

Clinical Strong Practice (CSP) Intermediate Care Technician (ICT)

Program Summary

The Intermediate Care Technician (ICT) Program is a program designed to hire former military corpsmen, combat medics and medical technicians into positions at VA Medical Centers as an integral part of the medical team. An ICT's Scope of Care permits maximum utilization of the skills, abilities, and experience former enlisted allied health professionals have acquired during their Active Duty, Guard, and Reserve service.



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This COVID Strong Practice was developed in response to the COVID-19 Pandemic to enable VHA to adapt quickly for the benefit of Veteran and employee health. Do you have feedback on this practice or would you like to submit a practice for consideration as a Clinical Strong Practice? Please email us here VHAClinicalStrongPractices@va.gov



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Program Impact

Utilizing ICTs clinical skills, patient navigation and care coordination abilities, the ICT works as force multiplier, increasing access to care, enhancing nursing and medicine productivity, and increasing patient satisfaction.

Documents Included:

Intermediate Care Technicians During COVID-19 Response (Page 3)

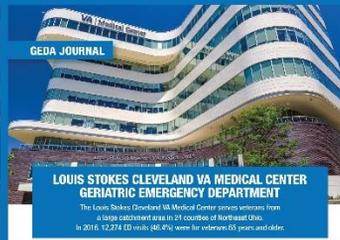
- Describes areas of COVID-19 response and some of the ICTs duties

Describes the Impact and Innovations of the role (Pages 4- 5)

How to Establish Intermediate Care Technician Program (Page 6)

- Describes stakeholders, a checklist necessary to establish the ICT role in a facility, training materials, and resources available for implementation.

ICT LEADERS in Geriatric Emergency Medicine



Intermediate Care Technicians COVID Clinical Duties

Emergency Medicine

- COVID-19 Screening
- Diagnostic Testing
- Point of Care Testing / Specimen Collection
- Clinical Greeter / Quick Look
- Peripheral IV Placement

Critical Care

- Ultrasound Guided IV Placement
- Assists Clinical Team with “Proning” Intubated Patients
- Equipment Setup / Procedural Setup
- Assisting with Rapid Sequence Intubation
- Cardiac Monitoring

DEMPS

- Assigned to Mobile Dialysis Unites
- Patient and Employee Screening for COVID-19
- Assigned to 4th Mission Critical Deployments



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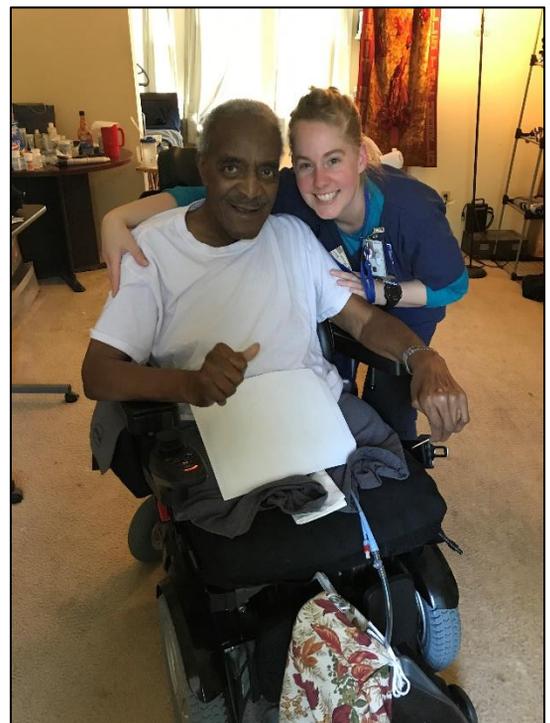
(4) Tiers to ICTs Care

- Clinical Skillsets
- Patient Navigation
- Care Coordination
- Veteran to Veteran Connection



ICT Areas of Operation

- Emergency Department / Urgent Care Clinics
- Inpatient (Critical Care)
- Primary Care
- Specialty Clinics
- Ambulatory Procedure Clinic / Same Day Surgery
- Prehospital Campus Response
- Mobile Medical Units
- Clinical Resource Hubs (CRH)



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Additional Duties / Impact

- Hospital Committee / Council Members
- Controlled Substance Hospital Inspector
- Train the Trainer Instructors
- Clinical Preceptors

Innovations

- **Geriatric Emergency Medicine GERI-VET**

Intermediate Care Technicians perform Geriatric Emergency Room screens for Delirium, Dementia, Caregiver Burden, Falls Risk, Activities of Daily Living (ADLs) and Elder Mistreatment as a part of the Veterans Clinical Care Team helping to reduce Emergency Department (ED) re-admission rates and ED return visits.

- **Battle Field Acupuncture (BFA)**

Intermediate Care Technicians administer Battle Field Acupuncture (BFA) within the Emergency Department and Walk-In Pain Clinic to Veterans suffering from chronic pain. Adding innovative duties like administering BFA helped the *John D. Dingel VA Medical Center* in Detroit, Michigan reduce opiod prescribing by 49% in the Emergency Department.

“When ICTs are adopted into a medical center’s ecosystem they have impactful interactions with patients, patient family members, and employees. ICTs are able to “dig deep” and help their patients through VA’s complicated and complex system that is always evolving. ICTs have versatile clinical skillsets and experience they obtained in the military and the desire to continue to maintain their elite training, motivation for service to this country, and passion for patient care.”

Kristina Snell, ICT



How to Establish an Intermediate Care Technician Program

Stakeholders to Engage	<p><u>Leadership</u></p> <ul style="list-style-type: none"> • Chief of Staff • Nurse Executives • ADPCS • Incident Command 	<p><u>Department/ Service Area</u></p> <ul style="list-style-type: none"> • Physician Chiefs • Nurse Managers • Staff (ex. Physicians and nurses) • Department Nursing Educators 	<p><u>Committees</u></p> <ul style="list-style-type: none"> • Resource Committee (Business Plan) • Pharmacy & Therapeutics • Hospital Procedure Committee • Quality Management
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Checklist to Establish ICT Program	<ul style="list-style-type: none"> <input type="checkbox"/> Create an ICT Business Plan for your Department/ Facility <input type="checkbox"/> ICT National Program Starter Guide <ul style="list-style-type: none"> - ICT Nationally Classified Emergency Medicine Position Description - ICT Emergency Medicine Job Analysis - Service Line Hiring and/or Conversion Memo Signed by Leadership/RMC - Post a Vacancy Announcement <input type="checkbox"/> Create an Onboardings, Competency and Training Plan <ul style="list-style-type: none"> - New Employee Orientation - New Nurse Orientation - ICT Advanced Practice Skills Labs - Department Orientation - Department Competency Preceptor Rotation <input type="checkbox"/> ICT National SharePoint Site for All Guides https://dvagov.sharepoint.com/sites/VACOVHAONS/ICT/SitePages/Home.aspx
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