

Webinar: Strategies and Tools to Revive and Thrive Your Partnership

Faculty:
Dr. Kenneth Shay, VHA, Geriatrics and Extended Care
Gwynn Sullivan, National Hospice and Palliative Care Organization
Carie Rodgers, PsychArmor Institute

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Webinar Outline

- I. VHA Partnership Programs
- II. VCP Overview
- III. Updated VCP Toolkit
- IV. 8 Steps to Revive and Thrive Your Partnership (adapted from the VCP Toolkit)
- V. PsychArmor Institute Overview
- VI. Next Steps/Follow up

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Objectives

1. Describe how Veteran Community Partnerships address issues relevant to the Veteran communities.
2. Apply three strategies from the Veteran Community Partnership Toolkit to their respective Veteran (or Hospice) Community Partnerships.
3. Utilize free online courses from the PsychArmor Institute for community education and engagement activities.

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Audience Poll

Which are you currently a member of?

- Veteran-Community Partnership (VCP)
- Hospice-Veteran Partnership (HVP)
- Community Veteran Engagement Board (CVEB)
- Another partnership effort (not VCP, HVP or CVEB)
- Not involved in any partnership effort (attending to learn more)

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Why Partnerships?

- There are over 22 million Veterans in the U.S.
- ~9 million Vets enrolled; 47% over age 65
- Elderly Veterans are “10 years older” than age-matched non-Veteran counterparts
 - More interacting diagnoses, drugs
 - More functional dependence
 - More caregiver needs and challenges
- 70% of VA patients over age 65 use one or more other health care services—yet there is no systematic linkage among providers/services
 - Discontinuities in care and documentation
 - Redundant and missed services

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VCP, HVP and CVEB

- **Veteran Community Partnerships**
 - National program of VA (contract with NHPKO)
 - Joint collaboration of VA Offices of GEC, Community Engagement and Caregiver Support
 - Adapted from HVP, broader scope and focus
- **Hospice Veteran Partnerships**
 - Collaborative national initiative of NHPKO and VA
 - Requirement for *We Honor Veterans* ‘Level Two’ recognition
 - Focus is care and support at the end of life
- **Community Veteran Engagement Boards**
 - Collaborative network of Veterans, advocates, resources, and other stakeholders who organize MyVA Communities
 - VA is a catalyst and each community owns and leads their respective effort

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What is a VCP?

Veteran Community Partnerships (VCP) are formalized partnerships through which local VA facilities connect with state and local community service agencies in an effort to:

- **Enhance** and improve access to and quality of care
- **Promote** seamless transitions
- **Educate** community agencies & VA providers
- **Support** caregivers
- **Develop and foster** strong relationships between VA and community agencies and providers

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VCP Vision & Mission

Vision

- All Veterans and their caregivers will have access to, and choices among, the services that allow our Veterans to stay in the place they call home.

Mission

- To foster Veterans seamless access to, and transitions among, the full continuum of non-institutional extended care and support services in VA and the community.

“Serving those who served for us”

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VCP Locations (Sites Trained)



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Who is Involved?

Community Partners:

VA Medical Center Partners:

- Hospice and Palliative Care
- VA Voluntary Service
- OIF/OEF program
- Social Work Service
- Nursing Service/Community Health
- Mental Health Service
- Geriatrics and Extended Care
- Office of Public Affairs
- Homelessness
- Veteran Experience Office
- And more...

- Veterans
- Veterans Services Organizations
- Hospice-Veteran Partnerships
- Community, county, and state human services agencies
- Aging network
- Caregivers
- Caregiver coalitions
- Academic institutions
- Service Organizations
- Faith-based organizations
- Non-profits
- Charitable organizations
- Philanthropic organizations
- Hospice organizations
- Home care agencies
- Respite organizations
- Disability groups

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VCP Activities

- **Conduct assessments** to determine the unique needs of Veterans within communities
- **Exchange information between VA and community agencies** in an effort to keep both informed of local and VA resources, strengths, and potential growth areas
- **Educate community agencies** about specific veteran-related issues and benefits
- **Conduct community outreach educational programs** for veterans groups/community agencies to provide information on the VA continuum of care, available resources, and options
- **Hold local/regional/statewide educational events** for both community and VA stakeholders to provide information on the continuum of care options and VA healthcare system
- **Create/disseminate educational tools** that partners can access for the most current and complete information on resources for veterans, in VA and in the community...*And more!*

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VCP National Advisory Council

- Administration for Community Living*
- Disabled American Veterans*
- LeadingAge (formerly American Association of Homes and Services for the Aging)*
- National Alliance for Caregiving*
- National Association of Area Agencies on Aging*
- National Hospice and Palliative Care Organization*
- VHA Hospice-Veteran Partnership Workgroup
- VHA Office of Care Management and Social Work
- VHA Office of Community Engagement
- VHA Offices of Geriatrics and Extended Care
- VHA Office of Nursing Service
- VHA Offices of Primary Care Services
- VHA Office of Rural Health

* ex officio members

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Feedback about VCP

"We have humanized VA in this area and torn down many walls and built bridges because of our Veteran Community Partnership.

