IHS/VA Primary Care Team Clinic
A Model of Collaboration

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Rural Health Program Manager, Northern Arizona VA Health Care System
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• **WHO**
  • Chinle Service Unit
  • Northern Arizona VA Health Care System
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• WHAT

• A partnership that allows VA and IHS staff to work side-by-side to enhance the health of American Indian and Alaska Native Veterans through the delivery of quality health services using the strengths and expertise of IHS and VA

• VA personnel working within an IHS facility

• Enhance access for all Veterans residing on or around the Navajo Nation
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WHEN

- JUN 2009: Submit grant to VHA GEC (Office of Geriatrics and Extended Care)
- AUG 2009: Establish Navajo Nation and IHS meetings
- SEPT 2009 - SEPT 2010: Met with Chinle Service Unit (Chinle, Tsaile, Pinon)
- Met with Navajo Nation leaders/Chapters
- DEC 2010 – MAR 2011: Conduct 3 Proof of Concept clinics
  - 33 Veterans Served
    - 8 New to VHA
    - 5 New to Chinle Comprehensive Health Care Facility
    - 26 Applied for benefits
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**WHEN**
Sep 2011: Deploy Clinical Video Telehealth/Mobile Health Clinic
- Exams Rooms
- Reception
- Telehealth Video
- Lab
- CPRS/Vista
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• **WHEN**

JULY 6, 2012: Official Dedication of VA/IHS Veteran Team Clinic

Local Interagency agreement signed and approved by IHS and VA legal counsel
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WHERE

Navajo Nation
Chinle
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• **WHY**

VA MISSION

*To care for him who shall have borne the battle, and for his widow and his orphan*

IHS MISSION

*To raise the physical, mental, social, and spiritual health of American Indians and Alaska Natives to the highest level*
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• **WHY**
  • Many Rural Veterans
    • Suffer from multiple ailments
    • Never been seen by VA providers
    • Lack reliable transportation
    • Forgo seeking health care
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• **WHY**
  • Enhance local access to VHA Mental Health/PTSD Services
  • Enhance access to VHA Primary Care Services
  • Leverage strengths of both systems
  • Capitalized on shared expertise
  • Co-Manage Veterans
    • Medication reconciliation
    • Ancillary support utilization
    • Specialty services
  • Expand care via mobile medical unit
  • Provide Veteran-Centered Care
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• **IMPLEMENTATION**
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- IMPLEMENTATION

Uniques Served

- FY12 Qt3
- FY12 Jul
- FY12 Aug
- FY12 Sep

Monthly Uniques
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• IMPLEMENTATION

• Experienced slow down in Growth
• Excess capacity
• *PTOCs without steady provider*
• Veterans traveling to Chinle
• Obvious solution EXPAND REACH using VSAT
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- IMPLEMENTATION
- Clinical Video Telehealth
  - Maximize VSAT Capabilities
  - Holbrook (Sep 2013)
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- **IMPLEMENTATION**
- Clinical Video Telehealth
  - *Maximize VSAT Capabilities*
- Page (Jan 2013)
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• **IMPLEMENTATION**

• *Primary Telehealth Outreach Clinic (PTOC)*
  • Low cost alternative for rural settings
  • Staffed by
    • 1 RN
    • 1 LPN
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• **IMPLEMENTATION**
• Clinical Video Telehealth

Clinical Video Telehealth

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**CVT**
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• **IMPLEMENTATION**
  • Mobile Clinic

• **Operations**
  • Started Jan 2013
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- **IMPLEMENTATION**
- Pinon Mobile Clinic
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**IMPLEMENTATION**

Uniques Served

- FY12 Qt3
- FY12 Jul
- FY12 Aug
- FY12 Sep
- FY13 Oct
- FY13 Nov
- FY13 Dec
- FY13 Jan
- FY13 Feb
- FY13 Mar
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- IMPLEMENTATION

Number of Encounters

Monthly Encounters
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**IMPLEMENTATION**
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• IMPLEMENTATION
  • Uniques treated in Chinle
    • Primary Care 526
    • Mental Health 142
    • Comp and Pen Exams 65
    • Cardiology (Video) 7
    • Assisted with 1010EZs 235
    • Code Talkers Served 4

• Services well received in community
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• **Next Steps**
  • Continue to Assess Health Care Needs
    • Expand Mobile Clinic reach to *Tsaile* *(May 15th 2013)*
  • Expand Mobile Clinic reach to Kayenta
    (August 2013)
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- **Next Steps**
  - Space Sharing agreement with Hopi Health Care Center
  - Tuba City PTOC FY15
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• **Next Steps**
  • IHS Phase I Reimbursement Agreements
    • Chinle Comprehensive Health Care Facility
  • Future IHS Phases
    • Hopi Health Care Center (TBD)
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- **Next Steps**
- THP Reimbursement Agreements
  - Tuba City Regional Health Care Corporation
  - Winslow Indian Health Care Centered
  - Others as submitted (No Phases)
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- Current VHA Primary Care Access Points
- Future Primary Care Access Points
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- Nurse Practitioner - Kathleen Kloeckner
- Clinical Social Worker - Ruthie Hunter
- Health Technician- Shawndin Tracy
• QUESTIONS?
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