

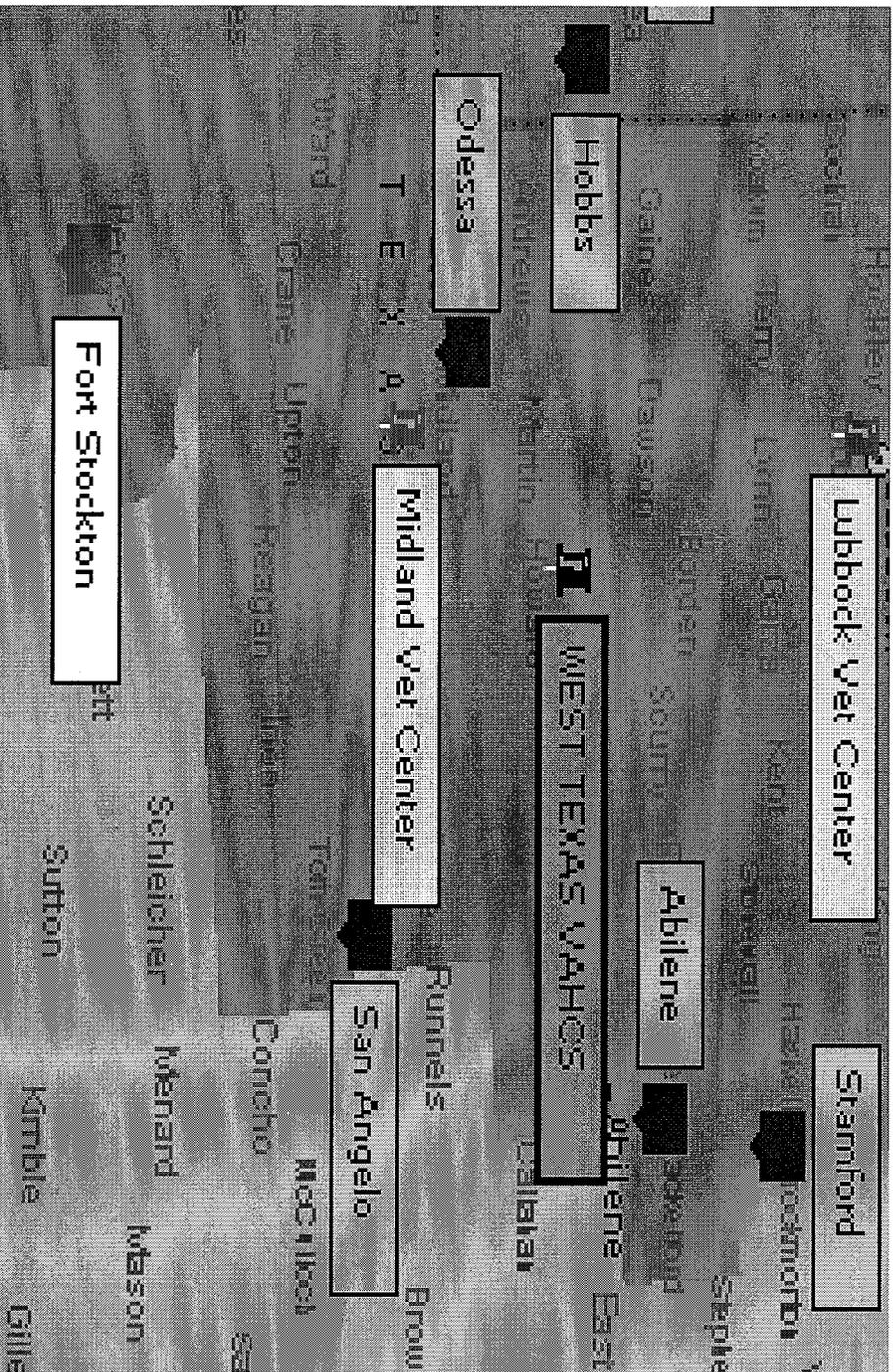
# ***West Texas VA Health Care System***

Military and Veterans' Affairs Committee Meeting  
August 2012





# West Texas VAHCS - Locations



***Transition from  
active/inactive status  
to veteran status***

# ***Engagement***

- Department of Defense
  - Use of liaisons to provide “warm hand offs”
- Veteran service officers (VSO)
  - Use of VSO to provide referral information for VA services
- Outreach efforts
  - Welcome home events
  - Town hall meetings
  - Involvement in local community events
  - Presentations with National Guard Units
- Veterans
  - Self-referrals

# ***Transition***

Operation Enduring Freedom (OEF)/Operation Iraqi Freedom (OIF)/Operation New Dawn (OND) case Management

## **Purpose:**

To assist in the assessment and coordination of care for all OEF/OIF/OND veterans

