



“VA 101”

The Department of Veterans Affairs

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Administrative Officer

VISN 23 Extended Care & Rehab Service Line





Department of Veteran Affairs

- Veterans Health Administration - VHA
- Veterans Benefits Administration – VBA
- Cemetery Services

Veterans Services

http://www.va.gov/landing2_vetsrv.htm

UNITED STATES
DEPARTMENT OF VETERANS AFFAIRS

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Federal Benefits
2010 Edition
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Inside Veteran Services

- New to VA
- Benefits Booklet

Benefits & Services

- General Benefits Information
- Disability Compensation
- Pension
- GI Bill
- Vocational Rehabilitation & Employment
- Vet Success
- Dependents' Educational Assistance
- Survivor Benefits
- Home Loans
- Life Insurance
- Traumatic Injury Insurance

Health & Well-Being

- Health Care Information
- A-Z Health Topic Finder
- My Health@Vet
- Refill Prescriptions
- Suicide Prevention
- PTSD
- Public Health

Burials & Memorials

- Cemetery Services
- Burials
- Headstones & Markers
- Presidential Memorial Certificates
- Cemeteries
- Nationwide Gravesite Locator
- Burial Flags
- Burial Allowance

Federal Benefits for Veterans Dependents & Survivors
2010 Edition



Department of Veterans Affairs

[PDF Version](#)

La versión en Español del folleto "Beneficios Federales para los Veteranos, Dependientes y Supervivientes" (edición 2009), el cual explica la