I have more people calling from community organizations to refer Veterans who have never enrolled and accessed their VA benefits. And I have more information about community organizations that can provide quality services for our Veterans and caregivers if not available at VA."

VCP Resources – Toolkit, Reports, Etc.



www.va.gov/healthpartnerships/vcp.asp
www.wehonorveterans.org/vcp

Updated VCP Toolkit

- Overview of VCP
- 15 steps to form a VCP
- Tips to build a strong foundation
- Suggested VCP projects
- VCP activities/resources
- Veteran needs, VHA & eligibility
- Appendix



VCP Toolkit Appendix Items

- A. VCP Fact Sheet
- B. Sample Email to Prospective Planning Group Members
- C. Sample Invitation Letter/Email to VCP Informational Meeting
- D. Sample VCP Informational Meeting Agenda
- E. Sample Handout for Informational Meeting
- F. Sample Interest Form for VCP Members
- G. Sample Agreement to Serve on the VCP Leadership Committee
- H. Sample Letter to Needs Assessment Participants
- I. Sample Community Needs Assessment
- J. Action Plan Template
- K. Sample Participant Feedback Form

Audience Poll

How would you describe your VCP/HVP/CVEB?

- Just beginning
- Hanging in there (status quo)
- Doing great

8 Steps to Revive and Thrive

- Adapted from the VCP Toolkit: '15 Steps to Form Your VCP'
- The following steps are a guide and checklist for your partnership whether you are:
 - Just beginning
 - Hanging in there (Status quo)
 - Doing great
- You may choose implement them in a different order – this does not have to be this particular sequence.
- However, experience has found that those partnerships who have achieved success and sustainability have usually implemented all or most of the steps, in the order presented.

Step 1: Build/Assess Your Structure

- Just beginning
 - ✓ Form a Planning Group
 - ✓ Involve leadership (identify VA and community champions)
- Status quo
 - ✓ Form (or reconfigure) a Steering Committee
 - ✓ Establish joint leadership (Co-Chairs, VA and community reps)
- Doing great
 - ✓ Form Workgroups to focus on key strategic areas
 - ✓ Set leadership guidelines (for long term sustainability)

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Step 2: Build/Assess Membership

- Just beginning
 - ✓ Establish a committed and passionate core
 - ✓ Build from the inside out
- Status quo
 - ✓ Build relationships
 - ✓ Get everyone involved
- Doing great
 - ✓ Cast a wider net
 - ✓ Re-assess and be strategic

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Questions to Ask Each Member:

- Who are people inside VA that you work with or want to work with?
- Who are community providers, agencies and organizations that you are currently working with?
- Who influences the services Veterans receive in our community? Include direct involvement and peripheral involvement.
- What organizations and key people should we partner with to ensure “buy-in” and a demographically representative cross-section of our community?
- What other organizations in our community are providing services to Veterans?
- Where do people learn about Veteran issues in our community?
- What are the biggest barriers to increasing access to Veteran services and who can help break down those barriers?
- Who are individuals that could represent Veterans and caregivers in our community?

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Step 3: Establish/Enliven Meetings

- Just beginning
 - ✓ Establish a regular meeting schedule
 - ✓ Build relationships
- Status quo
 - ✓ Rotate meeting venues
 - ✓ Get everyone involved
- Doing great
 - ✓ Be creative
 - ✓ Reinforce how partnership is making a difference

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Partnership-Building Paired Exercise

- During meeting, have one VA and one community member partner together
- Have each dyad, ask each other:
 1. From your personal or professional life, tell me about the most exceptional community partnership experience that you have ever been a part of. What made it exceptional and what was the impact on you?
 2. As you reflect on this extraordinary partnership/collaboration experience, what can we learn, adopt, adapt or emulate in creating (or expanding our Veteran-Community Partnership)?
- Then, have each dyad introduce each other to the larger group: *“Meet my new friend...and this was his/her exceptional partnership experience...”*

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Step 4: Choose a Strategic Focus

- Just beginning
 - ✓ Go with the flow of the group
 - ✓ Chose low-hanging fruit
- Status quo
 - ✓ Re-evaluate with membership
 - ✓ What gives meaning/purpose?
- Doing great
 - ✓ Expand what you are currently doing
 - ✓ Do something different

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'Think/Dream BIG' Group Exercise

- During your meeting, have small group discussions to imagine all the possibilities that new and enhanced partnerships can address in improving care for Veterans and their families. Ask:
 1. What are the three most compelling opportunities for partnerships in our community to improve care for Veterans and their caregivers ...those which will bring unprecedented results toward achieving community recognition and nationally within VA?
 2. What can our partnership do to fully realize the promise of these partnership opportunities?
 3. What can my organization do to help maximize these opportunities?
- Then, have each small group report out to large group.
- Last, prioritize and vote on a strategic focus.
 - Write all ideas on flip charts, give everyone two sticky dots, and ask each to vote by placing dots on their favorite two ideas – or both dots on their favorite idea.

