VA Health Care Overview

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Health Care for Homeless Veterans

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Overview

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4. Results-Driven Advancements
5. People-Centric Advancements
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Department of Veterans Affairs

Introduction to VA
Today’s Veterans

Today, there are over 22 Million living Veterans.

8M+ Veterans are enrolled in the VA health care system
4M+ Veterans and survivors receive VA compensation and pension benefits
55% of all Veterans are 60 years old or older

- Younger than 30: 1M
- 30-44 Years old: 3.3M
- 45-59 Years old: 5.7M
- 60-74 Years old: 7.7M
- 75 Years or older: 4.8M
To fulfill President Lincoln's promise, “To care for him who shall have borne the battle, and for his widow, and his orphan” by serving and honoring the men and women who are America’s Veterans.
The Veterans Health Administration (VHA) is one of the three major administrations of the Department of Veterans Affairs.
Veterans Health Administration

Introduction to VHA
Under Secretary for Health’s Priorities

- Align the organization to meet the vision
- Create health care value by reducing cost while maintaining quality
- Enhance the Veteran experience and access to health care
- Innovate new models of health care
- Eliminate Veteran homelessness
- Improve Veterans’ mental health
- Continue to advance research and development
- Transform health care delivery through health informatics
In 1996, VA began the creation of Veterans Integrated Service Networks (VISNs) to transform VA Health Care from a “Hospital System” to a “Health System.” VHA currently has 21 VISNs.

- 152 Medical Centers
- 974 Outpatient Clinics
  - 807 Community-Based
  - 152 Hospital-Based
  - 9 Mobile
  - 6 Independent
- 288 Vet Centers
- 98 Domiciliary Residential Rehabilitation Programs
- 133 Community Living Centers
# Vital Statistics FY 2010

<table>
<thead>
<tr>
<th>Category</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enrollees</td>
<td>8.34 Million</td>
</tr>
<tr>
<td>Unique Patients Treated</td>
<td>6 Million</td>
</tr>
<tr>
<td>Outpatient Visits</td>
<td>75.6 Million</td>
</tr>
<tr>
<td>Outpatient Surgeries</td>
<td>298,400</td>
</tr>
<tr>
<td>Inpatient Admissions</td>
<td>679,600</td>
</tr>
<tr>
<td>Lab Tests (Inpatient &amp; Outpatient)</td>
<td>260.9 Million</td>
</tr>
<tr>
<td>Prescriptions Dispensed (30-Day Equivalent)</td>
<td>258 Million</td>
</tr>
<tr>
<td>Prosthetics Services Performed</td>
<td>11.5 Million</td>
</tr>
</tbody>
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Source: FY 2010 EOY Pocket Card;
VA’s Health Care Expertise

VA is one of the largest civilian employers in the federal government and one of the largest health care employers in the world.

277,000+ VHA Employees
82,000+ Veteran Employees
20,000+ Physicians
53,000+ Nurses
VA’s volunteer program is one of the largest volunteer programs in the Federal government.

In FY 2010, 139,325 volunteers contributed a total of 12.5 Million hours and an estimated $107 million in gifts and donations.
VHA’s Bridge to Excellence
“Patients are in control of their health care, and the system is designed around the needs of the patient.”

-Robert A. Petzel, M.D.
Under Secretary for Health
Department of Veterans Affairs
New Health Care Delivery Model

- Patient-Centered
- Team Care
- Continuous Improvement
- Data-Driven, Evidence-Based
- Value
- Prevention / Population Health
VA’s PACT with Veterans

To help increase Veterans’ satisfaction with their care and improve their health outcomes, VA’s health care facilities are implementing the Patient Aligned Care Team (PACT) health care model.

