Department of Veterans Affairs
VA Desert Pacific Healthcare Network

Monique S. Collier
SFC, US ARMY RESERVE RETIRED
MINORITY VETERANS PROGRAM COORDINATOR
Mission
To honor America’s Veterans by providing exceptional health care that improves their health and well-being.

Vision
VHA will continue to be the benchmark of excellence and value in health care and benefits by providing exemplary services that are both patient-centered and evidence-based. This care will be delivered by engaged, collaborative teams in an integrated environment that supports learning, discovery and continuous improvement. It will emphasize prevention and population health and contribute to the Nation’s well-being through education, research and service in national emergencies.
VASNHS is part of the Desert Pacific Health Care Network (VISN 22)
VISN 22 also includes Long Beach, Loma Linda, Greater Los Angeles, and San Diego VA Health Care Systems
VA Southern Nevada Healthcare System

New Comprehensive Medical Center
Primary Care Locations

Northwest PCC

Northeast PCC

Pahrump CBOC

Southwest PCC

Southeast PCC
### VASNHS Facilities

#### Primary Care
- Northwest PCC
- Northeast PCC
- Southwest PCC
- Southeast PCC

#### Mental Health / Other
- Psychosocial Rehab Recovery Center
- Community Rehab Recovery Center

#### Special Programs
- Vet Centers (x3)
  - Henderson
  - Las Vegas
  - Reno

#### CBOCS
- Pahrump CBOC

#### Inpatient Hospital and Surgery Clinics
- Mike O’Callaghan Federal Medical Center (MOFMC)

#### Business & Logistics
- Education Learning Center
- Rancho Courtyard (Human Resources)
- Northwest Core (Managed Care)
- Warehouses (x2)
Joint Venture

• Inpatient Services are currently provided through a VA/DoD Joint Venture at the Mike O’Callaghan Federal Medical Center (MOFMC)

• Services include:
  • General Surgery
  • Podiatry
  • Orthopedic Surgery
  • Pre-Operative Clinic
  • Vascular Surgery
  • Inpatient Medicine/Surgery
  • Inpatient ICU
  • Inpatient Step Down Unit
  • Emergency Department
# Services at New Medical Center

