

A FORUM ON
**WOMEN
VETERANS**

Women Veterans Health



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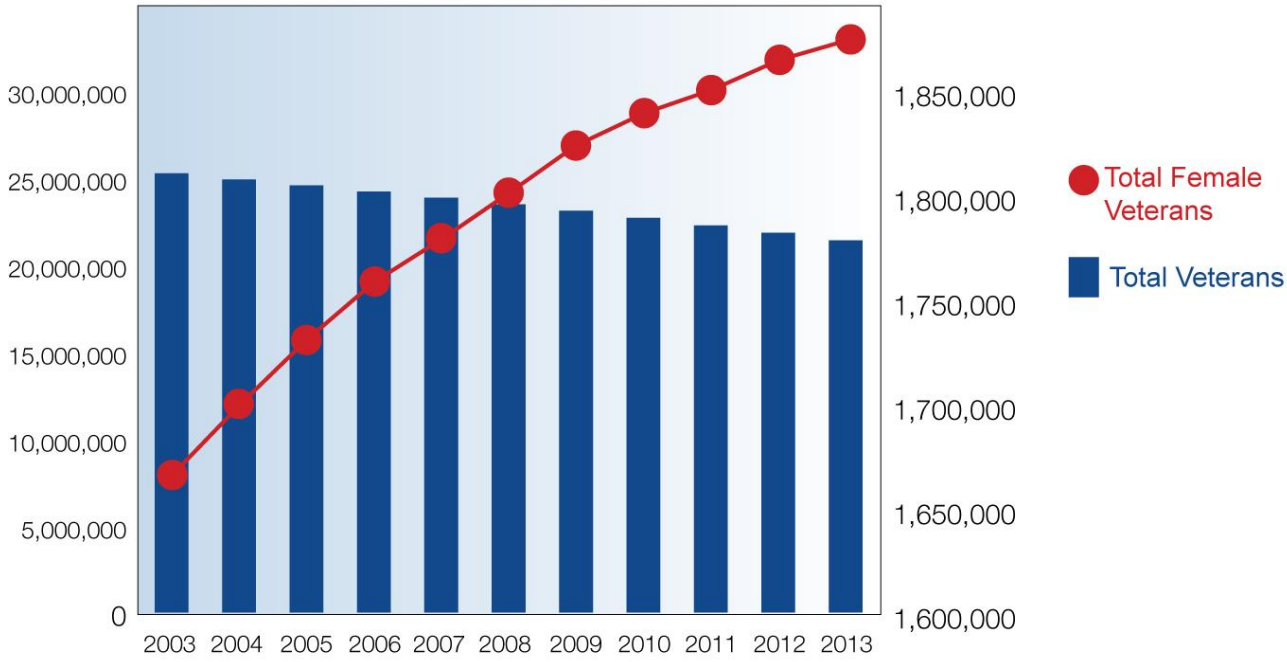




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Population of Women Veterans

