

Deputy Secretary's Women Veterans Forum

June 23, 2020

VA



U.S. Department
of Veterans Affairs

Agenda

12:30-12:45 – Secretary of VA Robert L. Wilkie (Air Force and Navy) – Introductory Remarks

12:45-1:00 – Deputy Secretary of VA Ms. Pamela Powers (Air Force) – Introductory Remarks

1:00-1:30 – Dr. Lynda Davis (Army) (Veterans Experience Office (VEO)) – What the data are telling us about the Women Veterans experience

1:30-2:00 – Ms. Jacquie Hayes-Byrd (Air Force) (Center for Women Veterans (CWV)) – Outreach Experience

2:00-2:15 – Ms. Elizabeth Estabrooks (Army) – I am Not Invisible Campaign

2:15-2:45 – Ms. Margarita Devlin (Veterans Benefits Administration (VBA)) – VBA Benefits and Services and Response to COVID-19/Women Veteran Data and Initiatives

2:45-3:15 – Dr. Patty Hayes (Veterans Health Administration (VHA)) – Women Veteran health issues

3:15-3:30 – Wrap up

House Keeping

- This call is intended for those interested in Women Veteran's information and is not open to the media.
- Since we have a large group attending, we can only take questions through the chat function from those signed in via WebEx.
- If you are a caller and would like to **ask a question**, please click the link to the WebEx and you will find the ability to send a text question from there.
- If we DO NOT get to every question today we will determine the best way to get that information out afterwards.
- We want your **recommendations and suggestions!** Please add those in the chat as well.





Secretary Wilkie Remarks



Deputy Secretary Powers Remarks

VA



U.S. Department
of Veterans Affairs

VA Supporting Women Veterans Veterans Experience Office (VEO)

June 23, 2020

Dr. Lynda Davis
Chief Veterans Experience Officer

VA



U.S. Department of Veterans Affairs
Veterans Experience Office

VA



U.S. Department
of Veterans Affairs



MEETING THE CUSTOMER SERVICE MISSION AT VA

The Veterans Experience Office (VEO)

VEO supports all VA administrations and offices with internal and industry best practices to drive customer experience (CX) improvements in care, benefits, and services so that Veterans, their families, caregivers, survivors, and VA employees trust and choose VA.

- » CX is codified in VA's Code of Federal Regulations
- » CX is tracked in Performance.gov and VA's Agency Priority Goals
- » CX is infused in VA policy
- » VEO helps VA lead the President's Management Agenda Cross Agency Priority Goal, on improving CX with Federal Services



"The Veterans Experience Office (VEO) is my lead organization for achieving our customer service priority and provides the department a core customer

*experience capability. VEO offers four core customer experience capabilities, including real-time customer experience **data**, tangible customer experience **tools**, modern **technology**, and targeted **engagement**."*

VA Secretary Robert Wilkie

ACHIEVEMENTS



VA's **OVERALL TRUST** score has increased 19% since 2017, now at 80%, an all-time high.



VA's **OUTPATIENT TRUST** score continues to climb, now at 89.1%.



Choose VA

VA

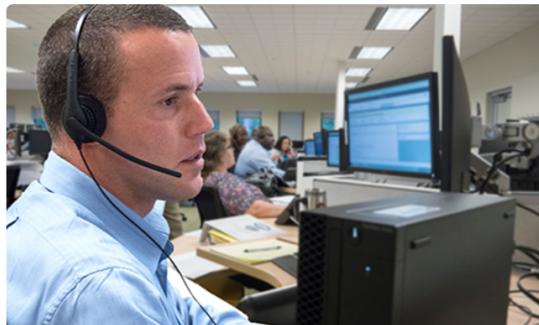


VETERANS
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Listening to the Voice of Women Veterans

WHAT SERVICES CAN VA PROVIDE?	VISIT US ONLINE	GIVE US A CALL
Veteran's Crisis Line	www.veteranscrisisline.net <i>(click "chat")</i>	(800) 273-8255 (press 1) text 838255 <i>24 hours a day / 7 days a week</i>
National Suicide Prevention Lifeline	suicidepreventionlifeline.org <i>(click "chat")</i>	(800) 273-8255 <i>24 hours a day / 7 days a week</i>
Women Veterans Call Center	www.womenshealth.va.gov <i>(click "chat")</i>	(855) VA WOMEN (855) 829-6636 <i>M-F, 8 AM-10 PM EST Sat, 8 AM-6:30 PM EST</i>
Military Sexual Trauma Support <i>(VA offers free counseling services for Military Sexual Trauma (MST) survivors. You don't have to be enrolled in VA Health Care to access MST services.)</i>	Find a Medical Center va.gov/facilities Find a Vet Center www.va.gov/directory/guide/vetcenter.asp	<i>Call your local Medical Center or Vet Center.</i> <i>At Medical Centers, ask to speak to the MST coordinator.</i>
National Call Center for Homeless Vets	www.veteranscrisisline.net <i>(click "chat")</i>	(877) 424-3838 <i>24 hours a day/ 7 days a week</i>
VA Caregiver Support Line	www.caregiver.va.gov	(855) 260-3274 <i>M-F, 8 AM-8 PM EST</i>

White House VA Hotline



White House VA Hotline: [1-855-948-2311](tel:1-855-948-2311).

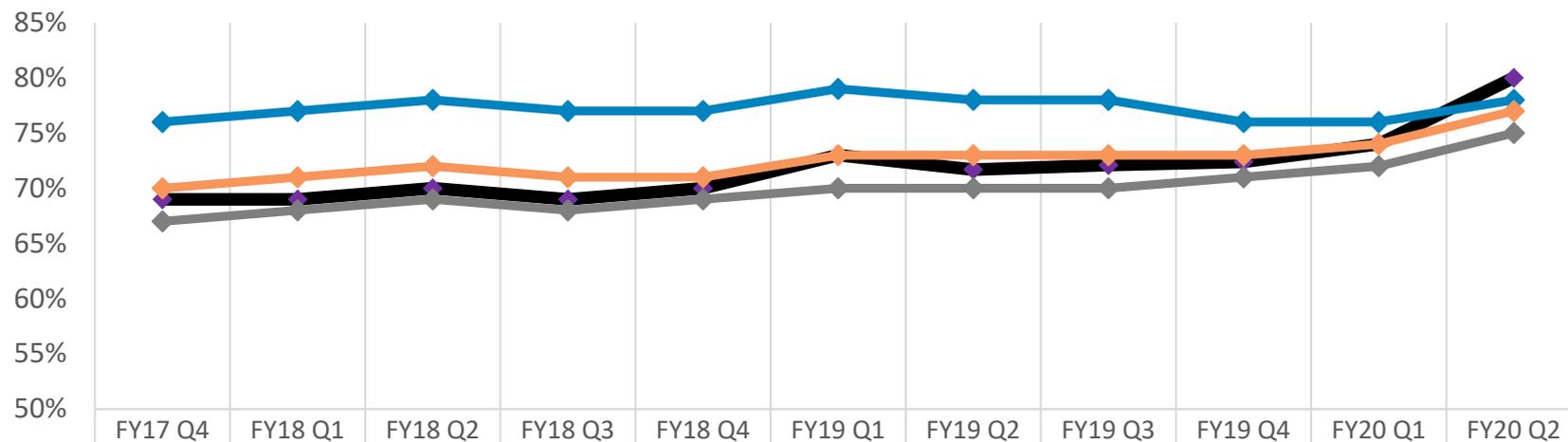
- Calls are answered by a live agent 24 hours a day, seven days a week, 365 days a year. The hotline is staffed by more than 60 agents who have had extensive training on VA programs and services. Most of these agents are a Veteran, military family member, caregiver or a survivor.
- The White House VA Hotline conducts immediate warm hand offs for at-crisis risk Veterans needing the services of the Veterans Crisis Line.
 - 453K calls received (10/2017 – 6/2020)
 - 98% cases resolved