<table>
<thead>
<tr>
<th><strong>Medicine</strong></th>
<th><strong>Surgery</strong></th>
<th><strong>Mental Health</strong></th>
<th><strong>Geriatric and Rehabilitation Clinics</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Women's Clinic and GYN</td>
<td>General Surgery</td>
<td>OIF/OIF Transition Team – New program</td>
<td>Geriatric Evaluation Management Clinic</td>
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<tr>
<td>Audiology – Expanded program</td>
<td>Plastic and Reconstructive - Expanded program</td>
<td>Addictive Disorders Program</td>
<td>Geriatric Primary Care Clinic</td>
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<tr>
<td>Cardiology – Expanded program</td>
<td>Thoracic – Expanded program</td>
<td>Mental Health Clinic</td>
<td>Falls Prevention Clinic</td>
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<tr>
<td>Cardiac Catheterization - New program</td>
<td>Vascular – Expanded program</td>
<td>Post Traumatic Stress Clinical Team</td>
<td>Rehabilitation Clinic</td>
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<tr>
<td>Dermatology – Expanded program</td>
<td>Orthopedics – Expanded program</td>
<td>Homeless Veterans Program</td>
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<tr>
<td>Diabetes Clinic – Expanded program</td>
<td>Anesthesia – Expanded program</td>
<td>Gambling Addiction Clinic</td>
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<tr>
<td>Endocrinology</td>
<td>Operating Rooms (7) – New program</td>
<td>Gero-Psychiatric Clinic</td>
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<tr>
<td>Gastroenterology – Expanded program</td>
<td>Cystoscopy Room – New program</td>
<td>Day Treatment – Expanded program</td>
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<tr>
<td>Hematology/Oncology – Expanded program</td>
<td>Urology – Expanded program</td>
<td>Chaplain Services - Expanded program</td>
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<td>Infusion Therapies – Expanded program</td>
<td>ENT - Expanded program</td>
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<tr>
<td>Infectious Disease – Expanded program</td>
<td>Podiatry – Expanded program</td>
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<td>Nephrology and Renal Clinic – Expanded program</td>
<td>Optometry – Expanded program</td>
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<tr>
<td>Dialysis – 20+ stations – New program</td>
<td>Dental – Expanded program</td>
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<tr>
<td>Neurology</td>
<td>Wound Care</td>
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<tr>
<td>Pain Management Clinic – Expanded program</td>
<td>Hyperbaric Chambers – New program</td>
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<td>Pulmonary – Expanded program</td>
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<td>Rheumatology Clinics</td>
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<td>Rehabilitation Medicine – Expanded program</td>
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<tr>
<td><strong>Physical Therapy</strong> – Expanded program</td>
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<tr>
<td>Speech Pathology – New program</td>
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<td>Occupational Therapy - New program</td>
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<tr>
<td>Prosthetics – Expanded program</td>
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<td>Orthotics – New program</td>
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<tr>
<td>Brace Amputee</td>
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<td>Emergency/Admitting – New program</td>
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<tr>
<td>Occupational Medicine</td>
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<tr>
<td>Endoscopy Suite (5 rooms) – New program</td>
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<td>Sleep Studies – New program</td>
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<tr>
<td><strong>Education, Research and Support</strong></td>
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<tr>
<td>Medical Library – Expanded program</td>
<td>Pharmacy</td>
<td>VA Community Living Center</td>
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<tr>
<td>Education- Expanded program</td>
<td>Laboratory</td>
<td>All areas are New programs</td>
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<tr>
<td>Research – Expanded program</td>
<td>Clinical Pathology – New program</td>
<td>Sub Acute/Interim Care = 20 Beds</td>
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<tr>
<td>Canteen Food Court and Retail Store – New program</td>
<td>Blood Bank – New program</td>
<td>Alzheimer’s/Dementia Care = 20 Beds</td>
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<tr>
<td><strong>Administrative Services</strong></td>
<td>Diagnostic Imaging Services - Expanded program</td>
<td>Inpatient Rehabilitation Care = 40 Beds</td>
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<tr>
<td>Executive Offices</td>
<td>Radiographic/Fluoroscopic (4)</td>
<td>Inpatient Hospice/Palliative Care = 20 Beds</td>
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<tr>
<td>Human Resources - Expanded program</td>
<td>Chest Room - New program</td>
<td>Extended Care - 20 Beds</td>
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<tr>
<td>Fiscal, Fee Basis - Expanded program</td>
<td>CT (2) – Expanded program</td>
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<tr>
<td>Health Administration - Expanded program</td>
<td>Mammography (2) – Expanded program</td>
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<tr>
<td>Facility Management - Expanded program</td>
<td>MRI (1) – New program</td>
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<tr>
<td>Biomedical Engineering – Expanded program</td>
<td>Ultrasound (4) – Expanded program</td>
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<tr>
<td>Logistics - Expanded program</td>
<td>Nuclear Medicine (3) – Expanded program</td>
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<tr>
<td>Nursing Service - Expanded program</td>
<td>PET CT Scan – New program</td>
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<tr>
<td>SPD - Expanded program</td>
<td>Bone Densitometry (1)</td>
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<tr>
<td>Voluntary Service</td>
<td>Interventional Angiography – New program</td>
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<tr>
<td>Canteen</td>
<td>PACS - Expanded program</td>
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<td></td>
<td>Nutritional Medicine</td>
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<td>Clinical Dieticians</td>
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<td></td>
<td>Dietetics</td>
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<tr>
<td></td>
<td>Inpatient Food Service – New program</td>
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</tbody>
</table>

**Geriatric and Rehabilitation Clinics**
- Geriatric Evaluation Management Clinic
- Geriatric Primary Care Clinic
- Falls Prevention Clinic
- Rehabilitation Clinic

