



Military Patient Management Issues



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Military Patient Management Issues



*“To care for him who shall have borne the battle and for his widow and for his orphan”
- Abraham Lincoln*

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Military Patient Management Issues

VHA - Assets

- 21 Veterans Integrated Service Networks (VISNs)
 - 153 Hospitals
 - 882 Clinics
 - 135 Nursing Homes
 - 232 Vet Centers
 - 46 Domiciliaries



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Military Patient Management Issues

VA's Newest Combat Veterans
Younger...Families...Parental Involvement

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Military Patient Management Issues

Lessons Learned from OIF / OEF

- *Influx of a new mix and new types of injuries (e.g. TBI, etc.)*
- *AD Patients were younger than typical VA patient...greater than anticipated interest in RTD and Rehab*
- *Transfer of MTF medical records and nursing notes*
- *Feelings of abandonment by the military for both SM and family*
- *No one available to:*
 - *Coordinate the issuance of Invitational Travel Orders/Non-Medical Attendant Orders for family members*
 - *Resolve pay problems for SMs & coordinate financial assistance for family members*
 - *Initiate applications for TSGLI*
 - *Assist SM with Medical Evaluation Board/Physical Evaluation Board processing*
 - *Assist SM with convalescent leave & make transportation arrangements*
 - *Work with VA Volunteer Services and Vet's Service Organizations in securing donated funds to cover emergencies and items not covered by the military*

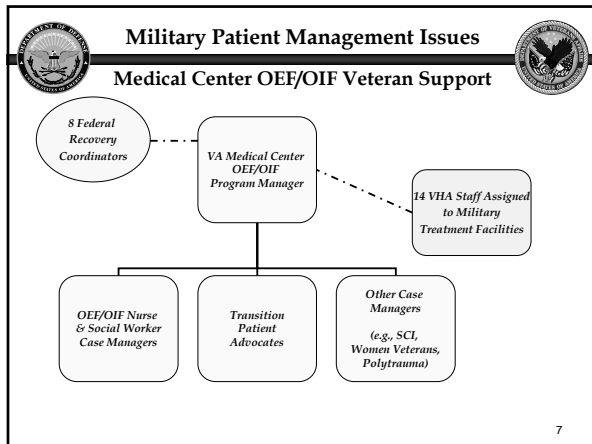
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Military Patient Management Issues

Lessons Learned from OIF/OEF

- *Arrange transportation of household goods, JAG support, ID cards, etc.*
- *Need to develop working relationship with Services & American Red Cross*
- *Active family and extended family issues:*
 - *Spouse or parents take a leave of absence or quits work to be with AD SM*
 - *Military funded travel, lodging and local transportation issues*
 - *Child care issues, at the VAMC or at the HOR*
 - *Parents needs, questions and concerns. (A mother concerned about the care and treatment of her son/daughter is a formidable force)*
 - *Managing conflict between family members (divorces & separations).*
- *Addressing health care concerns of visiting family members*
- *Too few Military LNOs, providing coverage for other Services*
- *Working with Reserve & National Guard Units*
- *Visiting dignitaries (Members of Congress; GO or Flag Officers; Senior VA staff; and others)*

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- ### Military Patient Management Issues
- #### Federal Recovery Coordinators
- *New joint DoD / VA program*
 - *As of 7 Jan 08 (with 2 hire actions pending):*
 - *Walter Reed Army MC (3)*
 - *National Naval MC (3)*
 - *Brooke Army MC (2)*
 - *FRCs identify severely injured upon arrival from theater, overall responsibility for assuring SM has access to all clinical & non-clinical services*
 - *Coordinates with:*
 - *VHA LNOs in MTFs*
 - *Military LNOs in VAMCs*
 - *VHA OEF-OIF Program Managers In VAMCs*
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Military Patient Management Issues

VHA LNOs at MTFs

<u>Location</u>	<u>SW</u>	<u>RN</u>
▪ <i>Walter Reed Army Medical Center, Washington D.C</i>	3	1
▪ <i>National Naval Medical Center, Bethesda</i>	1	
▪ <i>Brooke Army Medical Center, San Antonio, TX</i>	1	
▪ <i>Darnall Army Medical Center, Ft. Hood, TX</i>		1
▪ <i>Madigan Army Medical Center, Puget Sound, WA</i>	2	
▪ <i>Eisenhower Army Medical Center, Augusta, GA</i>	1	
▪ <i>Evans Army Community Hospital, Ft. Carson, CO</i>	1	
▪ <i>Naval Medical Center, San Diego, CA</i>	1	
▪ <i>Womack Army Medical Center, Ft. Bragg, NC</i>	1	
▪ <i>Naval Hospital, Camp Pendleton, CA</i>	1	
▪ <i>Center for the Intrepid, San Antonio, TX</i>	1	