Asking about the Experience of Veterans VA-Wide

Since the launch of the **VA-Wide Trust Survey** in FY17 Q4, Women Veterans have been able to provide comments on the services they receive including their Trust, Effectiveness, Ease, and Emotion. Between FY17 Q4 and FY20 Q2, Trust increased 11% from 69% to 80%, Effectiveness increased 2% from 76% to 78%, Ease increased 8% from 67% to 75%, and Emotion increased 7% from 70% to 77%.

* VEO administers 35 surveys across multiple VA business lines and more in development.

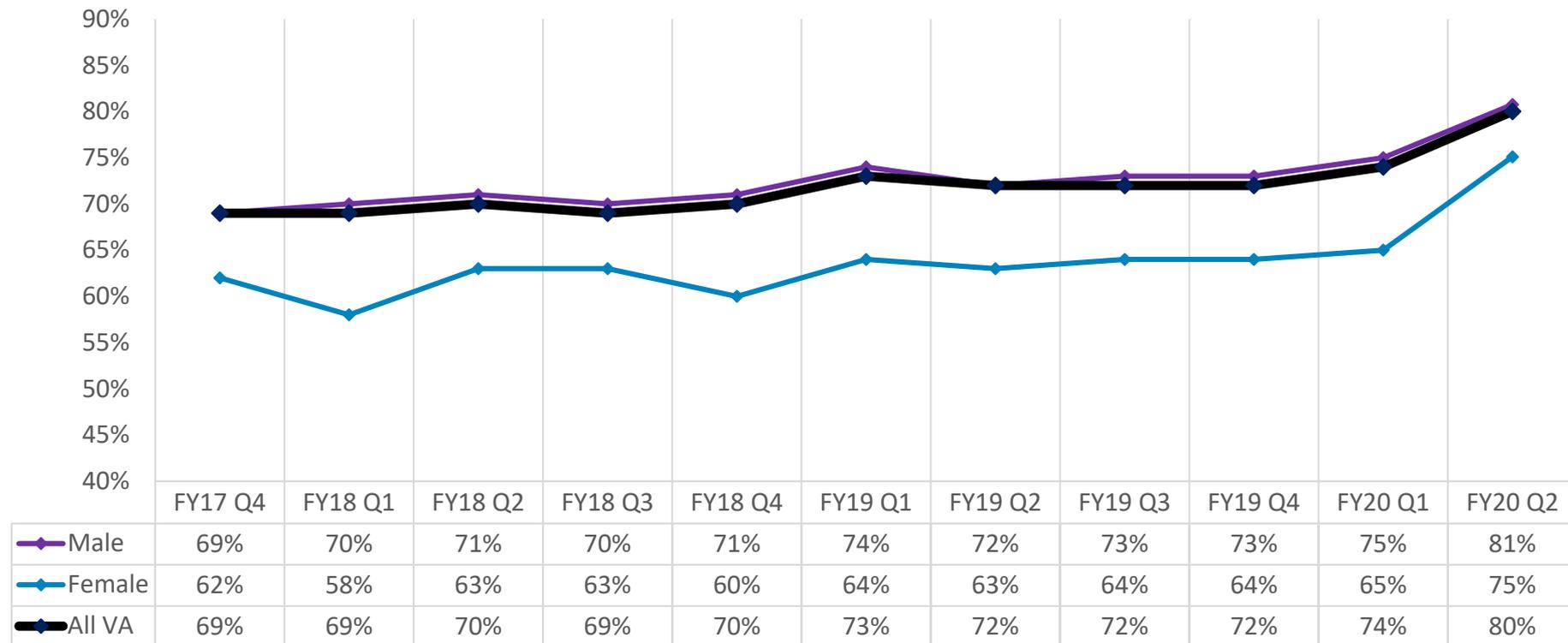


Trust	69%	69%	70%	69%	70%	73%	72%	72%	72%	74%	80%
Effectiveness	76%	77%	78%	77%	77%	79%	78%	78%	76%	76%	78%
Ease	67%	68%	69%	68%	69%	70%	70%	70%	71%	72%	75%
Emotion	70%	71%	72%	71%	71%	73%	73%	73%	73%	74%	77%



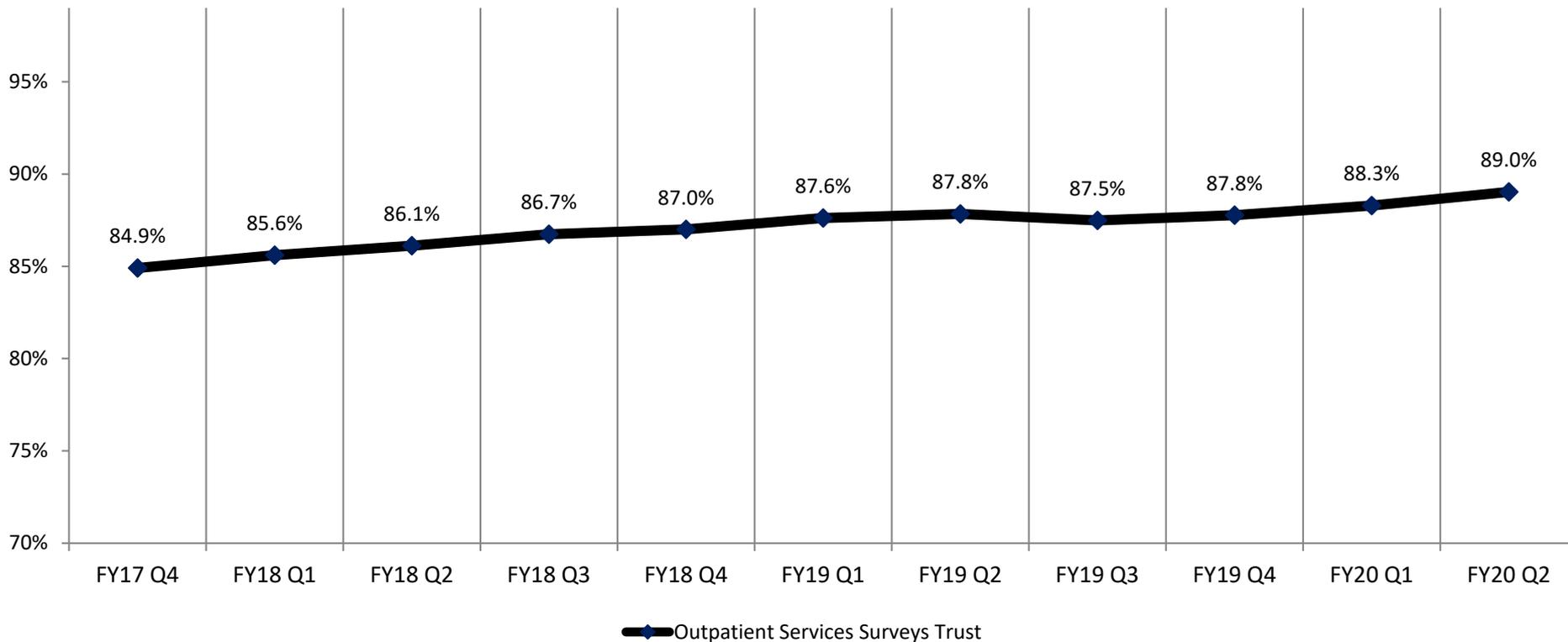
Analyzing the Experience of Woman Veterans VA-Wide

