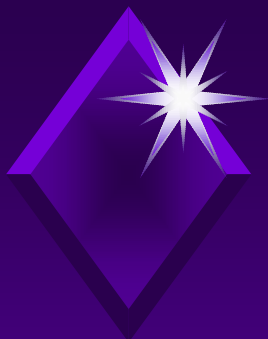
VA Task Force

VHA/VBA Subgroup Accomplishments

Case Management Subgroup:

- ❖ **VHA Directive: 2003-061: Case Management Procedures**
- ❖ **Developed Website for OIF/OEF veterans**
www.va.gov (internal and public use)
- ❖ **Developed software to flag OIF/OEF veterans records –to alert VA staff**
- ❖ **Instructions to VHA/VBA staff for timely services**
- ❖ **Case Management from DoD transfer to VHA, and monitoring for health/disability problems for 2 yrs**





VA Task Force

VHA/VBA Subgroup Accomplishments

On-Going VHA/VBA Program Office Subgroup:

- **Developed a business plan and budget :
Long-term program management**
- **Continued robust monitoring of Task Force
activities and case management**



VA Task Force

VHA/VBA Subgroup Accomplishments

Communication and Outreach Subgroup:

- ❖ **Developed a communication plan to distribute information (health/disability) to VA staff & returning service members**
- ❖ **Develop brochure and distribute to Mobilization stations, family centers, DoD mail outs, reunions**
- ❖ **Developed poster and 800 number, wallet cards**
- ❖ **Presentations and table displays at DoD conferences:
“Welcome Home: We Are by Your Side”**

Transition Home



VA Task Force

VHA/VBA Subgroup Accomplishments

Outreach to Guard/Reserve Subgroup:

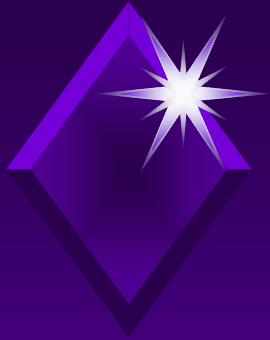
- **Developed a wallet card with VHA/VBA services**
- **Developed a CD-ROM: Video with link to VA and DoD Services for troops to take home**
- **Collaborated with Guard/Reserve leadership for outreach services at reserve units, reunions, mail-outs**



VHA/VBA Outreach Activities



- **Transition Assistance Programs and Military Briefings**
- **Reserve and Guard Briefings**
- **Veterans Assistance at Discharge (VADS)**
- **Briefings Aboard Ships and Demobilization Sites**
- **Casualty Assistance-in Service Deat**
- **Bereavement Counseling by VET Center**
- **Department of Defense “Tool Kit”**
- **Local Activities and Benefits Usage Analysis:**
 - **of 86,158 OIF vets-----12,825 applied for SC benefits**



DoD/VA Partnership: What Lies Ahead

- **Take efforts to the VA / DoD level**
 - **Streamline organizational involvement and Best Practices**
 - **Assess desired DoD data needs, uses and users**
 - **Coordinate legal, HIPAA, and privacy offices' final read on authority required to support information exchanges**
 - **Conforming to the newest HIPAA Privacy Rule of Apr 03 offers newest challenge**
 - **Ensure affected DoD agencies appropriate & ready to service data and process needs**





DoD/VA Partnership: What Lies Ahead

- **Facilitate efforts that determine what “shape” Taskforce should take to sustain valued best practices, optimally beyond OEF/OIF**

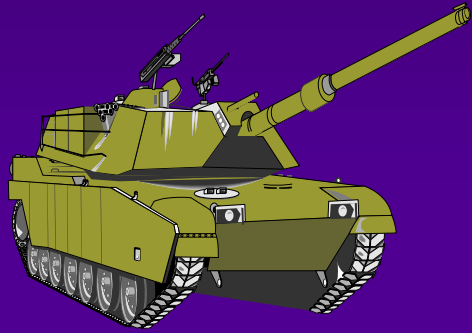
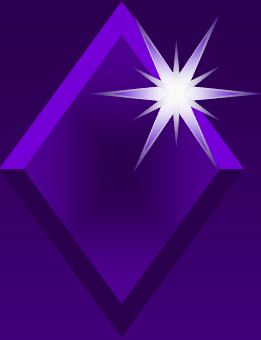