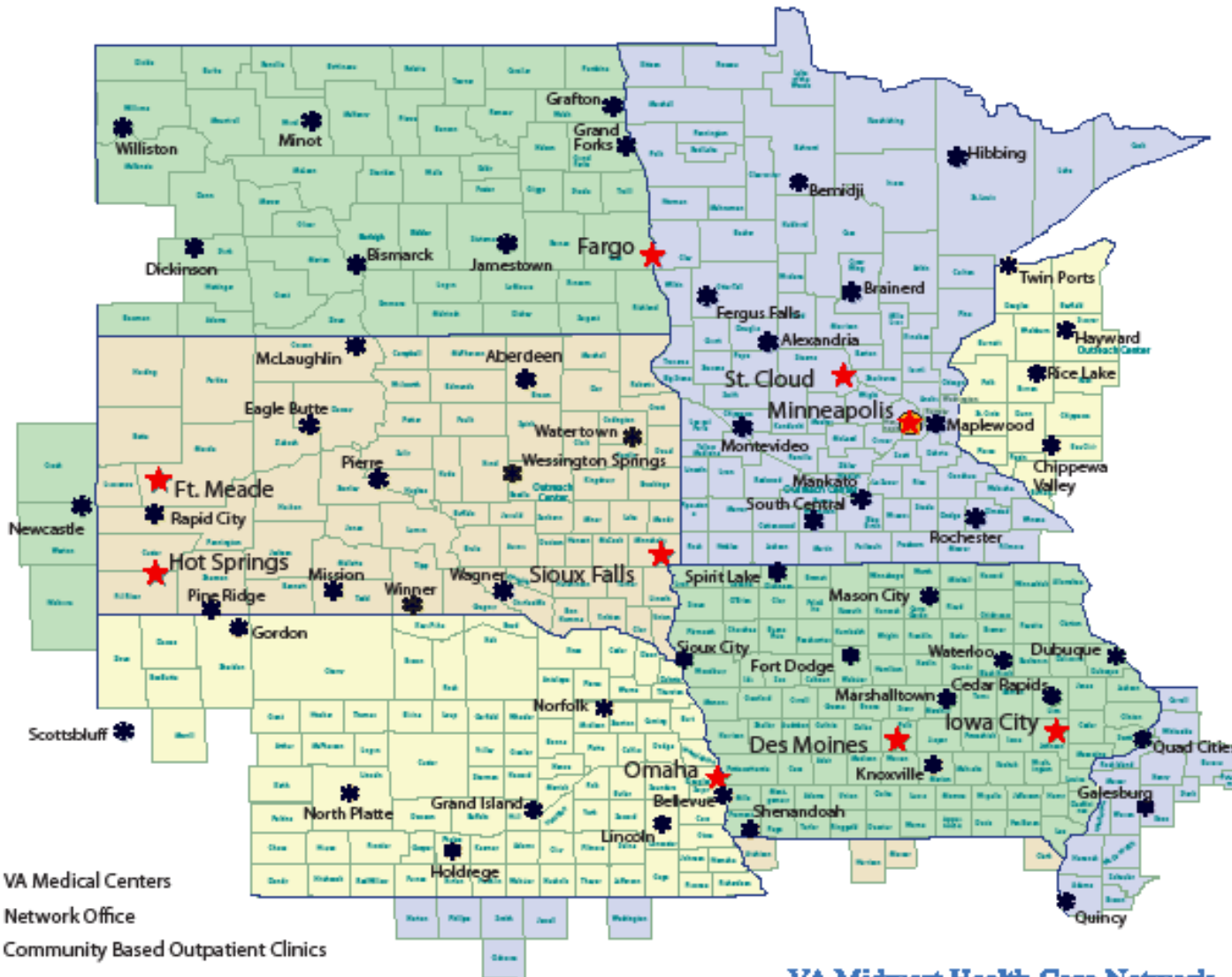
Veterans Health Administration

With 153 VA medical centers (VAMC's) nationwide, VHA manages one of the largest health care systems in the United States. VAMC's within a Veterans Integrated Service Network (VISN) work together to provide efficient, accessible health care to veterans in their areas. The VHA also conducts research and education, and provides emergency medical preparedness



VA Health Care Systems (VAHCS) or Medical Centers (VAMC)

1. Fargo, ND VAMC
2. St. Cloud, MN VAHCS
3. Minneapolis, MN VAHCS
4. Black Hills Health Care System (BHHCS)
Fort Meade & Hot Springs
5. Sioux Falls, SD VAMC
6. Nebraska Western Iowa Health Care System
(NWIHCS)
Omaha, Lincoln & Grand Island
7. Central Iowa Health Care System (CIHCS)
8. Iowa City, IA VAMC



- ★ VA Medical Centers
- Network Office
- ★ Community Based Outpatient Clinics

VA Midwest Health Care Network



9/22/2010



VA Rural Resource Centers

- Activity is at the local VAMC or VAHCS
- Facilities partner with the state's office of Rural Health
- In some states it is the Department of Health and Human Services, in others it is through universities



VHA Office of Rural Health

<http://www.ruralhealth.va.gov/index.asp>

MISSION

The mission of ORH is to improve access and quality of care for enrolled rural and highly rural Veterans by developing evidence-based policies and innovative practices to support the unique needs of enrolled Veterans residing in geographically remote areas.

ORH ORGANIZATIONAL STRUCTURE

- The Office of Rural Health is headquartered in Washington, DC.
- It is organizationally located in the VHA Office of the Assistant Deputy Under Secretary for Policy and Planning.
- Director Mary Beth Skupien, PhD and Deputy Director Sheila Warren, MPH, RN, CPHQ, direct National ORH activities and communications as well as oversee the budget and performance of all ORH-funded programs across the VA system.





RURAL HEALTH

- [Rural Health Home](#)
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- [About Rural Veterans](#)
- [Programs](#)
- [Publications](#)
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HIGHLIGHTS



South Dakota's U.S Senators John Thune and Tim Johnson comment on the success of the ORH funded Community Based Outpatient Clinic located in highly rural Wagner, SD. This is the first instance where tribal land has been used for a full VA outpatient clinic. [Watch the Video](#)

FACTS

Stay informed on recent studies as well as recent legislative activities affecting rural health with the monthly, Office of Rural Health, Fact Sheet. This month highlights care givers, readmission rates, and rural HIV outcomes.

