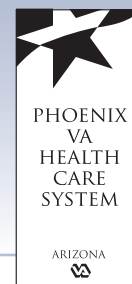


Health Trends



A Quarterly Newsletter for the Phoenix VA Health Care System ■ VISON 18

Long-term Care Programs

For Veterans who may need some form of long-term care, either on a temporary or permanent basis, the VA offers a wide range of programs. They include home and community based services, plus nursing homes and residential accommodations.

Home and Community Based Care

Veteran-Directed Home and Community Based Services gives Veterans of all ages the opportunity to receive the services they need in a consumer-directed way. Veterans in this program are given a flexible budget for services that can be managed by the Veteran or the family caregiver. Veteran-Directed Care can be used to help Veterans continue to live at home or in their community.

Among these programs are:

- **Adult Day Health Care**, where Veterans can go to during the day for social activities, peer support, companionship, and recreation.
- **Home Based Primary Care** which is provided to Veterans in their home. A VA physician supervises the health care team providing the services. This service is for Veterans with complex health care needs for whom routine clinic-

based care is not effective.

- **A Homemaker or Home Health Aide**, who can come to a Veteran's home and help with personal care and daily activities. These aides are not nurses, but are supervised by a registered nurse who will help assess the Veteran's daily living needs.
- **Skilled Home Health Care**, short-term health care services that can be provided to Veterans who are homebound or live far away from VA. The care is delivered by a community-based home health agency that contracts with VA.
- **Home Telehealth Care**, which allows the Veteran's physician or nurse to monitor the Veteran's medical condition remotely using home monitoring equipment.



- **Respite Care**, that pays for a person to come to a Veteran's home or for a Veteran to go to a program while the family caregiver can run errands or go out of town for a few days without leaving the Veteran alone at home.
- **Hospice Care**, for Veterans who have a terminal condition with six months or less to live.
- **Palliative Care**, a form of treatment that emphasizes comfort care but does not require the Veteran to have a terminal condition.

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Long-term Care

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Nursing Home and Residential Care

The available programs include:

- **Community Living Centers (VA Nursing Homes)**, which, unlike many nursing homes in the past, resemble “home” as much as possible, with activities for Veterans of all ages. There are family friendly places for visiting, and pets are welcome. Veterans are invited to decorate their rooms. They may stay for a short time or, in rare instances, for the rest of their lives.
- **Community Nursing Homes**, where Veterans can live full time and receive skilled nursing care around the clock. The program, operating under VA contract, is offered in many communities so Veterans can receive care near



their homes and families.

- **State Veterans Homes**, certified by the VA, provide nursing home, domiciliary or adult day care. They are owned, operated and managed by state governments.
- **Medical Foster Homes**, inspected and approved by the VA, are private homes with a trained caregiver on duty around the clock. While living there, Veterans receive Home Based Primary Care services.
- **Adult Family Homes**, where Veterans can live in a rented

room with shared common spaces. A trained caregiver is on duty around the clock.

- **Assisted Living Facilities**, where Veterans can live in a rented room or apartment. There are some shared living spaces, like a dining room. There is a trained caregiver on duty at all times.

For more information about any of these long-term care programs, please visit the VA website at: www.va.gov/geriatrics/Guide/LongTermCare/Nursing_Home_and_Residential_Services.asp. ■

Volunteers Play a Key Role in Serving Veterans

The Department of Veterans Affairs Voluntary Service (VAVS) was founded in 1946 to provide for our nation’s veterans while they are cared for by VA health care facilities. Today, it’s one of the largest centralized volunteer programs in the Federal government.

More than 350 organizations support VAVS, and volunteers have provided over 736 million hours of service since its founding.

Last year alone, volunteers contributed more than 12.3 million hours of service to Veterans.

“It is impossible to calculate the amount of caring and sharing that these VAVS volunteers provide to veteran patients,” said Laura S. Balun, who has served as Director of the Volunteer Service Office since 2005. Our VAVS volunteers are a priceless asset to the Nation’s Veterans and to the

Department of Veterans Affairs.” The vast majority of VA volunteers work at VA hospitals, but volunteers also assist VA national cemeteries and regional benefits offices.

At medical centers, their roles range from traditional ones, such as escorting patients and assisting in recreation activities, to nontraditional assignments outside of medical centers in such programs as hospice care

Million Veteran Program Growing

The Department of Veterans Affairs Million Veteran Program (MVP) recently enrolled its 100,000th volunteer research participant, and now stands at more than 110,000 enrollees, marking a major milestone in the nearly 90-year history of VA research.

“MVP is a truly historic effort, in terms of both VA research and medical research in general,” said Secretary of Veterans Affairs Eric K. Shinseki. “Veterans nationwide are helping to create a database that has the potential to help millions around the country – Veteran and non-Veteran alike. They are continuing to serve the nation well beyond the time they stopped wearing the uniform.”