The **VA-Wide Trust Survey**, allows VA to better understand the experience of woman Veterans. Overall, males show higher Trust than females but between FY17 Q4 and FY20 Q2, both male and female Trust has increased: male Trust increased 6% and female Trust increased 10%.



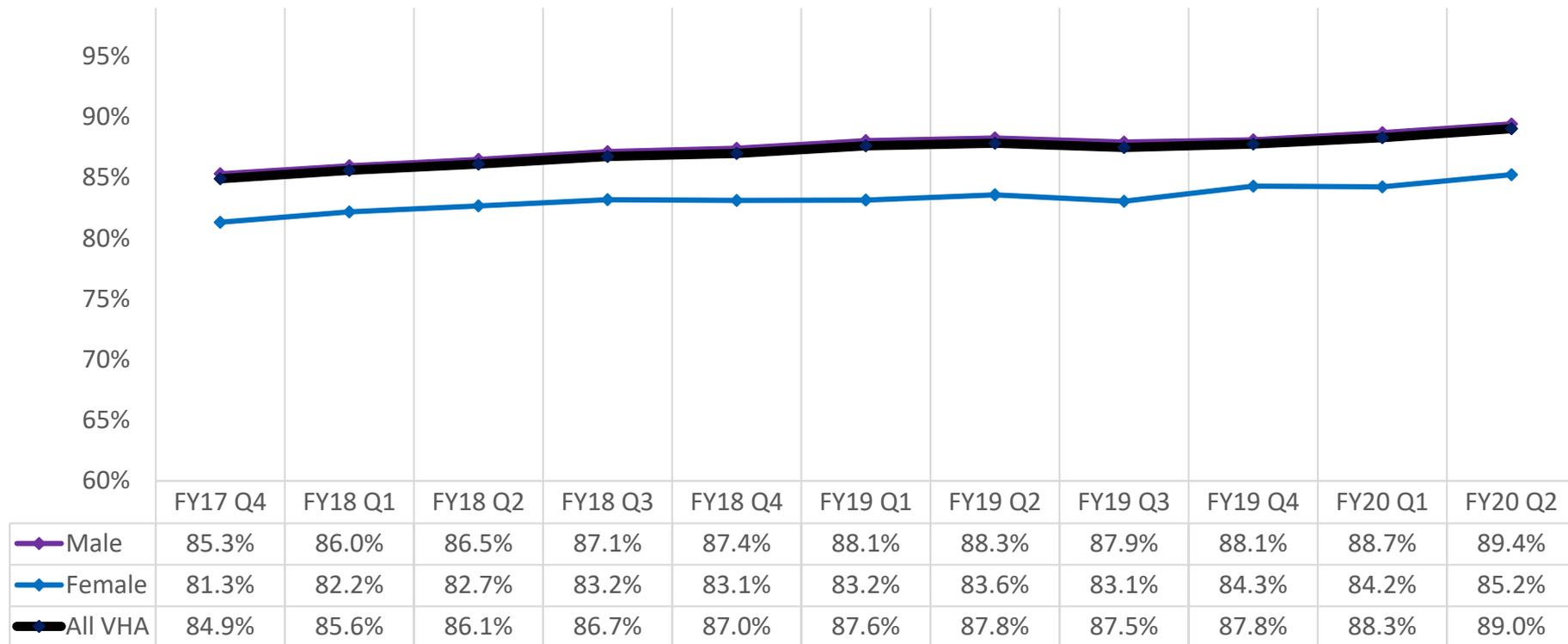
Asking about the Experience of Veterans Outpatient Services

The **VHA Outpatient Services Trust Surveys** showed that the Trust of Veterans increased 5.1% from 84.9% to 89.0% between FY17 Q4 and FY20 Q2.



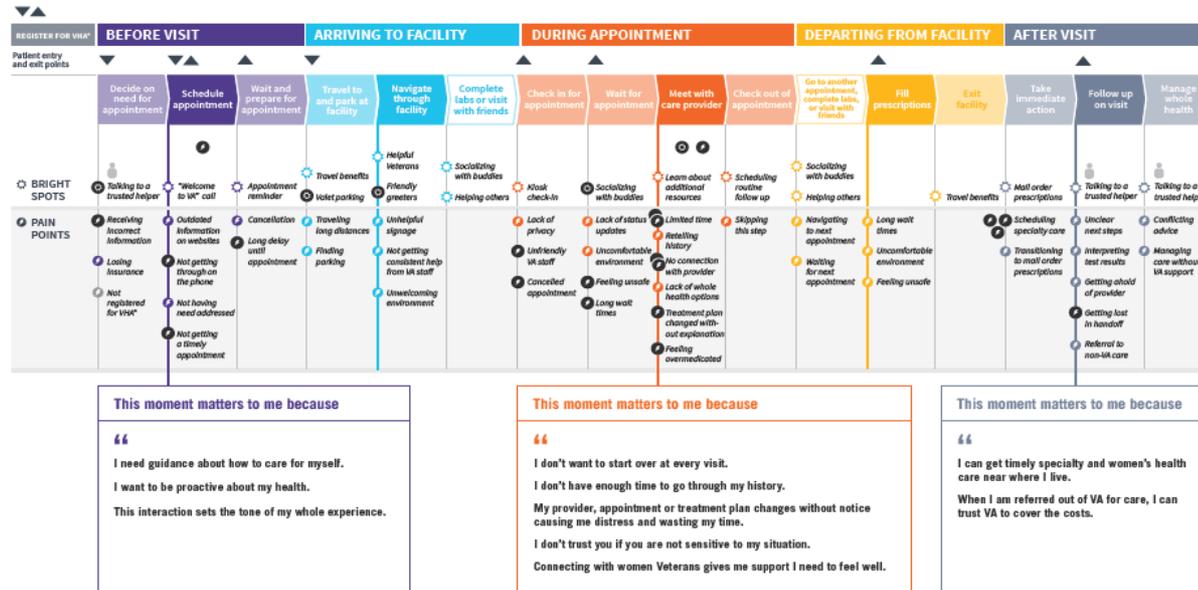
Analyzing the Experience of Women Veterans Outpatient Services

The VHA Outpatient Services Surveys, show higher Trust for male than female Veterans between FY14 Q4 and FY20 Q2 but both male and female Trust has increased. Between FY17 Q4 and FY20 Q2, male Trust increased 4.1% and female Trust increased 3.9%.