[Dec 2010](#) - [Jan 2011](#)



NEWS - EVENTS



The [ORH "Rural Connection"](#) is our quarterly news letter. This issue; the Director's message, Spotlight on a Veteran Rural Health Resource Center, an initiative to extend mental health services to Hawaii's Veterans, and My HealtheVet Blue Button Initiative. 10

Department of Veterans Affairs
 Veterans Health Administration

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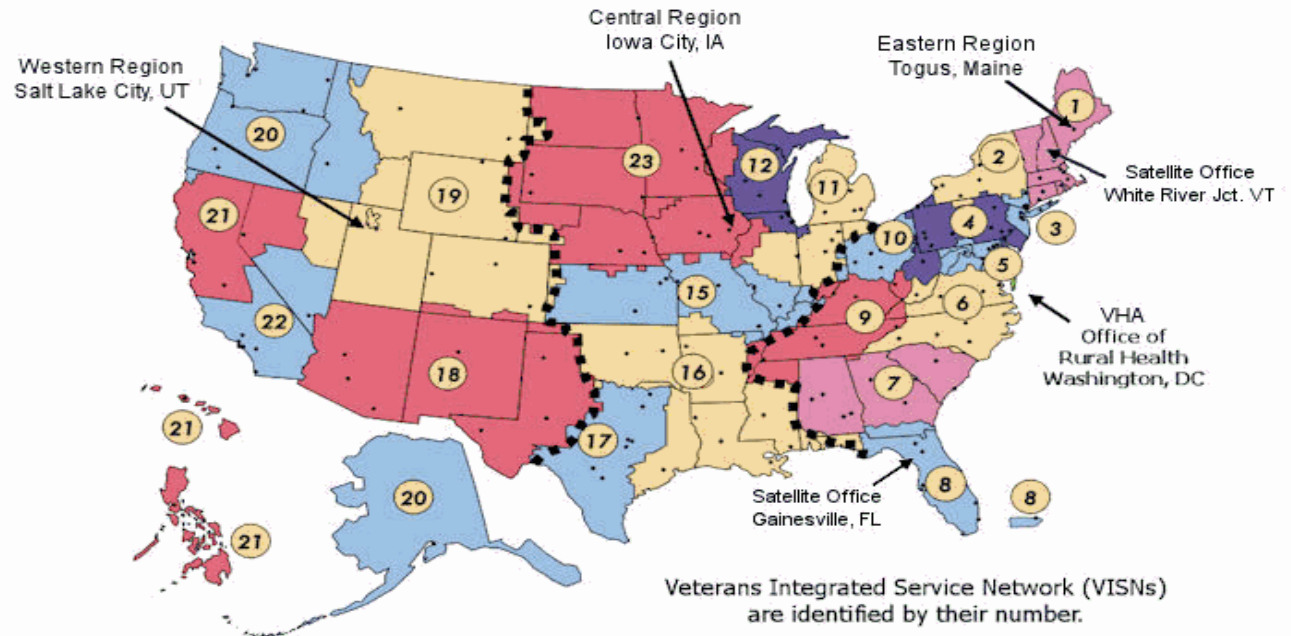
Email: rural.health.inquiry@va.gov



Staff Biographies

[VHA Central Office, Office of Rural Health](#) • [Rural Health Resource Centers](#)
[VISN Rural Consultants](#)

VHA Office or Rural Health / Veterans Rural Health Resource Centers / VISNs





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We Honor Veterans: Creating a Veteran-Centric Culture

Caroline Schauer, RN, BSN, CHPN,
VISN 23 Hospice and Palliative Care Program Manager

What is “Veteran-centric”?

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- Focuses on the needs, desires and treatment of our Veterans
- Requires Veteran responsibility and accountability
- Depends on communication, coordination and collaboration among healthcare providers

Funding to Support Hospice and Palliative Care (HPC)

14

- VISN 23 approved funds for HPC teams at each facility and VISN HPC leadership in 2007
- National Comprehensive End of Life Care (CELC) Funding from 2008-2011 includes 0.25 FTEE to support MD/NP, Nurse, SW, Chaplain, Psychology positions in every facility across the country

CELC Initiative

Funding to staff and enhance VA programs

15

\$ 7 million

“RFAs”- Template for Success to enhance palliative care programs

\$ 27 million

“RFPs”- Competitive funding

- Staff 54 new units
- Enhance 37 established programs

\$ 22 million

VISN PC Program Managers and Clinical Champions

Teams at every facility

CELC Initiative

Funding to improve Leadership and Expertise

16

- VA Palliative Care Leadership Center Training
- EPEC for Veterans (including Spanish)
 - VISN Palliative Care Team training Sept 22-24th
 - Disseminate to all PC teams by FY10
- Palliative Care Nursing Assistant Program
 - Regional training programs in progress
 - Contact DJones@Ethosconsult.com
- ELNEC for Veterans