MVP aims to enroll as many as one million Veterans over the next

five to seven years. Participants will be asked to complete a one-time study visit (approximately 20 minutes in length) to provide a blood sample for genetic analysis. Participation also includes filling out health surveys, allowing ongoing access to medical records and agreeing to future contact. This research program will establish one of the largest databases of genes and health history. The results of MVP may lead to new ways of preventing and treating common illness.

By participating in MVP, Veterans will help contribute to the knowledge base that may result in developing personalized treatments for military-related illnesses, such as post-traumatic stress disorder, as well as more common illnesses, like diabetes and heart disease. Results from MVP will help

improve health care for Veterans and all Americans.

Veterans’ privacy and confidentiality are top priorities in MVP, as in all VA research. Rigorous measures are taken to protect MVP participants’ personal information, including secure storage of data and samples using a bar-code system. Researchers approved for access to MVP data do not receive the name, date of birth, social security number, or address of participating Veterans. Furthermore, authorized researchers conduct their analyses only within VA’s secure, centralized computing environment, known as GenISIS (Genomic Information System for Integrated Science).

For more information about MVP, visit www.research.va.gov/MVP. ■

and home-based primary care. Opportunities for medical center volunteers also exist in patient education, advocacy and services supporting patient care.

At cemeteries, volunteers provide military honors at burial services, plant trees and flowers, and place flags on graves for Memorial Day and Veterans Day. ■



BECOMING A VOLUNTEER



Anyone interested in becoming a VAVS volunteer can do so in one of two ways:

1. Contact the Department of Veterans Affairs facility nearest you. Ask for Voluntary Service. Tell the staff of your interest in becoming a VAVS Volunteer. The staff will take care of everything else, including your interview, orientation, and assignment! To find the facility nearest you, go to the following website www.volunteer.va.gov/, and click on the “Volunteer and Donate” link.
2. Or fill out the Volunteer Now! form on the same site. Someone from your local VAVS office will contact you with additional information.

PVAHCS Planning to Improve Access

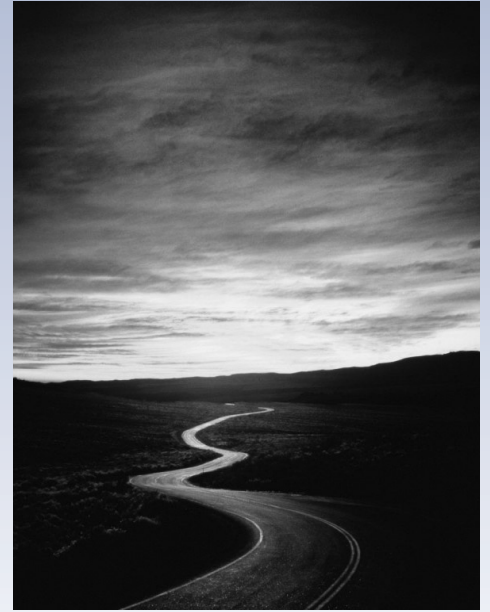
By Sharon M. Helman, MBA, VHA-CM, Director, Phoenix VA Health Care System

What does a “trip to paradise” look like to you? What are you going to pack? Maps, money, snacks and the GPS are safe choices, but many packing decisions are destination specific – do you need flip-flops or snowshoes? Are you dressing for a safari or a fancy night in an exotic city?

So what does planning a trip to paradise have to do with Veteran health care? Well, the Phoenix VA Health Care System is embarking on a trip this year. We’re preparing to go to a place that will improve “access” for our Veterans. This “paradise” has no Veterans waiting for care, and staff members can get Veterans in to see providers promptly and efficiently for whatever date and time they desire. No one is frustrated, disappointed or having to wait.

It may seem hard to imagine, but we’re going to get there, and we need to prepare. We need a plan, and we need to focus on funding the journey, being healthy and at the top of our game. All PVAHCS employees need to be on board and know the Veteran is driving to our destination. Our Veterans need us to be engaged and attentive passengers because we help fuel this journey with our enthusiasm, passion, smiles and a level of caring that transcends the job description. Our Veterans deserve that; it’s the least we can do for the sacrifices they’ve made.

When we reach that destination, our Veterans will celebrate and cry tears of joy! This journey will show everyone how the Phoenix VA family cares about ensuring Veterans have the best access to the health care they deserve! Once they can access us, they can see



how much we’re committed to their individual care, and we can help them live the quality of life they deserve.

We’re privileged to be along for this ride and will make it the trip of a lifetime. Buckle up! Here we go! ■

Phoenix VA Health Care System
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Phoenix, AZ 85012

Spring 2013
If you are a Veteran who is currently smoking and would like to learn ways to stop this habit, help is available through the Phoenix VA Health Care System. Please contact your primary care provider and request a consultation to the Smoking Cessation Program.
Health Trends is designed to provide general health and wellness information and news about services provided by VSN 18. Health Trends is not intended as a substitute for professional medical advice, which should be obtained from your health care provider.
To Change Your Address
Contact Ambulatory Care
Phoenix VA Health Care System
602-277-5551 ext. 2759 or 1-800-554-7174
Patient Concerns or Issues
Please contact our patient representatives at
602-277-5551 ext. 7394
www.phoenix.va.gov