Mapping the Patient Experience of Women Veterans

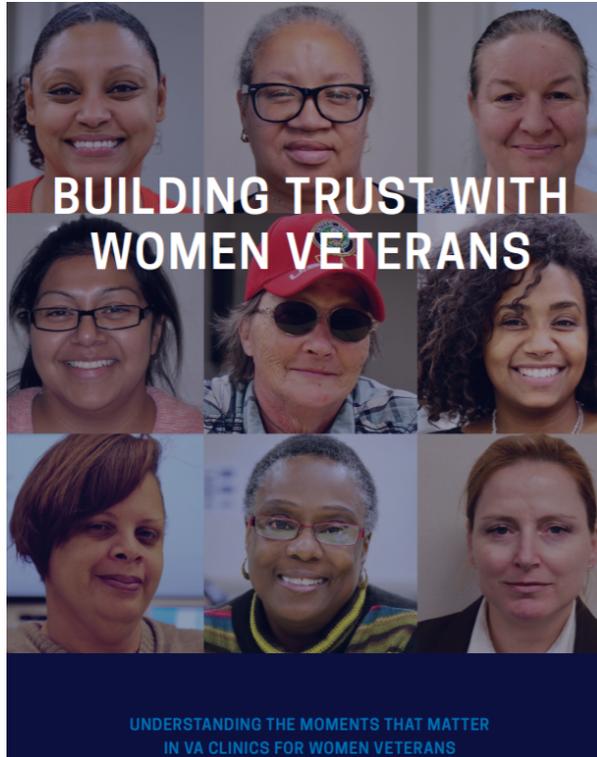
VA WOMEN VETERANS PATIENT EXPERIENCE JOURNEY MAP



https://www.blogs.va.gov/VAntage/wp-content/uploads/2019/03/Women_Veterans_Journey_map.pdf

Understanding the Moments that Matter to Women Veterans

By understanding the moments that matter, VA can best serve the pain points of the fastest growing demographic of Veterans in the US, Women Veterans, making up 9.5% of the 20M Veterans alive today.



MOMENTS THAT MATTER

Talking to a trusted helper

Scheduling an appointment

Feeling safe while waiting for an appointment

Connecting with my care provider

Connecting with my health care team

Connecting with other women Veterans

CRITICAL EXPERIENCE MEASURES

I know the best way to have my health issue addressed

I can schedule a timely appointment

Staff at the clinic empathize with me and respond to my needs

I feel known by and connected to my provider; we have a relationship

I know what to expect when I go into the clinic and in between visits

I feel supported by other women Veterans who share similar life and military experiences

<https://www.blogs.va.gov/VAntage/57372/building-trust-women-veterans/>

Published March 2019

Serving Women Veterans Virtually



VA connected with Veterans, their families, caregivers, and survivors 102M times (3/2020).

- 62M VetResources e-mail opens with [#VetResources](#) digital newsletter.
- VEText sent 40M text messages with important updates and resources, like VA expanding services at select facilities.
- Veterans Experience Live (VetXL) Past Events: [Surviving Together, Hiring Together.](#)
- [VetXL Women Together Event June 30th: https://www.rallypoint.com/answers/veterans-experience-live-vetxl-women-together-live-q-a-with-women-veterans-what-are-your-questions?utm_source=dept_of_va&utm_medium=email&utm_campaign=newsletter_0617.](https://www.rallypoint.com/answers/veterans-experience-live-vetxl-women-together-live-q-a-with-women-veterans-what-are-your-questions?utm_source=dept_of_va&utm_medium=email&utm_campaign=newsletter_0617)



Improving the way in which Veterans interact with the VA.

- Piloting “I am here” which allows Veterans to check-in for VA appointments from the parking lot.
- VA coronavirus [chatbot](#) provides immediate answers and recommendations for next steps.



Helping Veterans and their families navigate VA services and resources.

- VA311 (844-698-2311) has answered 268,641 calls since March 16, 2020.
- White House VA Hotline has answered 41,842 calls since March 16, 2020.
- 575K downloads of the [VA Welcome Kit](#) and 11 Quick Start Guides like [“Applying for survivor benefits.”](#)



Veteran trust in VA reached 80% in April, reflecting a 19% increase since January 2017.

- VA has received 5M+ Veteran surveys sharing the ease, effectiveness, emotional resonance and trust of Veterans and their concerns, recommendations, complements, in real time.



Veterans Experience Live (VetXL): Women Together



VETERANS EXPERIENCE LIVE (VETXL)

JUNE 30

WOMEN TOGETHER

at 3pm EST Ask a Question!

APPEALS • BENEFITS • MINORITY VETERANS • WOMEN VETERANS • MEMORIAL AFFAIRS
MENTAL HEALTH • CAREGIVER SUPPORT • SURVIVORS ASSISTANCE
WOMEN'S HEALTH SERVICE



Event Link:

https://www.rallypoint.com/answers/veterans-experience-live-vetxl-women-together-live-q-a-with-women-veterans-what-are-your-questions?utm_source=dept_of_va&utm_medium=email&utm_campaign=newsletter_0617



Choose **VA**

VA



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Providing Resources and References for Women Veterans

Resources for Women Veterans

- **VA COVID Quick Start Guide:** <https://www.va.gov/covid-19-links-and-resources.pdf>
- **Women Health Eligibility:**
https://www.womenshealth.va.gov/WOMENSHEALTH/womenshealthservices/healthcare_eligibility_enrollment.asp
- **VA:** <https://www.VA.gov>
- **VA Welcome Kit:** <https://www.VA.gov/Welcome-Kit/>
- **VEO:** <https://www.VA.gov/VE/>
- **Community Resources, Information, and Toolkits:**
<https://www.VA.gov/VE/Engagement/Resources.asp>
- **VA Strategic Plan:** www.VA.gov/OEI/docs/VA2018-2024strategicPlan.pdf



Center for Women Veterans



**Jacquelyn Hayes-Byrd, Executive Director
Center for Women Veterans**



PUBLIC LAW 103-446

Center for Women Veterans established November 2, 1994 by Congress.

Our Mission:

- To monitor and coordinate VA's administration of healthcare, benefits, services and programs for Women Veterans.
- To serve as an advocate for cultural transformation (within and in the general public) in recognizing the service and contributions of women Veterans and women in the military.
- To raise awareness of the responsibility to treat women Veterans with dignity and respect.