PACT emphasizes teams and coordinated care.
## Future of VA Health Care

<table>
<thead>
<tr>
<th>Past VA</th>
<th>Present VA</th>
<th>Future VA</th>
</tr>
</thead>
<tbody>
<tr>
<td>“What can I fix?”</td>
<td>“How can we help what is wrong with you?”</td>
<td>“How can we help you live the life you want to live?”</td>
</tr>
<tr>
<td>Physician</td>
<td>Clinical Team</td>
<td>Veteran, Family and Health Care Team</td>
</tr>
<tr>
<td>Case-Based Paper Medical Record</td>
<td>Disease-Based Electronic Medical Record</td>
<td>Whole-Person Electronic Health Record</td>
</tr>
<tr>
<td>“We’ll address your immediate concern.”</td>
<td>“You have a risky problem, please follow this plan to improve by your next visit.”</td>
<td>“We can design your personalized health plan to meet your goals.”</td>
</tr>
</tbody>
</table>
Results-Driven Advancements
Better Access, Better Care

Before
Hospital System

After
Health System

Only Hospitals

Hospitals
Outpatient Clinics
Mobile Clinics

Vet Centers
Mobile Vet Centers
My HealtheVet
Rich 85-Year Research History

The groundbreaking achievements of VA researchers—70% of whom also provide direct patient care—have resulted in three Nobel Prizes, six Lasker Awards, and numerous other distinctions.
Historical Medical Innovations

- Created the nicotine patch to help people stop smoking
- Performed the first successful liver transplant
- Pinpointed genes for HIV (human immunodeficiency virus), diabetes, and obesity susceptibility
- Identified schizophrenia gene and developed unique preventive drug
- Identified best treatments for numerous health conditions such as colon cancer, psychoses, stable angina, and high blood pressure
- Helped develop the vaccine for shingles
- Developed new drugs and treatments for diseases such as AIDS/HIV, diabetes, Alzheimer's, and osteoporosis
Historical Medical Inventions cont.

- Developed nationally recognized clinical guidelines for patients with one or more common diagnoses
- Contributed to the advancement of prosthetics for men and women
- Invented the cardiac pacemaker
- Developed a computer-controlled ventilator system for critically ill patients
- Contributed to the development of the CT (Computerized Axial Tomography or CAT scan)
- Pioneered VistA (Veterans Health Information Systems and Technology Architecture), one of the world’s earliest and largest electronic health record systems
Veterans Health Administration

People-Centric Advancements
My HealtheVet

A personal My HealtheVet account provides Veterans with 24/7 online access to a variety of tools to manage their health care.

- Communicate with Participating Patient Aligned Care Team Members
- View Appointments and Health Information
- Refill Prescriptions
- Download and Share Personal Health Record
Keeping Up With Active Veterans

VA’s technological advances have resulted in prosthetics that allow Veterans to live a more active lifestyle.
VA focuses on providing health care services that are uniquely related to Veterans’ health and special needs.

- Traumatic Brain Injury (TBI)
- Post-Traumatic Stress Disorder (PTSD)
- Readjustment Counseling
- Polytrauma
VHA provides a nationwide integrated structure of treatment facilities and programs that cared for nearly 55,000 Veterans and service members with Traumatic Brain Injury in 2010.
VETERANS HEALTH ADMINISTRATION

Post-Traumatic Stress Disorder

VHA treated more than 400,000 Veterans for Post-Traumatic Stress Disorder in 2010.

Treatment is customized to the needs of the Veteran:

- Inpatient and Outpatient Visits
- One-on-One Therapy
- Group Therapy
- Family Therapy
- Residential Rehabilitation
Increasing Number of Women Veterans

Since 2000, the number of women Veterans seeking VA health care services has more than doubled.
Increasing Demands for Women’s Services

The increase of women Veterans means increased demand for VA health care services specific to women.

Influx of younger women
- Maternity care
- Service-connected disabilities
- Privacy, safety, convenience

Older women (largest sub population of female VA users)
- Menopausal needs
- Geriatric Care
- Inpatient/extended stays
Increasing Women’s Services

Of the nearly 524,000 women Veterans enrolled in VA health care, 315,000 were treated in 2010.

VA is focused on moving to a comprehensive single-provider and gender-specific model of care for women.
Reaching Rural Veterans

VA estimates approximately *43%* of all Veterans live in rural areas.

VA continues to expand health access to rural Veterans through:

- Fee basis care
- Rural health care partnerships
- Home-based telehealth
- Mobile health clinics
In many rural and remote areas, Veterans and their primary care providers do not have easy access to specialty care services and expertise.