**Home and Community programs**
- Tele-Home Health Care - Expanded program
- Home Based Primary Care
- Adult Day Health Care
- Homemaker Home Health Aide Program
- Fee Basis Skilled Home Health Care

**Long Term Institutional Care Programs**
- VA Community Living Center
- All areas are New programs
- Sub Acute/Interim Care = 20 Beds
- Alzheimer’s/Dementia Care = 20 Beds
- Inpatient Rehabilitation Care = 40 Beds
- Inpatient Hospice/Palliative Care = 20 Beds
- Extended Care = 20 Beds

**Services NOT Provided at New MC**
- Radiation Oncology
- Neuro Surgery
- Cardio Thoracic Surgery
- Primary Care
Official catchment area is Clark, Lincoln, and Nye Counties, Nevada. VASNHS also treats patients from Arizona, California, Utah, as well as “snow birds” from the mid-west and East.
# Key Demographics – FY12

<table>
<thead>
<tr>
<th>Demographic (Clark, Lincoln, &amp; Nye Counties)</th>
<th>Number</th>
<th>%</th>
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<tbody>
<tr>
<td>Southern Nevada Population&lt;sub&gt;1&lt;/sub&gt;</td>
<td>2,031,607</td>
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<tr>
<td>Veteran Population&lt;sub&gt;2&lt;/sub&gt;</td>
<td>161,645</td>
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<tr>
<td>VASNHS Enrollees&lt;sub&gt;2&lt;/sub&gt;</td>
<td>65,747</td>
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<tr>
<td>Patients Treated (Unique Veterans)&lt;sub&gt;3&lt;/sub&gt;</td>
<td>46,408</td>
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<tr>
<td>Outpatient Visits&lt;sub&gt;4&lt;/sub&gt;</td>
<td>522,800</td>
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<tr>
<td>Women Veterans&lt;sub&gt;3&lt;/sub&gt;</td>
<td>4,300</td>
<td>9.27%</td>
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<tr>
<td>OEF/OIF Veterans&lt;sub&gt;5&lt;/sub&gt;</td>
<td>6,567</td>
<td>14.15%</td>
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</tbody>
</table>

**Data Sources**

1. Nevada County Population Projections (2010-2030), State Demographer
2. Data from VSSC Enrollment and Vet Pop Projections (BY11) Cube
3. Data from VSSC Unique Patients Cube – PHI
4. Data from VSSC Outpatient Visits & Uniques
5. Data from VSSC Enrollment Projections by Special Conflict and Gender (BY11) Cube
Unique Veteran Population Growth FY06-FY12

<table>
<thead>
<tr>
<th>Year</th>
<th>Population</th>
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<tbody>
<tr>
<td>FY06</td>
<td>40,926</td>
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<tr>
<td>FY07</td>
<td>40,464</td>
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<tr>
<td>FY08</td>
<td>41,028</td>
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<td>FY09</td>
<td>42,797</td>
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<tr>
<td>FY10</td>
<td>44,095</td>
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<tr>
<td>FY11</td>
<td>45,477</td>
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<tr>
<td>FY12</td>
<td>46,408</td>
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</tbody>
</table>
Academic Affiliations

- University of Nevada
  - School of Medicine
  - Internal Medicine
  - Family Medicine
  - Psychiatry
  - Dietetics
  - Nursing
  - Social Work

- Nevada State College of Nursing
- Community College of Southern Nevada/Sonography
- American Society of Health Pharmacists
- Touro University
- California College of Optometry
- Illinois College of Optometry
- Creighton University – Pharmacy
- Family Practice Residency at Nellis AFB
- PIMA Institute - Pharmacy/Radiography

- Carrington College - Respiratory Therapy
- Medical Skills for Life - Phlebotomy
- Northeastern University - Pharmacy
Future Planning Initiatives

• Continued opening of new medical center:
  – 90 Inpatient Beds
  – 120 Bed Community Living Center
  – Admin & VBA space (open)
  – Specialty clinics to meet 655,000 visits/year (open)
  – Opened Basement, First, Second, & Third Floors