Our Vision:

Modernize the Center to become the portal for all things women Veterans and extend its outreach to all women Veteran Champions, reaching women Veterans nationally and internationally, ensuring equity in access, eligibility, care, and service delivery.



CWV Strategic Approach and Operational Plan

- CWV's Strategic Approach and Operating Plan identifies four critical areas in accordance with Public Law 103-446:
 1. **Outreach:** Change Cultural Perspective For and About Women Veterans Internally and Externally.
 2. **Research:** Advocate for the inclusion of women in research that informs VA policy and practices.
 3. **Performance Management and Compliance:** Build a culture of compliance and accountability.
 4. **SECVA:** Support the Executive Director with sufficient resources.
- **Modernization** and **Alignment** will ensure CWV assists with enterprise-wide performance management and compliance in order to ensure women Veterans receive equitable services and benefits.



CWV Social Media Communication

- CWV Social Media numbers increase from 1,500 to 10,000 followers in 8 short months.
- CWV/VEO Collaboration.
- Women Veterans Outreach in 2020 – Connect with all 10M Veterans to assist in changing the culture for Women Veterans.
- Journey Map – Use the Quick Start Guide.
- Primary Focus - Bring Women Veterans HOME to the VA.
- Focus towards underserved Sister Veterans, newly discharged Sister Veterans and Sister Veterans who may have discharged 5 or 50 years ago but stopped using the VA. We aim to bring them home.



2019-2020 Ongoing and New Initiatives

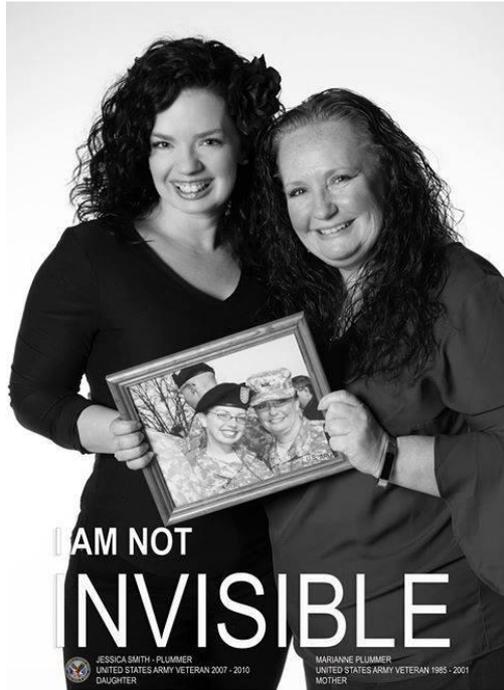
Current Outreach Initiatives To Enhance Cultural Change Include:

1. **Women Veterans Summit – Postponed to October 2021**
2. **I AM NOT INVISIBLE Campaign**
3. **Monthly Partners Breakfast**
4. **Continue to Collaborate with Our Women Veteran Stakeholders and Champions in Support of Our Women Veterans**
5. **“Women Veterans Power Play”**

Special thanks to Veteran Canteen Service for their sponsorship of our initiatives.



I am Not Invisible (IANI) Campaign



I AM NOT INVISIBLE
There are roughly two million women veterans, making up ten percent of the veteran population and growing. Yet they continue to face significant barriers and challenges in accessing health care and other services, while experiencing a lack of recognition. The I Am Not Invisible (IANI) project, developed in Oregon, aims to increase awareness and dialogue about women veterans, and open relevant eyes to the myriad contributions, needs, and experiences of women who have served in the military. In support of Women's History Month 2020, this virtual IANI exhibit celebrates and honors women Veterans who continue to serve their communities in the great State of Ohio.



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Choose **VA**

Center for Women Veterans

VA Resources

Browse the VA Website, become familiar.

- VHA Women Veterans Call Center: Call or Text **1-855-VA-WOMEN** or **1-855-829-6636**.
- Chat through WV Healthcare Website: www.womenshealth.va.gov (<http://womenshealth.va.gov/>).
- VA Crisis Line: **1-800-273-8255** and **press 1**.
- Chat online at www.VeteransCrisisLine.net or send a text to **838255** to receive support from specially trained professionals, 24 hours a day, 7 days a week, 365 days a year.
- White House VA Hotline: **1-855-948-2311**.



VA Resources (cont.)

- Center for Women Veterans: (<http://www.va.gov/womenvet/>)
- Other Resources from www.va.gov
- eBenefits: (<https://www.ebenefits.va.gov/ebenefits-portal/ebenefits.portal>)
- Caregiver Support: (<http://www.caregiver.va.gov/>)
- Make the Connection: (<http://maketheconnection.net/>)
- Homeless Veterans (<http://www.va.gov/homeless/index.asp>)
- Burials and Memorials: (<http://www.cem.va.gov>)
- MyHealthEVet: (<https://www.myhealth.va.gov/>)
- Office of Survivors Assistance: www.va.gov/survivors/
- Center for Minority Veterans (<https://www.va.gov/centerforminorityveterans/>)



Contact Us

- 1) Phone: (202) 461-6193
- 2) Email: 00w@VA.Gov
- 3) Find us online at www.va.gov/womenvet
- 4) Facebook and Twitter using [@VAWomenVets](https://www.facebook.com/VAWomenVets)
- 5) Women Veterans Call Center

6) Crisis Hotline:



Portal for All Things Women Veterans



Choose **VA**

Center for Women Veterans

Center for Women Veterans



**Elizabeth Estabrooks, Deputy Director
Center for Women Veterans**

Introduction

- U.S. Army Veteran.
- Bachelors in Gender Studies and Political Science, Eastern Oregon University.
- Masters in Social Work, Policy from Columbia University.
- Career:
 - Worked in the field of domestic violence and sexual assault for eight years.
 - 17 years consulting, training, researching on topics of violence against women, community health, gender-specific services, and strategic planning.
 - Began focusing on women veteran issues, including military sexual assault, suicide, and homelessness in 2011 during graduate school.
 - Served on Department of Veterans Affairs Domestic Violence Task Force in 2012.
 - Became the Oregon Women Veterans Coordinator in 2016.
 - Founded the I Am Not Invisible project in 2017.



I Am Not Invisible

The Origins

- Oregon, 2017 Women's History Month.
- Address invisibility – a word used by women veterans.
- Diverse spectrum of 22 Oregon women: age, race, ability, geography, era.

I Am Not Invisible



More Than Just Photos

For Women Veterans:

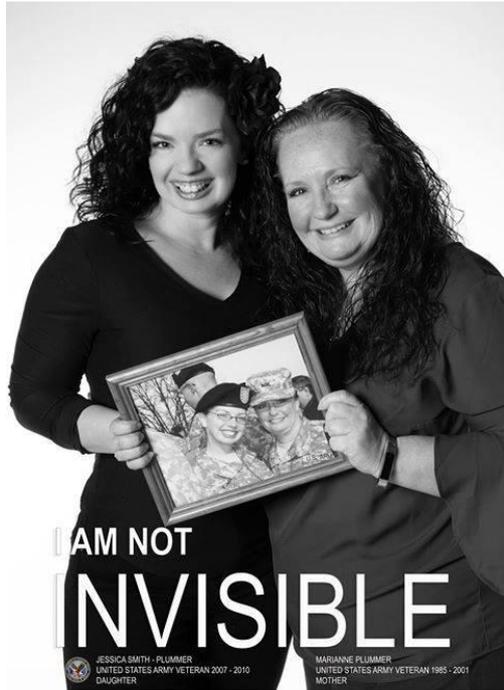
- Sense of pride and belonging.
- Healing from participating.
- Sisterhood via connecting during and after.