Through VA’s SCAN-ECHO* program, Veterans and their primary care team use videoconferencing technology to seek expertise from specialists located 100-500 miles away.

*Scan-Echo: Specialty Care Access Networks-Extension for Community Healthcare Outcomes.
Caring for Native American Veterans

VHA is focused on improving the health status of Native American Veterans.

VHA is teaming with the Indian Health Service to implement the following initiatives:

- Launch Home Based Primary Care (HBPC) in 14 rural Indian Health Service or tribal clinics
- Increase telemedicine services
- Support Northport-Riverhead Community Based Outpatient Clinic
- Provide traditional healing services
Reaching Out

In 2010, VHA hosted or attended more than **4,400 outreach events** across the Nation.

VHA personally met with
- **750,000+** Veterans
- **207,000+** family members

VHA instantly enrolled
- Nearly **32,000** of those Veterans
VA's major homeless programs constitute the largest integrated network of homeless assistance programs in the country, offering a wide array of services to help Veterans recover from homelessness and live as self-sufficiently and independently as possible.

- Prevention Services
- Housing and Supportive Services
- Treatment
- Employment, Income and Benefit Assistance
- Outreach and Education
- Community Partnerships
Saving Lives

In 2007, VA partnered with the Substance Abuse and Mental Health Services Administration (SAMHSA) to provide a hotline for Veterans in crisis.

13,000+ Rescues of Actively Suicidal Veterans

379,000+ Callers
Expanding On-the-Go Resources

The “PTSD Coach” mobile app is one of the first in a series of VA and DoD jointly-designed resources to help Servicemembers and Veterans manage their readjustment challenges and get anonymous assistance.

29,000+ Downloads via iTunes and Android Market
Supporting Caregivers

Over **50%** of Caregivers experience medium to high levels of stress as a result of the demands of their role as a Caregiver.

VA offers Caregivers all this and more:

- Caregiver Support Line
- Education and Training
- Family Support Services
- In-Home Care
- Respite Care
- Aid and Attendance Compensation
- Home Adaptation
- Automobile Modification
- Transportation Assistance
- Stipend, CHAMPVA and other special services for Caregivers of eligible post 9/11 Veterans.
Veterans Health Administration

Forward-Looking Advancements
Tomorrow’s Innovations

These VA research projects hold the promise of significant advancements to improve Veterans’ lives.

- Nanotechnology, robotics, and tissue engineering to build better prostheses
- Osseointegration
- PTSD Drug Development
Million Veteran Program (MVP)

VA is partnering with Veterans to learn more about how genes affect health by establishing a program where Veterans can volunteer to link their DNA with their health information.

Over the next 5 to 7 years, the MVP database is expected to develop new knowledge that may eventually lead to better treatments and preventive measures for many diseases, including common illnesses such as heart disease, diabetes, and cancer.
Innovative Partnerships

VA and DARPA* are partnering together to further the advancements of prosthetics by innovating The DEKA Arm, a robotic arm intended to restore functionality for individuals with upper extremity amputations.

*DARPA: Defense Advanced Research Projects Agency
VA currently has 8,000+ VA employees on call and prepared to assist in major disasters.

1,800+ VA staff deployed to federal medical shelters in response to hurricanes Charley, Frances, Ivan, Katrina, Rita and others since 2004.
Preparing the Nation’s Health Professionals for Tomorrow

VA is the largest provider of health care training in the United States and maintains more than 5,000 individual affiliation agreements at more than 1,200 educational institutions.

In 2010, clinical traineeships and fellowships were provided to more than 100,000 students in more than 40 professions.
Health Promotion and Prevention

Engaging with people to live healthier lives.

• Health Promotion & Prevention Programs
• Health Incentives
• My HealtheVet Tools & Resources
• Personal Health Assessments
• MOVE! Weight Management Program

Veteran Ernie Lohman lost 225 pounds by participating in the MOVE! program at his local CBOC in Sarasota, FL.
Eligibility

Minimum Duty Requirements:
• Enlisted after SEP 7, 1980, or entered active duty after OCT 16, 1981 must have served 24 continuous months

• Or served a full period for which they were called to active duty (other than training)

• Discharged from active military service under other than dishonorable conditions