

VETERANS HEALTH ADMINISTRATION

Fall Educational Call Series with the National Adult Protective Services Association (NAPSA)

National Social Work Elder Abuse Tiger Team
in collaboration with
Social Work Patient Aligned Care Team Staffing Program

Care Management and Social Work Services

October 6, 2022



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U.S. Department
of Veterans Affairs

Welcome



Jennifer Koget, MS, LCSW, BCD
National Director



Department of Veterans Affairs (VA)

Mission is 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



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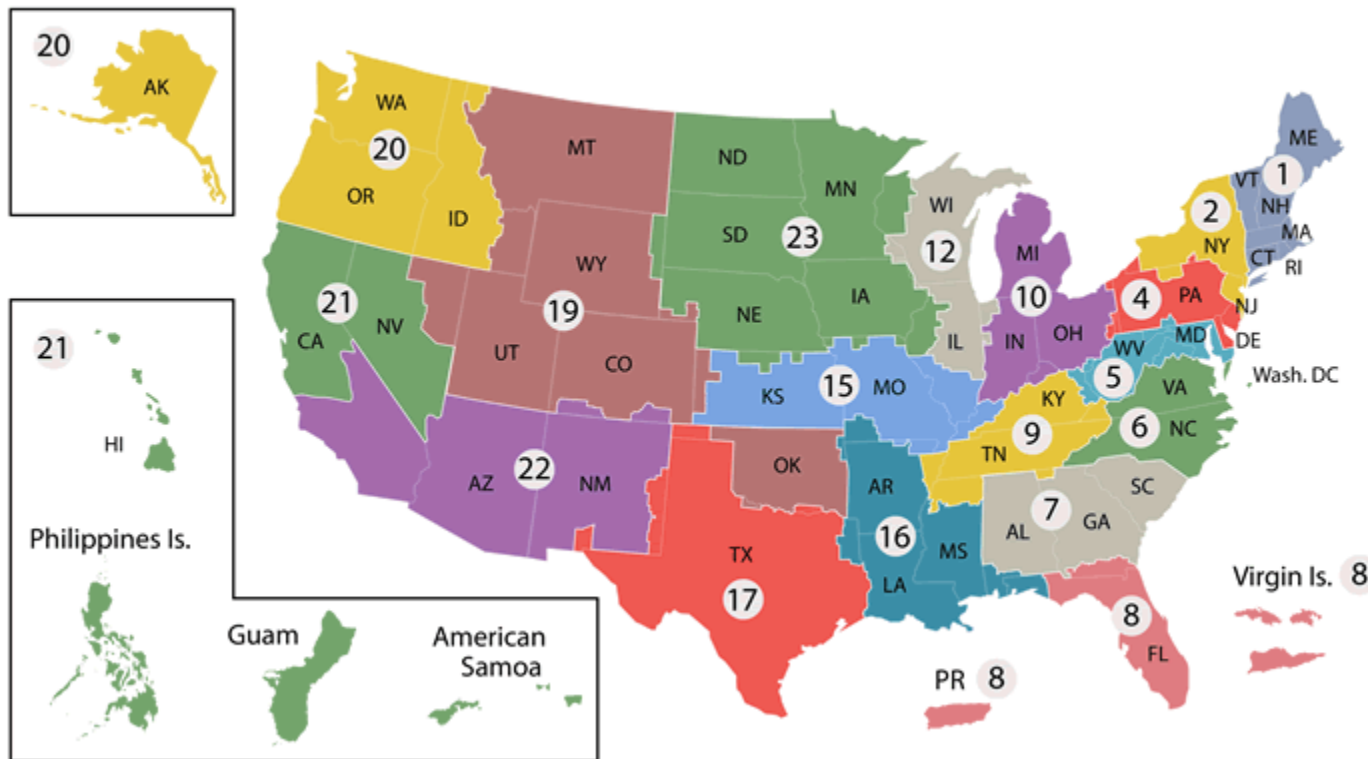


- [Veterans Benefits Administration](#) (VBA): provides a range of benefits that help Veterans transition back to civilian life.
- [National Cemetery Administration](#) (NCA): provides dignified burial services for Veterans and eligible family members.
- [Veterans Health Administration](#) (VHA): largest integrated health care network in the United States with 1,298 health care facilities, including 171 medical centers, serving 9 million enrolled Veterans each year.



Delivery of Care

- **Veterans Integrated Services Networks:** 18 regional systems of care working together to meet local health care needs and access to care.



Delivery of Care

- **Health Care System:** Several medical centers and clinics work together to offer services to area Veterans as a Health Care System to provide more efficient care.
- **VA medical centers:** Provide a wide range of services including traditional hospital-based services such as surgery, critical care, mental health, orthopedics, pharmacy, radiology and physical therapy.
- VA has advanced [Telehealth Services](#) that include home, clinic and hospital visits.
 - Remote visits with a specialist can occur at a local, regional or national level.



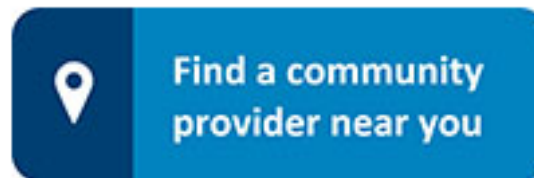
Delivery of Care

- **Community-Based Outpatient Clinic (CBOC):** To make access to health care easier, VHA utilizes CBOCs across the country.
 - Provide the most common outpatient services, including health and wellness visits, without needing to visit a larger medical center.
 - VHA continues to expand the network of CBOCs to include more rural locations.
- Services offered vary depending on VA medical center, area of the country and rurality.
- Social Workers assist with care coordination.
- Use the [Facility Locator](#) to find a local VA medical center.