For the VA and partners:

- Intentionally including women in facilities.
- Path to advocacy.
- Partnership building (e.g. USAA).
- Showing women we see them.
- Conversation openers.



I am Not Invisible (IANI) Campaign - VA



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Choose **VA**

Center for Women Veterans

Women Veteran Roundtable



Principal Deputy Under Secretary for Benefits
Margarita Devlin

June 23, 2020



VBA Business Lines



VBA FOOTPRINT – FY19

Compensation: Paid **\$94.9B** to nearly **5.3M** Veterans & survivors

Pension: Paid **\$4.9B** to nearly **435K** beneficiaries

Education: Provided **\$12.0B** to **909K** beneficiaries for all EDU programs

VR&E: Paid nearly **\$1.4B**, with **122K** program participants

Housing: Guaranteed **661K** loans totaling **\$187.4B**

Insurance: Provided **\$1.2T** in coverage to **5.7M** Service members, Veterans and family members

Decision Review: Paid over **\$2.1M** in benefits



25,506
EMPLOYEES



56%
VETERANS

\$31B In benefits distributed in FY20 Q2



540 Intake sites, out-based facilities, VetSuccess on campus sites, and VR&E offices.

56 Regional offices.

39 Other special processing and call centers.



Provide Veterans with the benefits they have earned in a manner that honors their service.



Ensure we are strong fiscal stewards of the money entrusted to us.



Foster a culture of collaboration.

VBA: Adapting to COVID-19

- Prepped workforce to function in virtual environment (most of workforce already tele-work enabled).
- Closed ROs & continued to serve Veterans, families, beneficiaries remotely.
- Legislation passed ensuring students would retain full benefits when schools went online.
- Claims Processing continues & payments distributed on time!
- Suspended collections on all debts established after April 3.

- Veterans can still buy or refinance a home!
- Waived requirement for Wet Signatures.
- TAP Moved online.
- VR&E moved to full tele-counseling.
- USB conducting Tele-Townhalls by state, with a goal of reaching over 1M Veterans (over 650K Veterans engaged to-date).
- Extended application deadlines for Veterans Group Life Insurance.

VBA: What We Do for Women Veterans

Compensation, Pension & Fiduciary:

- FY 20 Compensation Claims for women: Gross \$7,558,351,083 (5,063,700 records); Pension Claims: \$11,008,468 (9,989 records).
- P&F paid approximately \$137 million to 10,541 Female Veterans in FY19.
- Medical Disability Examinations: all medical providers take military sexual trauma training and recertify every three years; Veterans can request male or female exam providers.
- In FY20, 41.7% of participants in the WARTAC -Warrior Training Advancement Course were women.

Home Loans:

- In 2019, women received 75,695 VA-guaranteed home loans, or 12% of the total loans.

Education:

- In FY 2019, over 208.3K Women Veterans or 29% of the 714K beneficiaries used the Post-9/11 GI Bill.
- 11.2K Women Veterans used Yellow Ribbon to help pay tuition & fees.
- Of the \$11.1B paid on behalf of beneficiaries in FY19 for Post-9/11 GI Bill, \$3.1B went to Women Veterans.

Transition & Economic Development:

- Women's Health Transition Training (WHTT) Collaboration – reaching all Women Veterans by 2021.
- Initiatives: Military to Civilian Readiness Pathway (M2C Ready); VA Solid Start (VASS); Personalized Career Planning Guidance (PCPG).

VBA: What We Do for Women Veterans

Decision Review

- Developed 3 VSignals Customer Satisfaction Surveys to be released in July.
- The data from these surveys will allow VBA to analyze the experience of women as opposed to men in seeking review of VA claims decisions.

Life Insurance:

- Identifying opportunities to collaborate with women to educate them about VA Life Insurance.
- Developing outreach engagement targeted toward women Veterans.
- Identifying opportunities to improve VA Insurance programs to better meet women Veterans' unique needs.

Outreach & Engagement:

- Enhanced O&E engagement with VA's Office of Center for Women Veterans and collaborated on a virtual town hall with VSO Camouflaged Sisters, LLC on May 20, 2020 with over 240 attendees.
- VBA recently reviewed the gender specific data contained in the FY 2018 Annual Benefits Report (ABR): no notable disparities observed in VBA benefits.

VBA: FY 2018 Annual Benefits Report

In FY 2018, women Veterans made up 9.8% of the total Veteran population. VBA's Annual Benefits Report for FY 2018 reflects how women Veterans are accessing benefits:

Disability Compensation:

Disability Ratings

- 11.2% of newly granted disability ratings were assigned to women Veterans.
- For disability ratings from 50-100%, a higher percentage of women received those ratings than men on their initial rating.

Home Loans:

- 11.7% of VA home loans were guaranteed to Women Veterans.

Insurance:

- Women Veterans held 14% of all Veterans' Group Life Insurance policies.
- Women Service members held 18% of Servicemembers' Group Life Insurance policies.

Veteran Readiness and Employment:

- Women represent 23% of the individuals who were receiving VR&E service.

Women Veterans Journey Map

Opportunity: As the number of women Veterans grows, more women apply for VA benefits and services. VBA strives to better understand women Veterans' journeys and identify the moments that matter as they navigate the VA system.

Approach: VBA is using human-centered design (HCD) methodology to speak with male and female Veterans to map their benefits journey. By interviewing Veterans and listening for bright spots and pain points, the journey mapping process allows VBA to:

- Discover opportunities and take action to improve processes and services for women Veterans, and
- Empower VBA employees to deliver benefits in a manner that honors their service.

Call to Action: If you or someone you know is interested and willing to participate in an HCD interview, please email VBA_CX.VBACO@va.gov.

Timeline:



COVID-19 Resources

Benefits Questions

1 (800) 827-1000

Debt Relief

1 (800) 827-0648

In Crisis?

1 (800) 273-8255

The screenshot shows the U.S. Department of Veterans Affairs website's Public Health section for COVID-19. The page includes a navigation menu with options like Health, Benefits, and Burials & Memorials. The main content area is titled 'Novel Coronavirus Disease (COVID-19)' and provides information on VA's response plan, including a 'What is VA doing?' section. It also features a 'QUICK LINKS' sidebar with a Hospital Locator, Health Programs, and Protect Your Health options. A 'VETERANS CRISIS LINE' banner is visible at the bottom of the sidebar. On the right, there is an 'ADDITIONAL INFORMATION' section and a 'RESOURCES' section with links to VA-focused FAQs, mental health resources, and CDC information. A search bar is located in the top right corner.

urgent needs first, we ask that you use our online tools and frequently asked questions (FAQs) for routine or non-urgent questions. We'll continue to update this page as the situation changes.