Note: VBA also has Benefit Counselors assigned to each of the MTFs

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Military LNOs Currently at VA Poly-trauma Rehab Centers

<p><u>Minneapolis</u></p> <ul style="list-style-type: none"> ▪ 2 Army Liaisons ▪ 2 Marine Liaisons ▪ 1 AW2 Advocate <p><u>Palo Alto</u></p> <ul style="list-style-type: none"> ▪ 3 Army Liaisons ▪ 2 Marine Liaisons ▪ 1 Navy Liaison ▪ 1 AW2 Advocate 	<p><u>Richmond</u></p> <ul style="list-style-type: none"> ▪ 1 Army Liaison ▪ 2 Marine Liaisons ▪ 1 AW2 Advocate <p><u>Tampa</u></p> <ul style="list-style-type: none"> ▪ 3 Army Liaison ▪ 3 Marine Liaisons ▪ 1 Navy Liaisons ▪ 2 AW2 Advocates
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Military Patient Management Issues

VA Medical Center OEF/OIF Program Manager

- Serves as the primary VAMC POC for OEF/OIF
- Oversee all seamless transition activities @ VAMC
- Links with VA LNOs at MTFs regarding transfers
- Assigns VA Transition Patient Advocate as ombudsman for each SM before & during transfer
- Assigns Case Manager for all severely injured/ill and others as needed upon transfer to the VA
- Work closely with VBA to track benefits claims


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VA Case Managers


- Initiates contact with patients & families before patient leaves MTF
- Coordinates healthcare (appointments, primary and specialty care, Long Term Care placements, etc.)
- Coordination of civilian referrals as appropriate

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Transition Patient Advocate (TPA)




- *Approximately 100 new VA staff distributed to the VISNs in 2007*
- *Ensures non-medical issues coordinated, such as:*
 - *Invitational Travel Orders for family members*
 - *Resolve pay problems for SMs and coordinate financial assistance for family members*
 - *Initiate applications for TSGLI*
 - *Assist SM with MEB / PEB processing*
 - *Assist SM with convalescent leave and make transportation arrangements*

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Army Wounded Warrior (AW2) Advocates based at VHA Sites*



<ul style="list-style-type: none"> ▪ VA Central Office ▪ Tucson, Arizona ▪ Phoenix, Arizona ▪ Birmingham, Alabama ▪ Little Rock, Arkansas ▪ Palo Alto, California ▪ West LA, California ▪ Livermore, California ▪ Denver, Colorado ▪ Washington, DC ▪ Tampa, Florida ▪ Orlando, Florida ▪ Miami, Florida ▪ Augusta, Georgia ▪ Honolulu, Hawaii ▪ Chicago, Illinois ▪ Danville, Illinois ▪ Des Moines, Iowa ▪ Indianapolis, Indiana ▪ Lexington, Kentucky ▪ Minneapolis, Minnesota ▪ Boston, Massachusetts ▪ St. Louis, Missouri 	<ul style="list-style-type: none"> ▪ Baltimore, Maryland ▪ Bronx, New York ▪ Syracuse, New York ▪ Bronx, New York ▪ Fayetteville, North Carolina ▪ Manchester, New Hampshire ▪ St. Louis, Missouri ▪ Detroit, Michigan ▪ Kansas City, Missouri ▪ Cleveland, Ohio ▪ Columbus, Ohio ▪ Oklahoma City, Oklahoma ▪ Portland, Oregon ▪ Pittsburgh, Pennsylvania ▪ Philadelphia, Pennsylvania ▪ San Juan, Puerto Rico ▪ Houston, Texas ▪ San Antonio, Texas ▪ Dallas, Texas ▪ El Paso, Texas ▪ Nashville, Tennessee ▪ Richmond, Virginia ▪ Seattle, Washington ▪ Milwaukee, Wisconsin
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*Some Sites are in the process of being filled

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USMC Wounded Warrior Regiment Liaisons Based at VHA Sites



- VA Central Office
- Little Rock, Arkansas
- San Diego, California
- North Chicago, Illinois
- Lexington, Kentucky
- Santa Fe, New Mexico
- Brooklyn, New York
- Columbus, Ohio
- Pittsburgh, Pennsylvania
- Nashville, Tennessee

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