

# Primary Care Overview

# Primary Care Mission

- To deliver the highest quality healthcare to the greatest number of eligible veterans in the most courteous, compassionate, and cost-effective manner.
- Serves as the medium by which patients avail themselves to the continuum of care VHA offers.
- Through Primary Care, patients encouraged to:
  - promote their health and well-being;
  - prevent disease;
  - receive treatment for existing illnesses;
  - recover functionality to its highest level;
  - utilize long-term care when it is needed.

# Primary Care Programs

- Outpatient Clinical Care
- Specialty Care Referral
- Nutritional Care
- Clinical Pharmaceutical Therapy
- Home TeleHealth
- Social Work Services
- Telephone Care
- Influenza Vaccine Campaign

# Primary Care Workload

- Thirteen primary care teams.
- Approximately 60,000 patients assigned.
- Over 140,000 primary care appointments completed in FY08.

# Primary Care Clinical Teams

Gold Team

Purple Team

Women's Wellness Clinic

East Point CBOC

Lawrenceville CBOC

NE Georgia/Oakwood CBOC

Smyrna CBOC

Stockbridge CBOC

Decatur Satellite Clinic

Rome Outreach Clinic

Infectious Diseases Clinic

Bronze Team

Platinum Team

# **Community-Based Outpatient Clinics (CBOCs)**

Offering comprehensive care to  
veterans at convenient locations.

# CBOC Services

- Primary Care and Preventive Health
- Mental Health Services
- Laboratory Services
- Prescription Services (through neighborhood pharmacies)
- On-site Radiological Services
- Teleretinal Imaging



**Oakwood CBOC**  
3931 Mundy Mill Road  
Established in 2000



Atlanta VA Medical Center



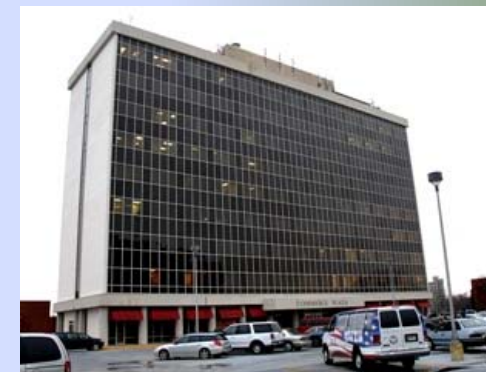
**Lawrenceville CBOC**  
1970 Riverside Pkwy  
Established in 2001



**Smyrna CBOC**  
582 Concord Road SE  
Established in 2003



**East Point CBOC**  
1513 Cleveland Avenue  
Established in 2005



**Decatur Satellite Clinic**  
755 Commerce Drive  
Established in 2006



**Rome Outreach Clinic**  
30 Chateau Drive SE  
Established in 2007



**Stockbridge CBOC**  
175 Medical Blvd  
Established in 2008

Newnan CBOC projected activation 2009.  
Blairsville CBOC end of FY2010.  
Future locations based on enrollment.  
Existing CBOCs expanded as needed.



# Persian Gulf War Veterans

- More than one-fourth of assigned patients served in one of the Gulf wars.
- Special considerations for OEF/OIF veterans.
  - Dedicated intake providers.
  - Seamless transition team of case managers, social workers, and patient advocates.
  - Post-Deployment screen for all OEF/OIF patients.
    - ✓ PTSD, depression, alcohol abuse, TBI
  - Priority scheduling.
- **Approximately 14% of assigned patients served in Operation Desert Storm/Desert Shield.**
- **Since 1991, 3,272 veterans have been seen at our facility for the Gulf War registry.**

# Managing Gulf War Veterans

- Based on enrollment and registration data, difficult to determine number of Desert Storm/Desert Shield veterans currently assigned.
- At enrollment, patients may request Gulf War Registry (GWR) examination.
  - Evaluation conducted by Special Exams section.
  - Not all eligible veterans (<37%) request GWR exam.
- Patients receiving GWR exam are encouraged to seek primary care.
- Patients who are referred to Primary Care are scheduled a comprehensive new patient visit and assigned to a team.

# Capacity to Care for Gulf War Veterans

- Primary Care panels at 94%.
- Many clinical teams within the medical center and in the community.
- No wait list or backlog.
- 99% of all new patients are seen within 30 days of request date.
- Median wait time for new patient appointments is 14 days.
- Multidisciplinary teams to address patients' complete healthcare needs.

# Clinical Care for Gulf War Veterans

- Medical care consistent with the nature of the problems and the patient's needs.
- TBI screening and referral.
- Pain management.
- PTSD screening, depression screening, and suicide risk assessment.
- Substance abuse brief counseling and referral to substance abuse treatment programs.
- Social workers available for each team.
- Mental Health providers at CBOCs.

# Clinicians Need to Be Educated

- The specific effects of combat related exposure on post-war health.
- The specific causes of medically unexplained symptoms commonly seen in Gulf War veterans.
- The specific causes of Gulf War Syndrome.
- The relative contributions of combat related stressors, exposures and experiences to specific post-war health symptoms and concerns.
- The long-term health risks of combat related exposures and experiences.

# Our Goals

- Patient care second to none.
  - ✓ Assessment
  - ✓ Treatment
  - ✓ Preventive medicine
  - ✓ Health maintenance
- Manage symptoms and conditions.
- Improve functional status and reduce further impairment.
- Provide support to help veterans get their health and life back on track.