## **Identification:**

All new admissions receive a case management screening

# ***Care Coordination***

- Education
  - What services are available to veterans and their families
    - Medical Care
    - Dental Care
    - Mental Health Services
    - Specially Care
  - Where can services be accessed
    - Medical centers
    - Community Outpatient based Clinics (CBOC)
- Assessment
  - What services are needed
- Ongoing assistance
  - Accessing services and engagement in services  
HUD-VASH vouchers

# ***Community Based Outpatient Clinics (CBOC)***

**Aim:**

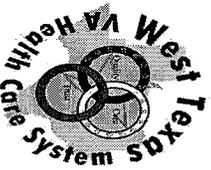
To offer all services to all veterans

**Barriers:**

Rural areas have few specialty services available onsite such as mental health services

Lack transportation

Lack of awareness



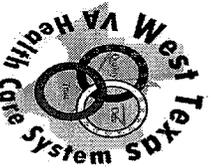
# ***Solutions***

- Awareness
  - Outreach efforts
  - Collaboration with VSO
  - Education of veterans
  - Education of staff
- Transportation
  - Local volunteer/service organizations
- Limited resources on-site
  - Vet Centers
  - Fee basis to community partners/agencies
  - Tele-health services



# ***Mental Health Services for PTSD***

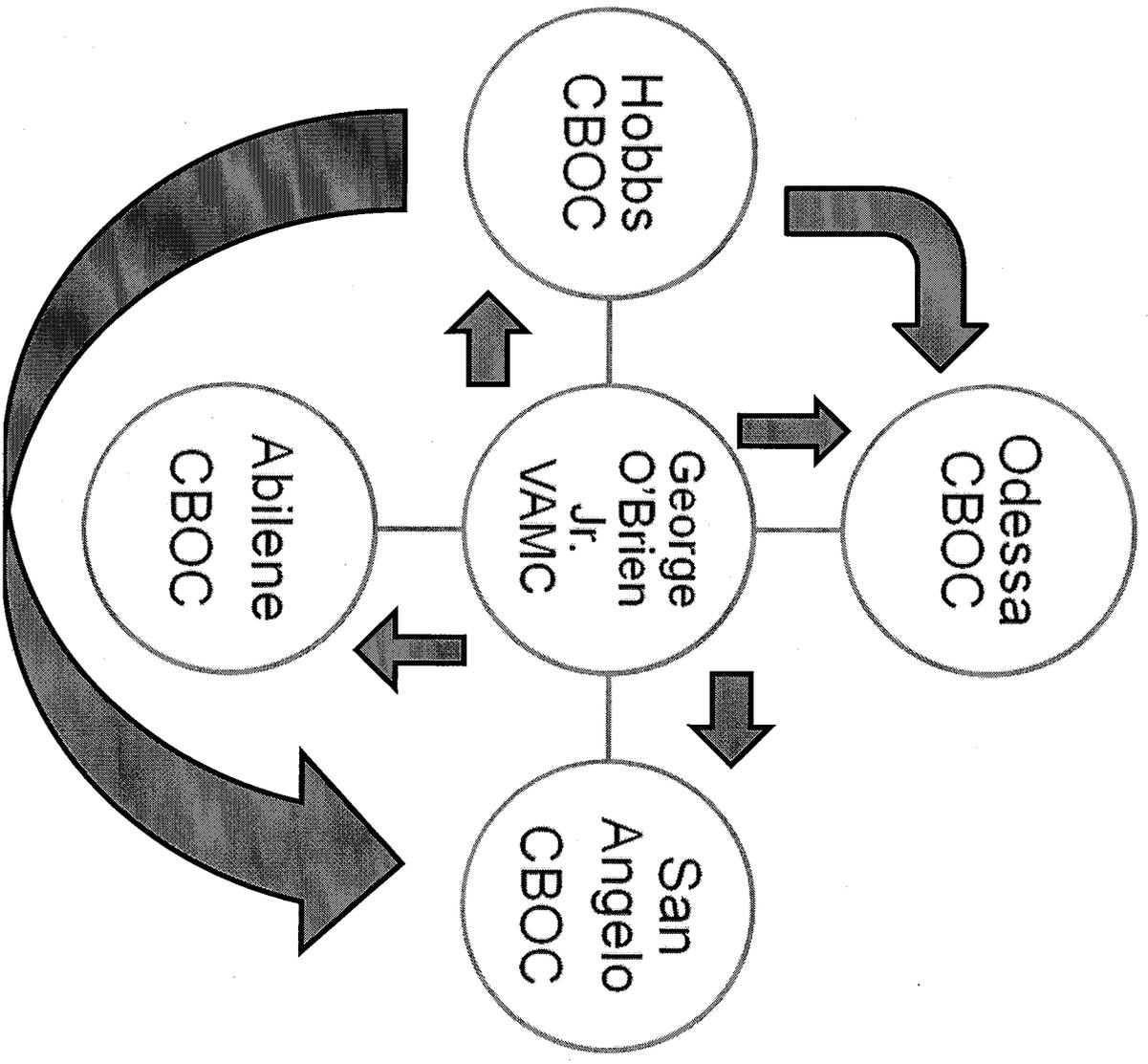
- Assessment – What are the needs?
  - Outpatient services – therapy, medication management, psychological testing
  - Inpatient services – residential programs
- Identification of Resources
  - PTSD Support groups – Vet Centers
  - Residential Programs for PTSD within or outside the state
  - Evidenced based therapies for PTSD
    - Prolonged Exposure (PE)
    - Cognitive Processing Therapy (CPT)
  - Medication management providers