Time Now ...
For the -

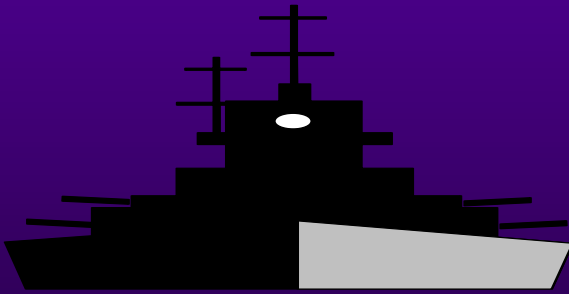
**VA/DoD
Seamless
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“Our
Turn
To Serve”

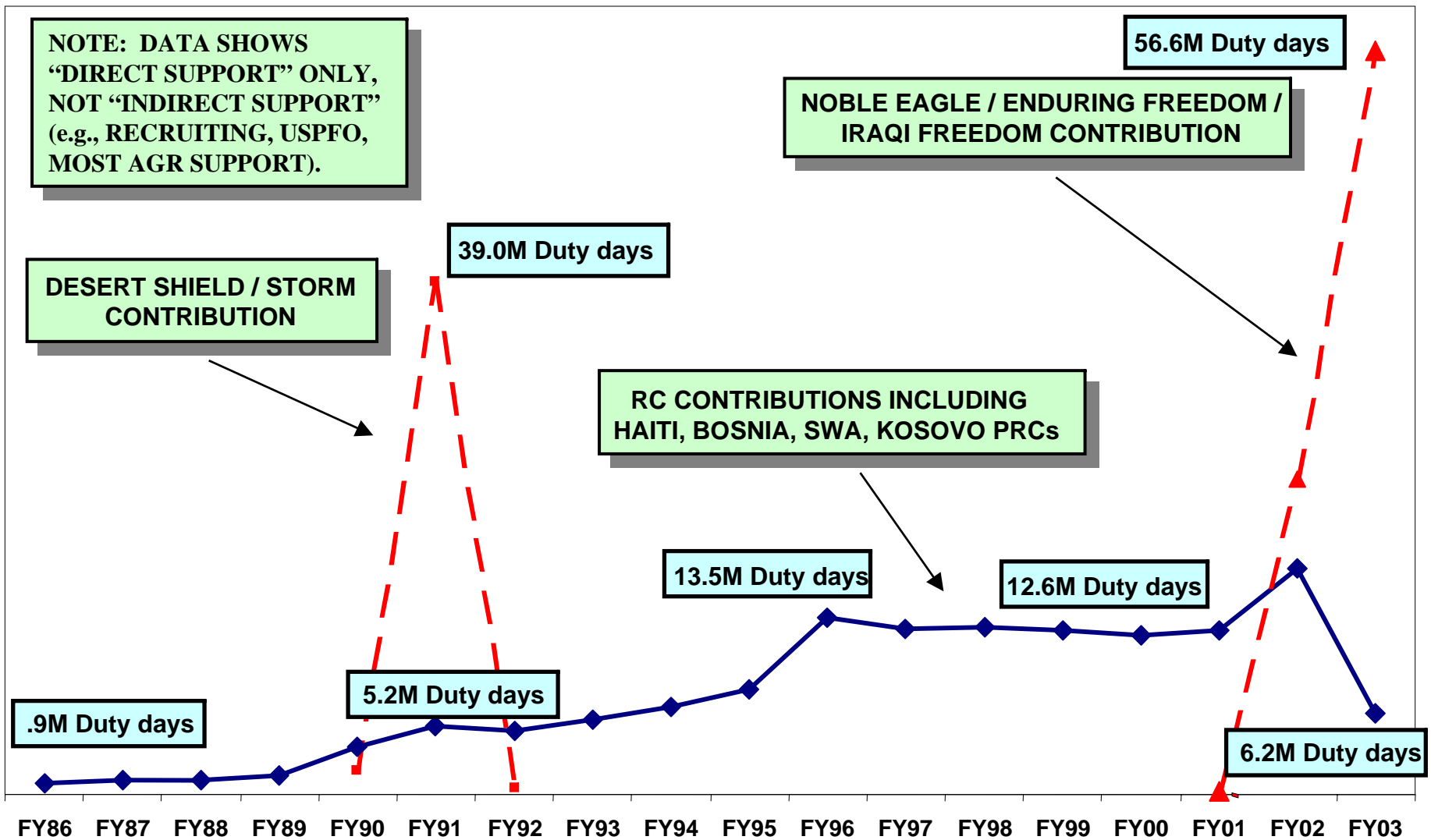
“We are
By
Your
Side”



Questions



OUTPUT DELIVERED: TOTAL FORCE CONTRIBUTION



**JOIN the
NATIONAL
GUARD**



**"ONLY TWO
WEEKS A YEAR"**

THAT'S HOW
LONG YOU'LL
BE AT HOME.



MARSHALL
QUINCY

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