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Step 5: Assess Community Needs

- Just beginning
 - ✓ Find out about Veterans in your community
 - ✓ Review existing data (www.va.gov/vetdata)
- Status quo
 - ✓ Evaluate needs of member organizations
 - ✓ Focus groups of Veterans and caregivers
- Doing great
 - ✓ Partner w/ local college and do community assessment
 - ✓ Educate your VAMC and community organizations about needs of Veterans and caregivers in your community

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Step 6: Develop an Action Plan

- Just beginning
 - ✓ Establish core values of partnership
 - ✓ Document the vision/mission of your partnership
- Status quo
 - ✓ Take time for strategic planning together
 - ✓ Complete a documented action plan
- Going great
 - ✓ Get a (pro-bono) consultant for higher-level strategic planning
 - ✓ Review/renew strategic plan annually

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Step 6: Communicate

- Just beginning
 - ✓ Let VA and community know about you
 - ✓ Highlight partnership organization members
- Status quo
 - ✓ Create materials: flyers, PPT, brochure (use existing VCP templates)
 - ✓ Develop consistent messages you want to deliver
- Doing great
 - ✓ Train messengers (members of your VCP)
 - ✓ Go high-tech (online, listserv, social media, etc.)

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Step 7: Track Your Success

- Just beginning
 - ✓ Membership (VA and non-VA members)
 - ✓ Meetings (date, # of attendees, topic)
- Status quo
 - ✓ Education/Outreach events (participant feedback form)
 - ✓ Quotes/anecdotes (members, Veterans, caregivers)
- Doing great
 - ✓ Create and distribute an Annual Report
 - ✓ Celebrate milestones and successes!

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Step 8: Above all...Relationships!

- ✓ The best guarantee for success with your partnership development is to focus on the relationships among your members.
- ✓ Meaningful relationships most always provide the best results of your partnership efforts.
- ✓ Be careful not to become so project-driven that you lose sight of why it is that you came together in the first place.
- ✓ Take time to enjoy your new (or established) friends and let the process of developing /expanding your partnership unfold from the expertise and creativity among ALL your members.

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Ongoing Support

- VCP:
 - Monthly networking calls (VCP coordinators)
 - Individual technical assistance
 - Online resources: www.va.gov/healthpartnerships/vcp.asp / www.wehonorveterans.org/vcp
- HVP:
 - VA SIG bimonthly calls (VA staff)
 - We Honor Veterans/NHPCO technical assistance (WHV partners)
 - Online resources: www.wehonorveterans.org/hvp
- CVEB/MyVA Communities
 - Office of Veterans Experience Community Engagement Team
 - Online resources: www.va.gov/nace/myVA/index.asp
- Office of Community Engagement:
 - Policy questions: VHACommunityEngagement@va.gov

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Contacts

- VCP:
 - Dr. Ken Shay, VHA: Kenneth.Shay@va.gov
 - Gwynn Sullivan, NHPCO: gsullivan@nhpco.org
- HVP:
 - NHPCO: *We Honor Veterans*: veterans@nhpco.org
 - VA HVP SIG: Mary Davidson, Mary.Davidson2@va.gov
- CVEB/MyVA Communities:
 - VA: MyVACommunities@va.gov

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PsychArmor Institute


Carie Rodgers, Ph.D., ABPP,
Education Director
carie@psycharmor.org



The Mission

PsychArmor Institute is a nonprofit that provides FREE EDUCATION and support for all Americans to engage effectively with the military community.


PsychArmor is the only national institute of its kind, dedicated to bridging the military-civilian divide through FREE ONLINE EDUCATION. Additionally, PsychArmor provides a Support Center staffed with mental health experts that are ready to support you.











PsychArmor Exists to Help Bridge the Gap

PsychArmor's online library of FREE educational courses are:

- Available on-demand, 24/7
- Short, self-paced modules made for today's busy schedules
- Developed by nationally recognized subject matter experts
- Evidence-based and clinically informed
- Immersive experiences – animation, gamification, videos and simulations bring the course content to life



We Have Courses For...