Growth in Women Veteran Population



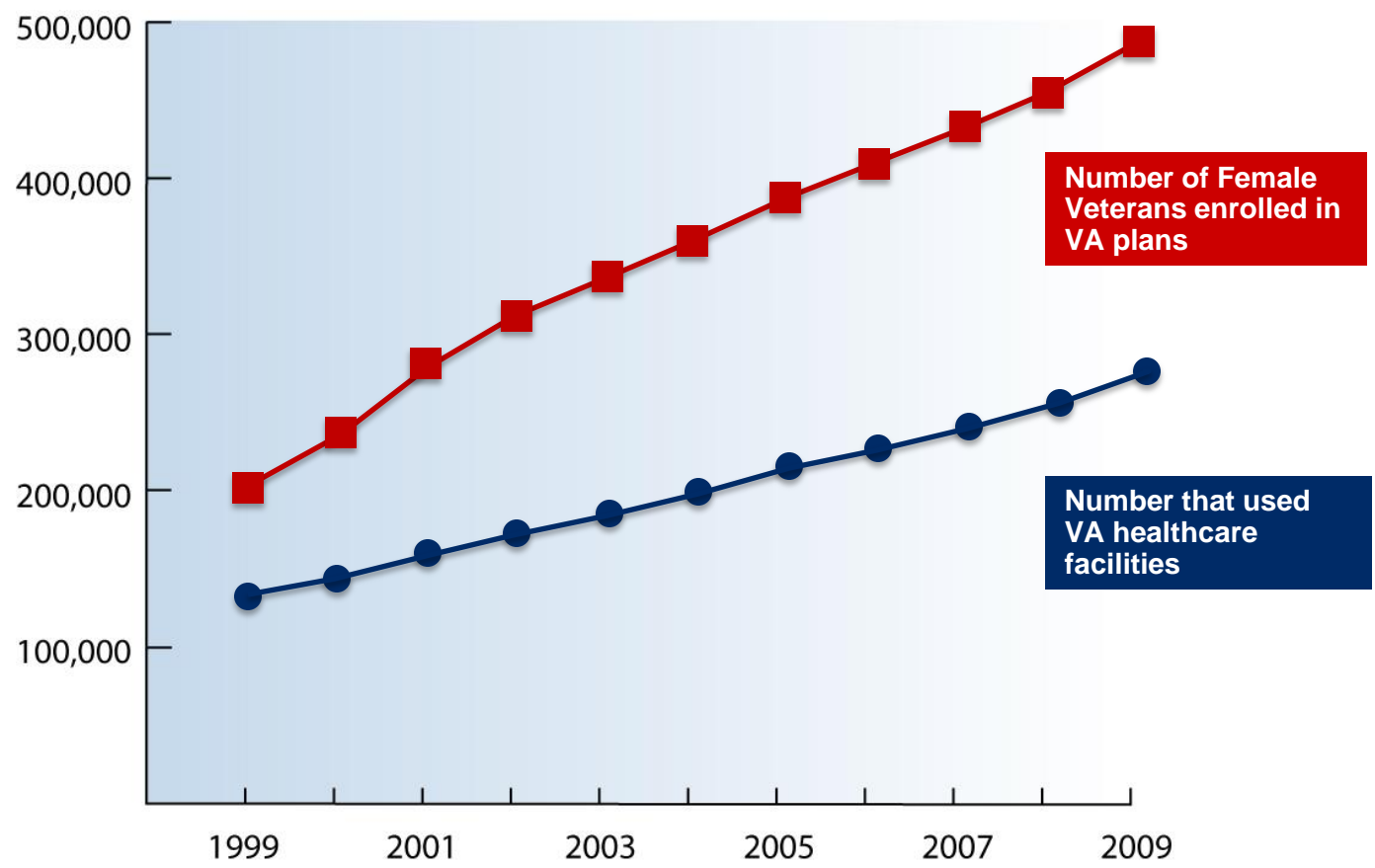
Source data supplied 7/9/10 by the Office of the Actuary, Office of Policy and Planning, Department of Veterans Affairs

128,397 separated female OEF/OIF Veterans since 2002



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Women Veterans and the VA



Real growth has been from 4% to 6% of users, with a one year relative increase of 15% in 2008-2009 alone



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A New Generation of Women Veterans



- Young – 47.3% less than 30; 78% less than 40
- 49.7% received VA health care
- 47.8% of outpatients seen for 11 or more visits

A New Set of Needs

- Emphasis on reproductive health issues
- Flexible hours and appointments for working women
- Childcare and eldercare assistance available when they present for an appointment



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Mission

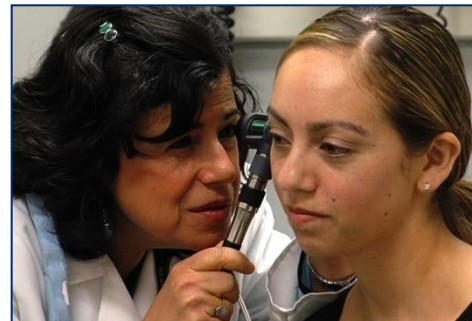
- Ensure that all women Veterans receive **equitable, high-quality, and comprehensive health care** services in a sensitive and safe environment at all VA facilities
- Be a national leader in the provision of health care for women Veterans, thereby raising the standard of care for all women

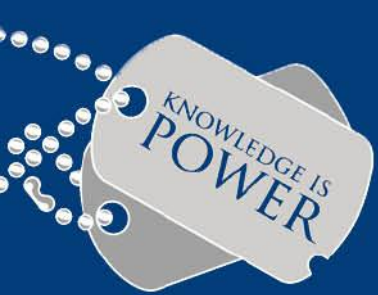


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Priorities

- Improve quality of health services
- Expand enrollment and access
- Ensure safety and security in all facilities (including Community Based Outpatient Clinics (CBOC))
- Engage in outreach through communication and advocacy
- Improve patient education aimed at women, thereby engaging them to be partners in managing their health