CELC Initiative

Funding to Improve Quality

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- **Evaluation Center (PROMISE/CHERP)**
 - Bereaved Family Survey
 - Proposed Performance Measure for FY10
- **Implementation Center**
 - Mentoring and implementation of strong practices
- **Resource Center**
 - Palliative Care Consult Template
 - Quality Measurement

PROMISE (Bereaved Family Survey)

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Performance
Reporting and
Outcomes
Measurement to
Improve the
Standard of care at
End-of-life

PROMISE: Measuring successes and identifying opportunities

20

- To identify and reduce unwanted variation in the quality of end-of-life care for Veterans
- To define and disseminate processes of care that contribute to improved outcomes for Veterans near the end of life and their families



VISN 23 GOALS

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- Established and fully staffed HPC teams
- All team members educated and trained in HPC, and certified or planning to be certified as specialists in HPC
- Basic HPC education disseminated to all facility staff and tracked

VISN 23 GOALS

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- PROMISE survey results meet or exceed national benchmarks for all facilities
- Establish collaborations with all service lines within the VA
- Integrate Hospice and Palliative Care into every venue of Veteran healthcare at every facility
- Establish new community partnerships and nurture existing ones (community hospice programs, SVH's, etc)

We Honor Veterans: An Awareness and Action Campaign

23

www.WeHonorVeterans.org

- Centralized Information
- Educational Resources
- Partnerships

What does “We Honor Veterans” mean?

24

- Asking about military history and knowing what to do with the answer
- Partnering to improve care
- Extending VA and community reach to improve care and access
- Improving quality by measuring the impact of VA and community interventions

“We Honor Veterans” Campaign Goals

25

- Promote Veteran-centric educational activities
- Increase organizational capacity to serve Veterans
- Support development of strategic partnerships
- Increase access and improve quality



LEARN ABOUT

[Veterans & Their Needs](#)

[VA & Veteran Organizations](#)

DO MORE FOR VETERANS

[Get Practical Resources](#)

[Enroll Your Hospice](#)

[Exchange Ideas & Tips](#)



1 OUT OF EVERY 4 DYING AMERICANS IS A VETERAN

[▶ LEARN MORE](#)



★ ENROLL YOUR HOSPICE ★

Qualify your hospice as a We Honor Veterans facility. Whether you are just beginning to address veteran care or you have lots of experience, register to earn your designation stripes. [Go >](#)



LEVEL 1

Your hospice commits to Veteran care.

[▶ VIEW ALL FOUR LEVELS](#)

TOOLS FOR YOUR MISSION

- **Military History Checklist**
Incorporate this into your intake process.
- **Veteran to Veteran Volunteer Program**
Learn how to start one in your hospice.
- **Exchange Ideas & Tips**
Compare notes and exchange ideas with other hospice staff.

[▶ MORE RESOURCES](#)

SPOTLIGHT



Webinar on PTSD: 8/14 2PM ET
Join this free webinar on PTSD and psychosocial needs.
[Sign Up >](#)



Best Practices
Get ideas from these model programs
[Learn More >](#)

[▶ MORE SPOTLIGHT](#)

WE HONOR VETERANS PARTNERS

- ★ Lutheran Hospice of South Carolina
- ★★ Gilchrist Hospice Care - Baltimore
- Hospice By The Bay - San Francisco
- ★★★★ Crossroads Hospice - Oklahoma City

[▶ MORE PARTNERS](#)



WHV: What's in it for us?

27

- Community

- Extension of commitment to community
- Privilege to honor those who have served our country
- Provide quality EOL care to Veterans
- It's just the right thing to do
- Expand business relationship with VA

- VA

- Increased confidence in making referrals to community providers
- Enhanced ability to identify providers that have Veteran-specific skills and knowledge
- Heightened satisfaction in being able to honor Veterans' preferences to go home

Next Steps

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- How can these partnerships be established across the country?
- What are the next steps to applying for partnership status?
- Are there organizations willing to enter further local planning and implementation?