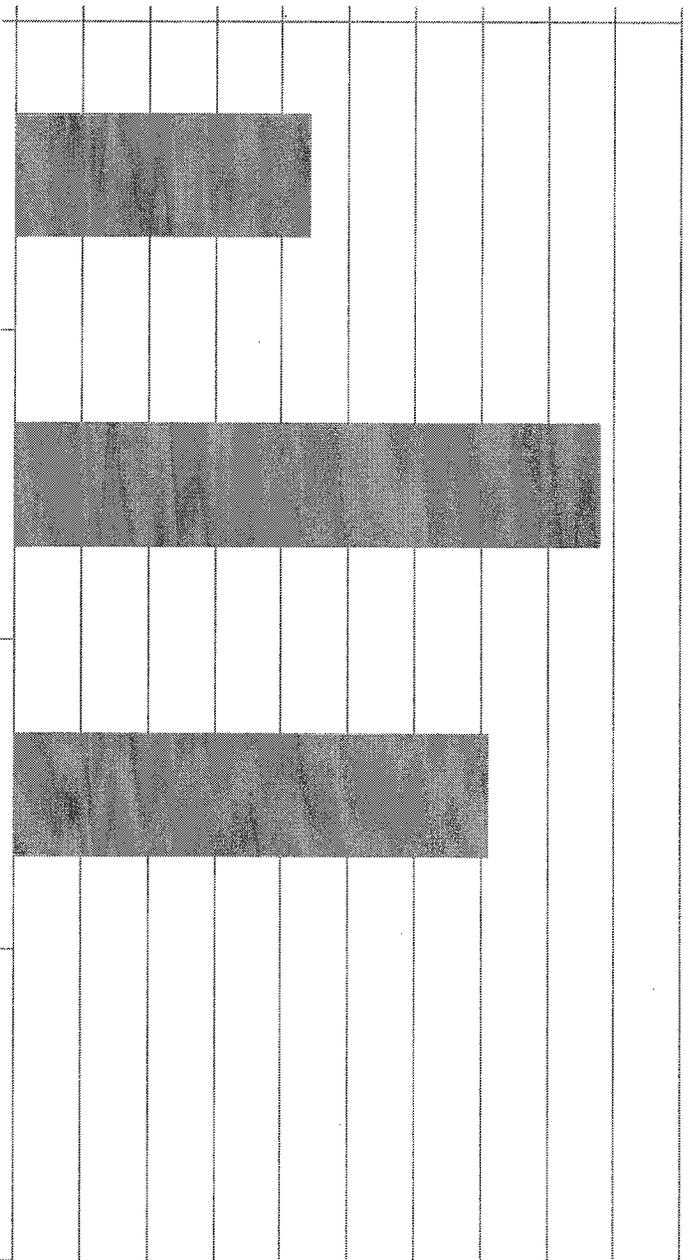
**CAN A RURAL CBOC  
PROVIDE TREATMENT FOR  
PTSD?**

**YES**

# Tele-Health Services



# Tele-Health Services



# ***Future Directions***

## **In-Home Services**

- Home based primary care
- Pilot program – in home webcam units

## **Increased staffing for CBOCS**

## **Staff Training/Support for Evidenced Based Therapies**

## **Mental Health Primary Care Integration**

# **Summary**

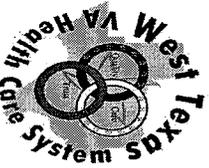
# ***Strengths***

- Collaboration with community partners/agencies providing referrals and resources to veterans for VA services
- Use of Tele-health
- Provision of evidenced based therapies/training of staff
- Increase in Staffing and Psychotherapy for CBOC
- Case management services



# **Challenges**

- Limited evening & weekend services
- Transportation
- Comparatively small service / health care system makes sustaining wide ranges of services challenging
- Access to care at some sites



***Dr. Connie Ponce***  
***Psychologist/CBOC***  
***Supervisor of Mental***  
***Health Services***