**COVID Microsite - www.publichealth.va.gov/n-coronavirus/
FAQ - www.va.gov/coronavirus-veteran-frequently-asked-questions/**

Connect with us!

This webcast and materials will be posted at:
benefits.va.gov/stakeholder

For VA customer service, call:
1-800-827-1000

To learn more about VA Benefits, visit:
benefits.va.gov

For more specific questions, access:
[Inquiry Routing & Information System \(IRIS\)](#)

#BestYearEver
VBA FY20



[@VAVetBenefits](https://www.youtube.com/@VAVetBenefits)



[@VABenefits](https://www.instagram.com/VABenefits)



[@VeteransBenefits](https://www.facebook.com/VeteransBenefits)



[@VAVetBenefit](https://twitter.com/VAVetBenefit)

[s](#)



[@department-of-veterans-affairs](https://www.linkedin.com/company/departement-of-veterans-affairs)

Thank You

VA



U.S. Department
of Veterans Affairs

Women's Health

Patricia M. Hayes, PhD

Chief Officer

Women's Health

Veterans Health Administration

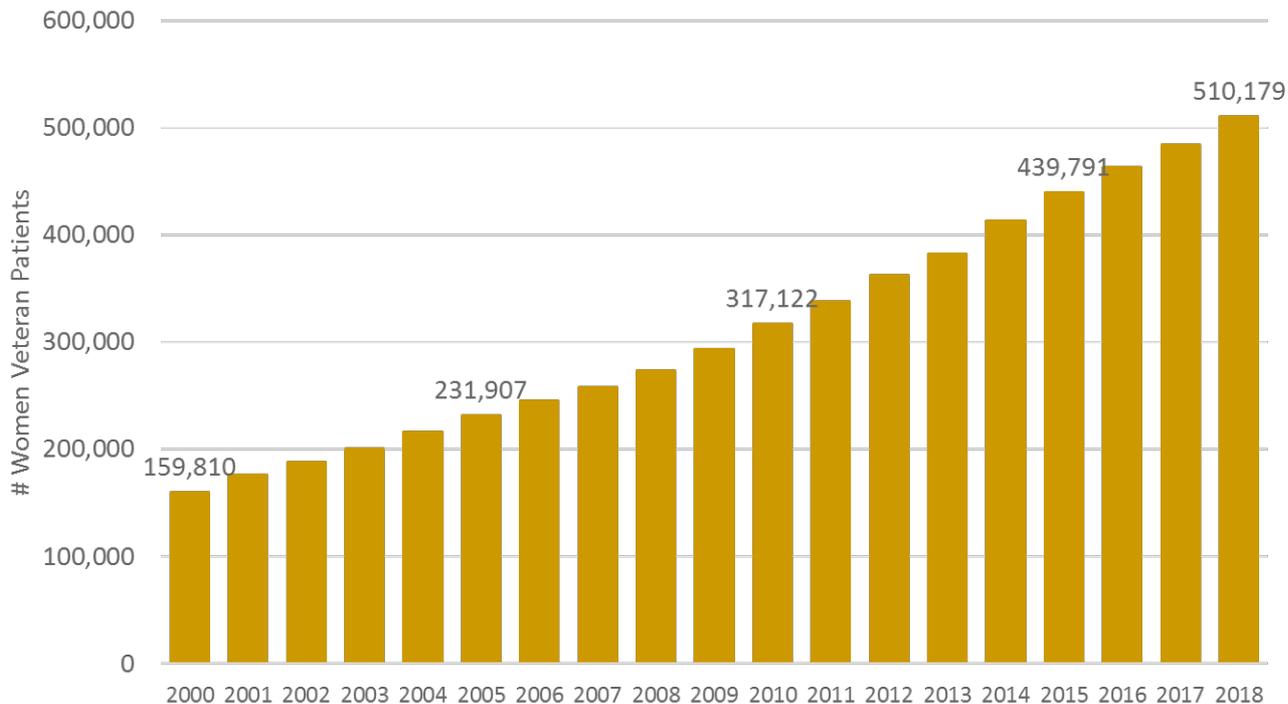
June 23, 2020

Women Veterans History And Demographics



Source: America's Women Veterans, National Center for Veterans Analysis and Statistics, Nov. 2n Veterans: Military Service History and VA Benefits Utilization Statistics, Department of 3, 2011;
http://www.va.gov/VETDATA/docs/SpecialReports/Final_Womens_Report_3_2_12_v_7.pdf

Number Of Women Veteran VHA Patients Fiscal Year 2000-2018



Cohort: Women Veteran VHA patients in each year. Women in FY00: N=159,810; Women in FY18: N=510,179.

Source: WHEI Master Database, FY00-FY18.

Full Continuum of Health Care For Enrolled Women Veterans

- Comprehensive Primary Care
(acute care, chronic illness and gender-specific care from a single provider)
- Routine Gynecological care
- Mental Health
- Disease Management, Prevention and Screening
- Emergency Care
- Infertility Care
- Maternity Care (Newborn care up to 7 days)
- Specialty Care
- Hospice/Palliative Care
- Long-Term Care Services and Supports





Women's Health Primary Care Providers

- VA has at least two Women's Health Primary Care Providers (WH-PCP) at all of VA's health care systems in addition, 90 percent of community-based outpatient clinics have a WH-PCP in place.
- VA has trained over 4700 primary care providers in women's health mini-residency since 2008.
- Women assigned to WH-PCPs had higher overall experiences with care compared to women assigned to other primary care providers.
- Women assigned to WH-PCPs were more likely to receive age appropriate cervical cancer screening (94.4% vs. 91.9 %) and breast cancer screening (86% vs 83.3%).

Women Veterans Call Center

- Implemented a Call Center specific to women Veterans in 2014.
- Women Veterans may now call, chat or text.
- As of February 2020, WVCC has made over 1,753,000 calls, and sent 73,784 informational packets to women Veterans.



**Trust her to
find answers.**

**The Women Veterans Call
Center is your guide to VA.**

**Call 1-855-VA-WOMEN
(1-855-829-6636)**

**Anonymous Chat at
www.womenshealth.va.gov**

Hours of Operation:
Mon-Fri 8 a.m. to 10 p.m. ET
Sat. 8 a.m. to 6:30 p.m. ET

  U.S. Department
of Veterans Affairs



Women's Health and Covid-19

- Maintaining access to essential services such as contraception, mental health services, and intimate partner violence support and intervention is especially crucial during this time.
- VA is using telehealth, including VA Video Connect direct to Veteran's homes. This existing and enhanced virtual care has allowed us to quickly provide continued primary care throughout the stay-at-home orders.
- VHA has developed and disseminated educational materials for women Veterans and their providers.
- VA Maternity Care Coordinators are proactively connecting with our currently pregnant women Veterans.
- VHA recently launched a special six-session training series focusing on gender-related aspects of the COVID-19 pandemic.