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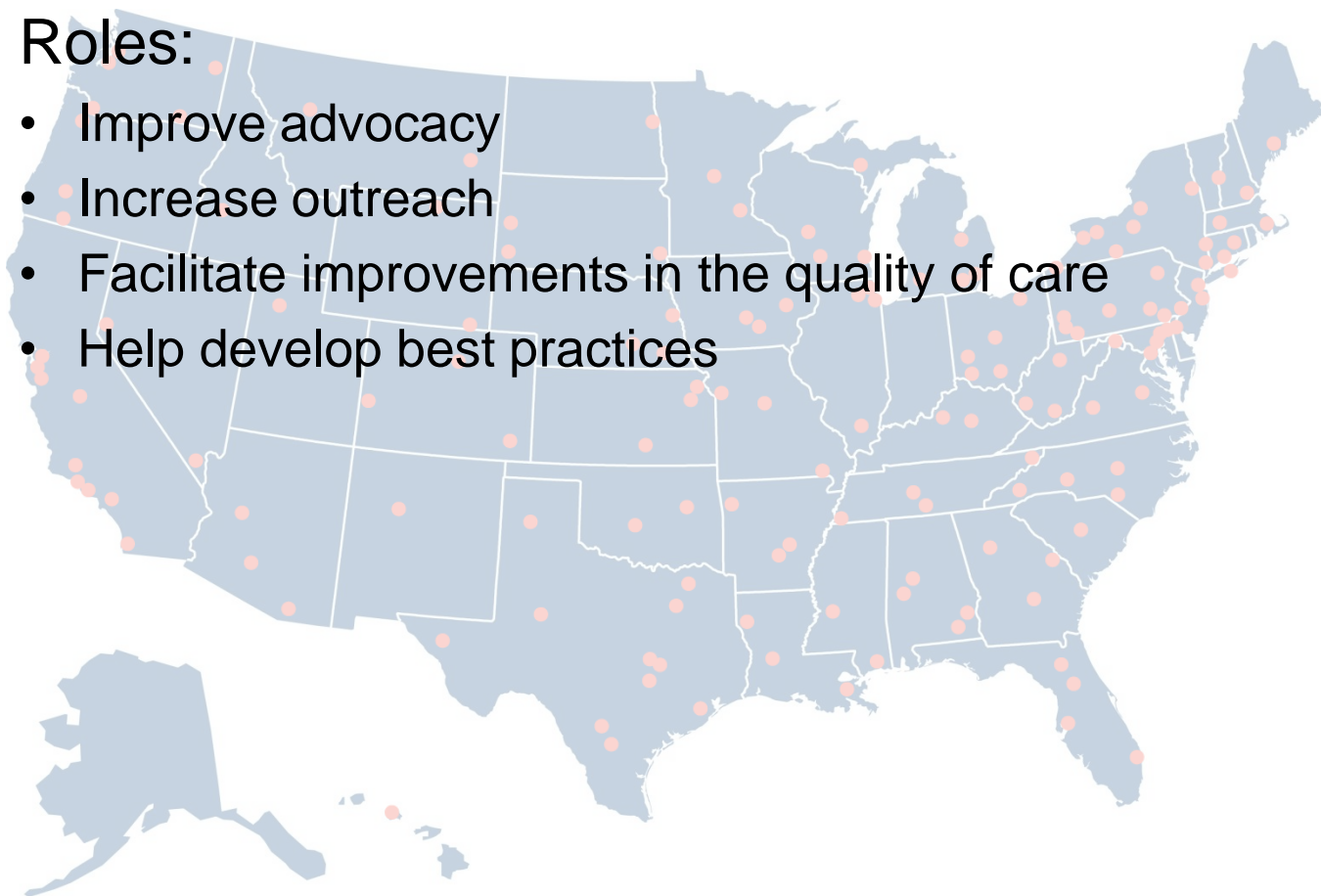
**What have we
accomplished?**



Full-time Women Veterans Program Managers (WVPMs)

Roles:

- Improve advocacy
- Increase outreach
- Facilitate improvements in the quality of care
- Help develop best practices





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Revised VHA Handbook 1330.01: “VHA Services for Women Veterans”

- Outlines specific services that must be provided at VA facilities and CBOCs
- Defines Comprehensive Primary Care for women Veterans
- Requires women to be seen by designated Women’s Health Primary Care Providers
- Offers three primary care clinic models
- Details safety and security requirements
- Establishes systematic data collection process



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Redesigning Primary Care Delivery

Comprehensive Primary Care for Women Veterans: Complete primary care from one designated Women's Health Primary Care Provider at one site (CBOCs included)



- Care for acute and chronic illness
- Gender-specific primary care
- Preventive services
- Mental Health services
- Coordination of care

Note: Women's clinics offering only gender-specific care (Pap clinic or gynecology care alone) do not meet the new definition for comprehensive primary care

- **Hired Director and Deputy Director, Comprehensive Health**



Retraining and Recruiting Providers

Women's Health Primary Care Providers

interested and proficient in women's health

- Hired Directors for Women's Health Education and Reproductive Health
- Retraining VA primary care providers
 - Mini-residencies (FY08/09): 300+ providers trained in hands-on, case-based course
 - Mini-residency model used in VISNs and facilities
 - Advanced fellowships: health issues of women Veterans
 - Procedural training: i.e., colposcopy
- Recruiting new primary care providers to care for both men and women



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Women's Health Evaluation Initiative

- Acquiring data on the population of women Veterans
- Goal: To understand the effects of military service on women's lives





Delivery of Comprehensive Care Accountability/Measurement

- Delivery of comprehensive primary care to women Veterans:
 - Evaluation by outside contractor (begun in FY 2010)
- Scoring methodologies and metrics to evaluate implementation of comprehensive care for all facilities
 - Pilot sites
 - Validation sites
- Reporting process for ongoing evaluation and resource monitoring and tracking



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Overarching Goal

Enhance the language, practice, and culture of VA to be more inclusive of women Veterans



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Outreach and Communications

- Branded Women Veterans Health (WVH) Care program
- Developing monthly health-focused campaigns and outreach kits
 - Educate women Veterans on health topics
 - Bring more women Veterans to the VA
 - Reinforce WVH identity
- Coordinating outreach activities with monthly health campaigns

WOMEN VETERANS HEALTH CARE

*You served, you deserve
★ the best care anywhere.*





Internal/External Outreach Posters

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WINNER!
VHA Communications Ace Achievement Award

WOMEN VETERANS HEALTH CARE
Tobacco-free
Let VA Help.
You served, you deserve the best care anywhere.

WOMEN VETERANS HEALTH CARE
A healthy pregnancy should be the first gift you give your child. Let VA help.

WOMEN VETERANS HEALTH CARE
Heart disease is the #1 killer of women veterans
take heart
Let VA help.
You served, you deserve the best care anywhere.

WOMEN VETERANS HEALTH CARE
A broken bone or a broken spirit...
...domestic abuse hurts.
Let VA Help.
You served, you deserve the best care anywhere.

WOMEN VETERANS HEALTH CARE
Who has time for the flu?
Get vaccinated for seasonal flu and H1N1 flu.
Let VA help.

WOMEN VETERANS HEALTH CARE
Early Detection Saves Lives
Let VA help.
You served, you deserve the best care anywhere.



Homelessness Outreach/Awareness

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WOMEN VETERANS HEALTH CARE

Nearly **one-third**
of the adult
homeless
population has
served their country in the
Armed Services.

SHE SERVED
DOESN'T SHE DESERVE BETTER

Department of Veterans Affairs
www.va.gov/womenhealthcare
Women Veterans Health Strategy Health Care Group, WCG 102019

WOMEN IN NEED
WOMEN VETERANS
HEALTH CARE

Hungry?
Homeless? Hurt?
Looking for help?

Department of Veterans Affairs

WOMEN VETERANS HEALTH CARE

**Mother, daughter, sister, wife,
partner...veteran.**

VA cares for the whole woman.



- Primary care
- Reproductive care
- Mental health care
- Sensitive to women veterans' needs and experiences

**VA's national network ensures that
your medical history goes where
you go.**



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★ *You served, you deserve the best care anywhere.* ★



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Questions?