VA Community Care

- Veterans can access and receive [Community Care](#) covered by the VA when the closest VA does not offer a needed service or is too far to travel.
- Authorized and set up by the local VA medical center.
- Full array of medical, mental health and specialty care including alternative medicine and homecare.
- Each VA works with a contracted third-party administrator (TPA) for their region and that TPA's Care Coordination Network of providers.



Outpatient Care

- Veterans are assigned to a [Patient Aligned Care Team \(PACT\)](#) that uses a team-based approach to care, with an emphasis on prevention and health promotion.
- Team members oversee transitions in care to specialists, other levels of care, community care and arrange for community resources.
- Every Veteran enrolled in PACT is assigned a Social Worker.



Partnerships
with Veterans



Access
to care using
diverse methods



Coordinated care
among team
members



Team-based care
with Veterans as the
center of their PACT



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Emergency Department

- Variations exist in VA Emergency Department services, including:
 - Social Work staffing and availability
 - Response to crises including intimate partner violence, sexual assault and psychiatric emergencies
 - Long term care and skilled nursing facility placement ability
 - Transportation resources
 - Capacity evaluations and cognitive issues
 - Post-emergency department discharge follow up



Inpatient Care

- Depending on size and complexity of facility, some sites have inpatient acute care services that include:
 - Medical
 - Surgical
 - Mental Health
 - Dialysis
 - Acute Care
- There are also specialized care units that include:
 - Intensive Care
 - Transplant Care
 - Spinal Cord Injuries/Disorders Centers
 - Traumatic Brain Injury Units
 - PolyTrauma Centers
- Some VAs rely on coordination with community hospitals for services.



Community Living Centers

- **Community Living Centers** (CLC) are VA skilled nursing facilities, often referred to as nursing homes.
 - Veterans receive help with activities of daily living (ADL) and 24-hour skilled nursing and medical care, including rehabilitative services and hospice/palliative care for end of life.
- Veterans may be admitted for short or long-term stays.
- There are over [100 CLCs](#) across the country.
- Every Veteran in a VA CLC has a Social Worker.



VA Social Work

VA NATIONAL SOCIAL WORK (SW) PROGRAM

17,433 VA Social Workers • 1,500 Graduate SW Trainees

VISION: To assist Veterans, their families, and caregivers in resolving Social Determinants of Health (SDOH) challenges to health and well-being, using a person in environment perspective



Leadership Council

Best Practices, Knowledge & Data Management, Leadership Development, Professional Development, Standards & Clinical Practice, Strategic Communications, Quality, Safety & Value, Social Work Graduate Education



National Programs

Social Work, Fisher House, Intimate Partner Violence Assistance Program (IPVAP), Advance Care Planning Via Group Visits (ACP-GV), Patient Aligned Care Team (PACT) Social Work



Inclusion, Diversity, Equity, Access (IDEA)

Consultation Team, Community & Program Office Partners



Tiger Teams

Electronic Health Record Modernization (EHRM), Elder Abuse, Human Trafficking, National Emergency, SW Qualification Standard

CORE RESPONSIBILITIES: Providing timely world-class healthcare; ensuring Veterans and their families have access to earned benefits and honoring Veterans with a final resting place

VA | MODERNIZATION: Technology; improving care for our Veterans; Providing world-class customer service; Increasing access and transparency; Operating more effectively

June 23, 2022



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VHA Directive on Abuse and Neglect

- [VHA Directive 1199, Reporting Cases of Abuse and Neglect](#) establishes policy for the reporting of abuse and neglect cases as stipulated by state statute for all VA medical facilities.
- All professionals are required to adhere to federal and state laws that govern the reporting of suspected cases of abuse and neglect.
- Must promptly document in the electronic health record all pertinent information, including:
 - Required report was filed timely with the appropriate agency, include copy of report.
 - Examination and treatment for conditions caused by abuse or neglect were offered to Veterans.



VHA Directive on Abuse and Neglect

- Ensure that a referral is made to VA Social Work for each report.
- Social Workers are responsible for initiating a thorough assessment and identifying psychosocial risk factors requiring intervention.
- Social Workers have a duty to:
 - Facilitate referrals for clinical assessment, treatment and care .
 - Maintain a list of VA and community resources that provide or arrange for evaluation and care.



Sharing Information with Adult Protective Services

- VHA can voluntarily disclose individually-identifiable health information for the purpose of complying with State mandatory reporting requirements.
- A standing letter between the VA medical center and state agency allows VHA to file an initial report disclosing minimum patient information.
- State agency submits a request to VA medical center Release of Information if medical records are needed.



National Social Work Elder Abuse Tiger Team

- The vision of the National Social Work Elder Abuse Tiger Team is for all Veterans to age with dignity in a safe environment.
- The mission of the team is to improve the health and well-being of older Veterans by:
 - Increasing awareness of risk factors.
 - Prevention through standardized screening mechanisms.
 - Promoting resources for caregivers.



Save the Date

- VHA will present two upcoming webinars to NAPSA for further discussion and questions:
 - Tuesday, November 1st at 3:00pm ET: Eligibility
 - Tuesday, November 29th at 3:00pm ET: Collaborating with VA Social Workers



Questions

- Please reach out to your [local VA medical center](#) and ask to speak to the Social Work Chief or Executive for questions regarding facility specific information at <https://www.va.gov/find-locations/?facilityType=health>
- Please contact the [VHA SW Elder Abuse Tiger Team](#) at VHASWElderAbuseTigerTeam@va.gov with any questions