• Establishing an Outreach Clinic in Laughlin, NV

• Expansion of Pahrump Community Based Outpatient Clinic

• Plan to provided specialty care for St. George, UT
Implement a Patient Centered Care Model to make health care personalized, proactive, and patient-driven utilizing the Circle of Healing:

- Power of the mind
- Working Your Body
- Surroundings
- Personal Development
- Food & Drink
- Recharge
- Family, Friends, and Co-workers
- Spirited and Soul

- Ongoing training retreats for staff through New Employee Orientation
- Level Two retreats established for refresher training
- Patient Centered Care components incorporated into the design and operations of the new medical center
- Education playing a pivotal role in pursuit of customer-focused environment
“To care for him who shall have borne the battle and for his widow and his orphan”

President Lincoln
The Minority Veterans Program Coordinators
Purpose

The MVPC position was implemented on April 25, 1995, by Former Department of Veterans Affairs Secretary Jesse Brown. The program was initiated to assist the facility Directors, and the Center for Minority Veterans, to assess and identify the needs of minority Veterans.
Minority Veterans Program Coordinators

(MVPC’s, Who and where are we?)

- Interdepartmental program (App. 300 coordinators collaterally assigned within VHA, VBA and NCA)
- Principal advisor to the facility Director
- Support and initiate activities that educate and sensitize internal staff to the unique needs of minority veterans
- Target and participate in outreach activities, educational and informational forums utilizing community networks
- Assist the CMV in disseminating information
WHO WE SERVE

- Specifically, these veterans include the following minority groups:
  - Pacific Islander
  - Asian American
  - African American
  - Hispanic/Latino
  - Native American – including American Indian, Alaska Native, Native Hawaiian
MVPC Responsibilities

• Promote the use of VA benefits, programs, and services by minority Veterans
• Support and initiate activities that educate and sensitize internal staff to the unique needs of minority Veterans
• Target outreach efforts to minority Veterans through community networks
• Advocate on behalf of minority Veterans by identifying gaps in services and make recommendations to improve service delivery within their facilities
Primary Goal

The primary goal of this outreach initiative is to increase local awareness of minority Veteran related issues and develop strategies for eligible Veterans to increase participation in existing VA benefit programs.
VA BENEFITS AND BASIC ELIGIBILITY
BASIC ELIGIBILITY

• Discharged from active military service other than dishonorable.
• Served a minimum of 24 months if you entered after 9/7/1980 (enlisted) or after 10/16/1981 (officer).
• If a National Guardsman or Reservist, you were called to active duty (Presidential order) and served the entire period (not just for training purposes).
• Begin 1/16/2003, meet income tests.
VA will verify the veteran’s eligibility by electronic method.

VA will assist veteran in obtaining necessary documents if unable to verify.

Acceptable documents:
- DD-214
- Certificate of Discharge
Veteran’s Health Administration
Financial Assessment
What Is A Means Test?
(Financial Assessment)

• Mechanism for identifying a veteran’s ability to defray VA medical care costs.

• Assessment of the veteran’s previous calendar year gross household income (less VA allowable deductible expenses) and assets. (VA 1010EZR)
Financial Assessment Population

Excludes:

☑ Compensable SC
☑ NSC pensioners
☑ POWs
☑ C&P exams
☑ Allied Beneficiaries
☑ Retired/discharge for disability
☑ Purple Heart recipients
Financial Assessment Population

Who is required to complete a Means Test?

• Includes:
  – NSC without special eligibility
  – Non-compensable 0% SC
PRINCIPLES

• Valid for 365 days.
• Required on the veteran’s first visit and renewal needed the first visit following expiration of the Financial Assessment.
• May be accomplished before the anniversary date if completed in a new calendar year.
What Does the Financial Assessment Determination Mean to the Veteran?

- **Co-pay Exempt** - eligible for cost-free VA health care and/or medications.