Intimate Partner Violence Resources

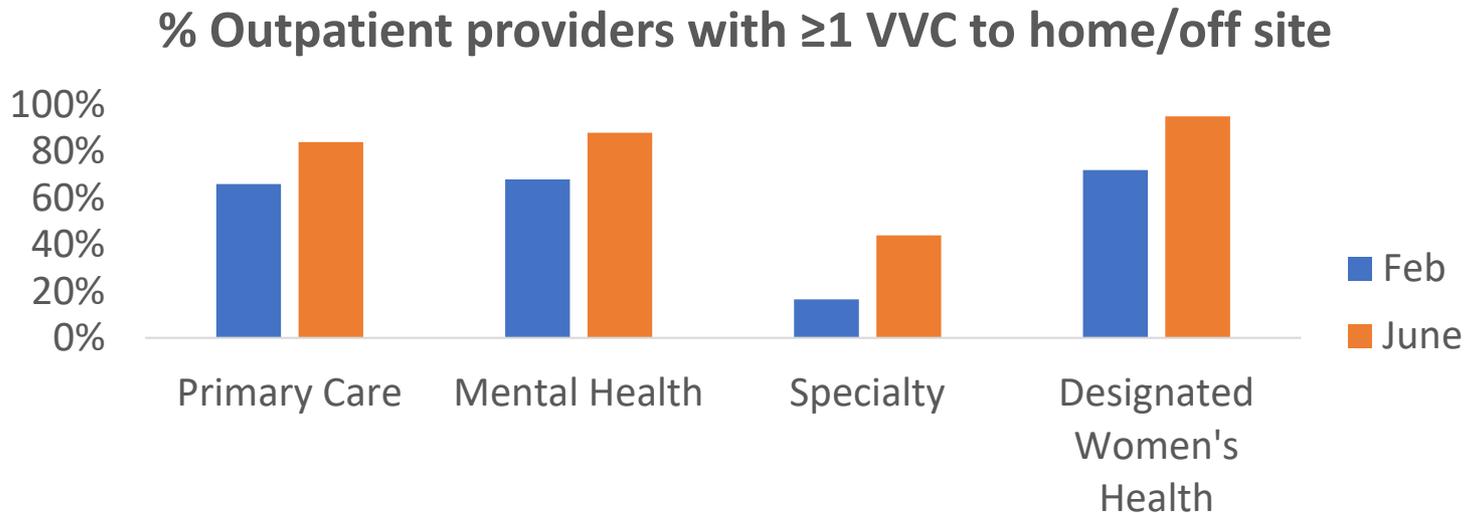
- The VA IPV Assistance Program (IPVAP) is dedicated to ensuring Veterans, their partners, and VA staff have current resources and supports readily available in response to COVID-19:
 - Every VA Medical Center has a dedicated IPVAP coordinator, ready to help.
- Talk to your local VA IPVAP-Coordinator or contact the National Domestic Violence Hotline.
 - The National Domestic Violence Hotline 1-800-799-SAFE(7233)
 - Or <http://www.thehotline.org>.
- Safe Helpline:
 - Safehelpline.org or via text at 55-247.
 - Women Veterans Call Center 1-855-VA Women.
 - And anonymous chat www.womenshealth.va.gov.



Women's Health COVID 19 Resources

Information resources:

- <https://www.cdc.gov/coronavirus/2019-ncov/index.html>
- <https://www.blogs.va.gov/VAntage/73421/veterans-va-covid-19-call-us/>
- <https://www.acog.org/patient-resources/faqs/pregnancy/coronavirus-pregnancy-and-breastfeeding>
- <https://www.asrm.org/news-and-publications/news-and-research/announcements/coping-during-the-covid-19-pandemic--messages-for-patients/>
- Women Veteran Call Center 1-855-VA-WOMEN



- During the COVID-19 pandemic, many new providers used VA Video Connect (VVC).
- Designated Women's Health Providers lead in VVC capability across VA.
- Goal for 100% of ambulatory providers to be VVC capable by FY21.



Women's Health Transition Training (WHTT)

- Live, interactive training for transitioning Servicewomen to learn about VA health care resources available to them after they separate from the military.
- Training topics include - eligibility for VA benefits, how to enroll in the VA, how to navigate VA, gender specific health care services, and other transition resources.
- Training is led by a woman veteran who has experience using the VA.
- A VA Women Veteran's Program Manager (WVPM) is available during the training to answer questions.
- For more details go to: <https://www.va.gov/womenvet/whtt/>.



Women's Health Transition Training

Did You Know?

VA provides a full spectrum of women's health care services, including primary, general medical, mental health, reproductive, and maternity care. You may be eligible to use both TRICARE and VA health care when you retire.

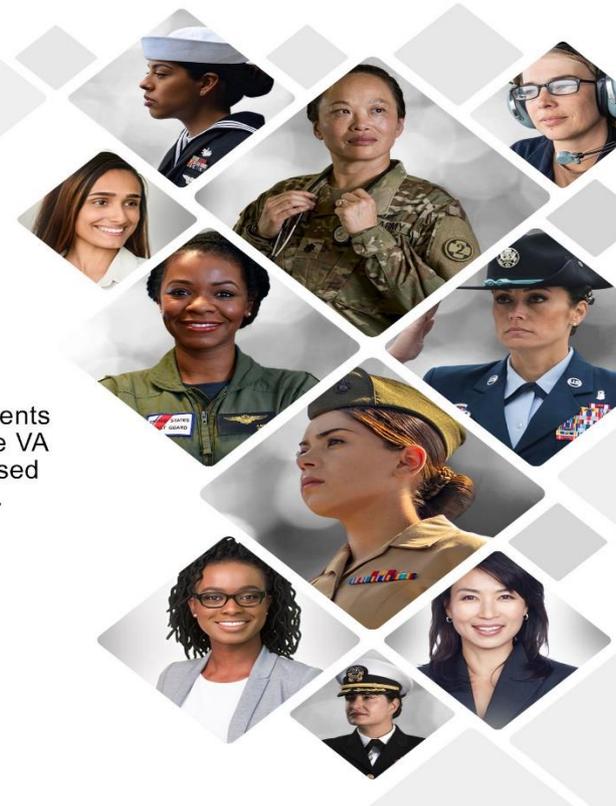
Women's Health Matters

If you are transitioning from active duty to the reserve components or to civilian life, register with the link or QR code below for the VA Women's Health Transition Training. Learn about women-focused health services, your eligibility, and the VA enrollment process.

VA

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DEPT. OF
DEFENSE

Scan QR Code with
your smart phone or visit:
va.gov/womenvet/whtt





Culture Change in VA

which one is the veteran?

Both.
It's our job to give every vet the best care anywhere.

WOMEN VETERANS HEALTH CARE U.S. Department of Veterans Affairs

CAT CALLS
WHISTLES
STARES

it's **NOT** a COMPLIMENT
it's **HARASSMENT**

For help or to report: **1.855.829.6636**
1.855.VA.WOMEN

VA U.S. Department of Veterans Affairs
www.va.gov/health-care



?QUESTIONS?