 <small>POWERED BY</small> MILITARY CULTURE <small>SCHOOL FOR EVERYONE</small>	 <small>POWERED BY</small> HEALTHCARE PROVIDERS <small>WHO TREAT VETERANS & THEIR FAMILIES</small> <small>TRIWEST</small>	 <small>POWERED BY</small> GUARD, RESERVE & VETERAN <small>EMPLOYERS</small> <small>COMCAST NBCUNIVERSAL</small>	 <small>POWERED BY</small> MILITARY VETERAN <small>CAREGIVERS AND FAMILIES</small> <small>USAA</small>
 <small>POWERED BY</small> VOLUNTEERS <small>WHO SUPPORT VETERANS</small> <small>AMERICAN SOCIETY OF HUMAN RESOURCES</small>	 <small>POWERED BY</small> TRANSITIONING SERVICE MEMBERS <small>AND THEIR FAMILIES</small> <small>SOCIETY FAMILY FOUNDATION</small>	 <small>POWERED BY</small> K-12 EDUCATORS <small>WHO SUPPORT MILITARY KIDS</small> <small>BERECCA SHAWNS FOUNDATION</small>	 <small>POWERED BY</small> EDUCATORS <small>WHO SUPPORT STUDENT VETERANS</small>

VOLUNTEERS WHO SUPPORT VETERANS

Volunteers School

How to interact with Assistance Animals
How to Talk to Someone with a Disability
Recreational Volunteer Opportunities with Disabled Veterans
Setting Boundaries as a Volunteer
Supporting Learning Losses
Supporting Veterans with Mental Health
Military CHILDREN
Teaching Normal Interactions with Veterans

MILITARY CULTURE SCHOOL FOR EVERYONE

Military Culture School

15 Things Veterans Want You to Know
Invisible Wounds of War
Veteran 101: Daily Routine
Veteran 101: Military Culture
Veteran 101: Military Law and Regulations
Veteran 101: What is a Soldier
Veteran 101: Service Branch Overview
Veteran 101: Military Services

HEALTHCARE PROVIDERS WHO TREAT VETERANS AND THEIR FAMILIES

Healthcare Providers

VA U.S. Department of Veterans Affairs
15 Things Veterans Want You to Know
How Grief and Survivor's Guilt
Stigma and Cultural Stigma in Military Treatment
Military Issues with Military and Veteran Connected Care
Military Sexual Trauma
Military Service
What is a Substance Use Disorder Treatment

GUARD, RESERVE & VETERAN EMPLOYERS

Employers School

Battle-Ready, Business-Ready: 10
Battle-Ready, Business-Ready: Why 1 Matters to Employers
Creating a Military-Friendly Culture and Onboarding Program
Creating a Military-Specific Hiring Program
Creating a Veteran Hiring Program
Office of Federal Contract Compliance Programs (OFCCP)
Strategies for Effective Veteran Hiring
Supporting a Veteran in Class

MILITARY VETERAN CAREGIVERS AND FAMILIES

Caregivers and Families

Getting a Grip on You
Facing the Holidays, Too
Spill Out
Strides to Ending Isolation
How to Use Mental Health Services
How to Connect with a Doctor or Counselor
Invisible Wounds of War at Home: Depression
Invisible Wounds of War at Home: Post-Traumatic Stress Disorder (PTSD)

K-12 EDUCATORS WHO SUPPORT MILITARY KIDS

K-12 Educators School

15 Things Veterans Want You to Know
Preparing for Successful Events: Teacher Collaborations
High Potential Supporting Military Kids in High School
High Potential Supporting Military Kids in Middle School
High Potential Supporting Military Kids
High Potential Supporting Military Kids
High Potential Supporting Military Kids
High Potential Supporting Military Kids

Courses Coming Soon

For...

- TRANSITIONING SERVICE MEMBERS AND THEIR FAMILIES
- COMMUNITIES SERVING VETERANS
- LEGAL PROFESSIONALS
- FINANCIAL COUNSELORS
- FAITH LEADERS
- EMERGENCY RESPONDERS

PsychArmor Partnerships

To help our partners disseminate trainings and education to their organizations we have a partnership program and are happy to assist you in choosing the courses that are best suited for your setting.

CONTACT

We'd love for you to join us. Get in touch:
www.PsychArmor.org

Danielle Douglas, Partnership Liaison
 Danielle@PsychArmor.org
 (858) 283-8709

Carie Rodgers, Education Director
 Carie@PsychArmor.org

Next Steps

- Evaluate this webinar – respond to f/u email
- Take your ideas back to your VCP/HVP/CVEB
- Prioritize 3 action items for next 3 months
- Feature one PsychArmor online course
- Follow up in 3 months
- Cultivate the 'Southwest Airlines' way:
 - Servant's heart
 - Fun-LUVing attitude
 - Warrior Spirit

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