- **Co-pay Required** - Veteran has agreed to pay the VA deductibles for visits and/or medications—Responsible for full co-pay for inpatient care and per diem for NSC conditions.

- **GMT Co-pay Required** – Veteran has agreed to pay the VA deductibles (visits and medications). 20% of inpatient co-pay.
PRIORITY GROUPS

CRITERIA

1. Service Connection: 0%-100%
2. Income: $12,256 - $30,460
3. Special Categories: Purple Heart, POW, Environmental, VA Pensions, OEF-OIF, Catastrophically Disabled
No co-payments for Visits

Priority Groups:

1. Rated 50% or higher.
2. Rated 30%-40%.
3. Rated 10%-20%, POW, Purple Heart.
4. Aid and Attendance, Catastrophically Disabled.
5. VA Pension, NSC below threshold.
Co-payments for Visits

Priority Groups:
7. Above threshold, below Geographical Means Test. (Must agree to pay)
8. Above threshold. (Cannot be enrolled)
MEDICAL SERVICES

Once Eligibility is established, the following medical services are available:

• Preventive services, including immunizations, screening tests, health education and training classes.

• Primary Health Care, including Diagnosis and Treatment.

• Surgery, including outpatient surgery.
- Mental Health and substance abuse treatment; Domiciliary.
- Home Health Care.
- Care Coordination Home Telehealth (CCHT).
- Respite, hospice care and palliative care.
- Urgent and limited emergency care services in VA facilities.
- Medications (as long as they have been prescribed by a provider employed by or under contract with the VA).
OTHER MEDICAL SERVICES

- Audio and Eye Exams: Open to all.
- Hearing Aides and Eyeglasses: Limited eligibility:
  - Priority 1-4 or
  - Service connected for hearing/vision.
  - Nursing Home resident of the VA.
  - Glasses broken or lost while under VA Care.
  - Based on medical determination by Primary Care Provider
Dental

– Limited Eligibility:
  • You must be Service Connected for a dental condition
  • Or 100% Service Connected for any medical condition
  • Or former POW
LIMITED MEDICAL SERVICES CONT

• Dental
  – Limited Eligibility Cont:
    • Or Veterans who were not provided treatment within 90 days before separation and request care within 180 days from separation
    • Or have a Service Connected condition that requires medication with dental side effects (determined by the VA dental professionals)
    • Or Medical necessity
BENEFITS FOR OEF/OIF VETERANS

• **Seamless Transition Case Management:**
  Case managers at each campus will assist with questions, concerns and navigating the VA system.
Mental Health Services

- Depression
- Anxiety
- PTSD
- Grief/loss
- Substance abuse
- Adjustment to illness
- Interpersonal/life stress
PATIENT EDUCATION CLASSES

• Diabetes care
• High blood pressure care
• Healthy Heart class
• Lung disease class
• Stop Smoking class
• Healthy eating and exercise classes
• Aural Rehabilitation Class
IT IS NOT HEALTH INSURANCE

YOU ARE COVERED FOR LIFE

MEETS REQUIREMENT OF LAW TO HAVE HEALTH INSURANCE
VA can authorize payment if veteran is:

- Financially Liable
- Enrolled and receiving care (24 Months)
- VA last resort payer
- Veteran has no other coverage
- VA facilities were not available
- Life threatening emergency
- No preference over VA facility
- Payment up to medical stabilization of veteran
VETERANS ID CARD (VIC)

- All Veterans need to get a new card. The Social Security Number and date of birth are no longer shown on the card.
- Your VIC can be presented at any VA across the nation. With your card, other VA facilities will have easier (but not instant) access to receive information regarding your eligibility status.
HOMELESS VETERANS PROGRAM

- Provides comprehensive medical, psychological and rehabilitation treatment for eligible veterans.
- VA domiciliary
- Community based “Stand Downs”
MyHealth eVet
New Patient Orientation
CHAMPVA

- CHAMPVA is available to beneficiaries of all 100% service connected veterans.
- Provides medical care in civilian settings and in some cases at VA hospitals.
Questions