



Making Change in Rural Areas Using Technology to Engage Homeless Veterans

NCHV Annual Conference – 2015

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Care in the 21st Century?

“How can we begin using telehealth in our local homeless programs?”



VA | Defining
HEALTH CARE | **EXCELLENCE**
in the 21st Century

The Challenge:

Urban +
Highly Rural +
Transportation +
Homeless +
Mental Health =

Telehealth

Care in the 21st Century



VA
HEALTH
CARE

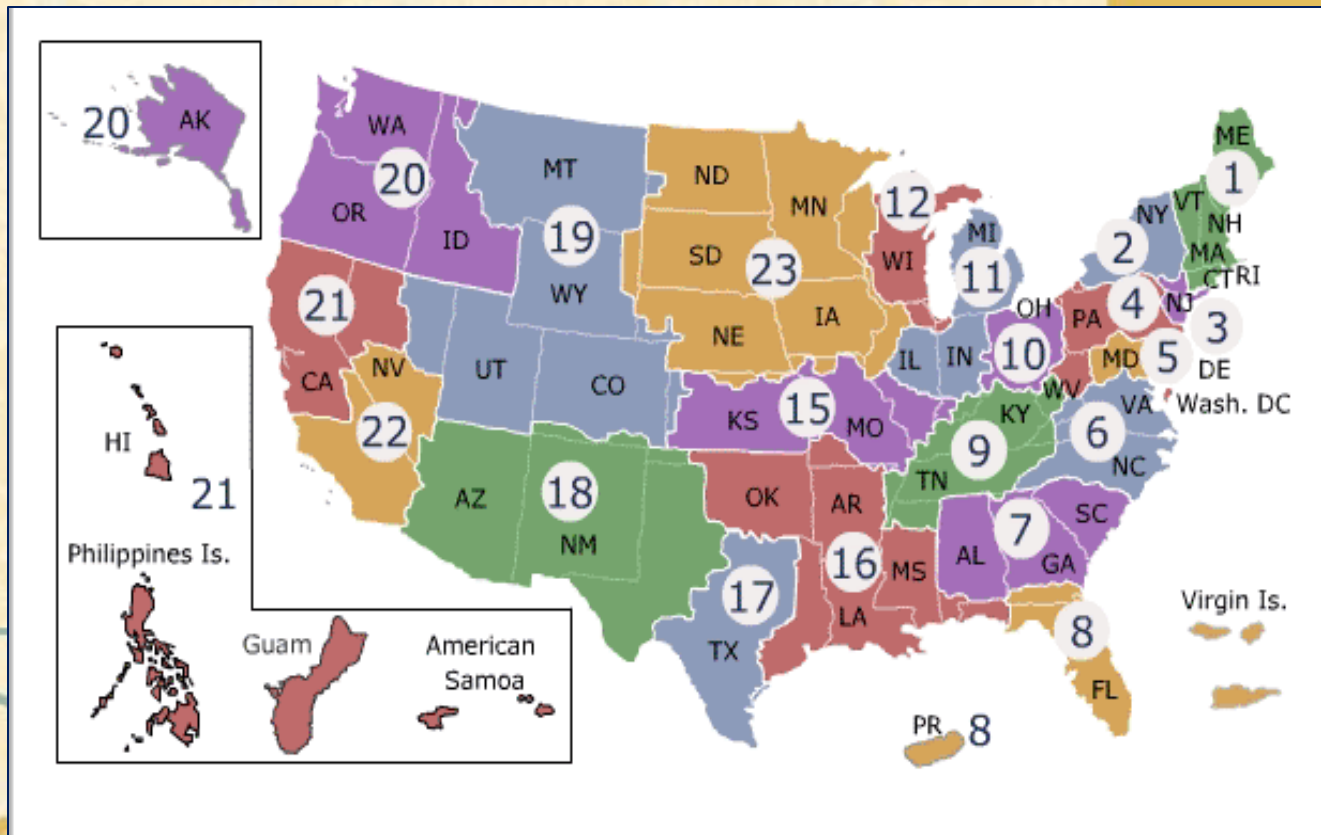
Defining
EXCELLENCE
in the 21st Century

Telehealth's Important Mission

To provide the **right care** in the **right place** at the **right time** through the effective, cost-effective and appropriate use of health information and telecommunications technologies.

To define excellence in VA healthcare into the 21st century.

VA Health Care - VISNs



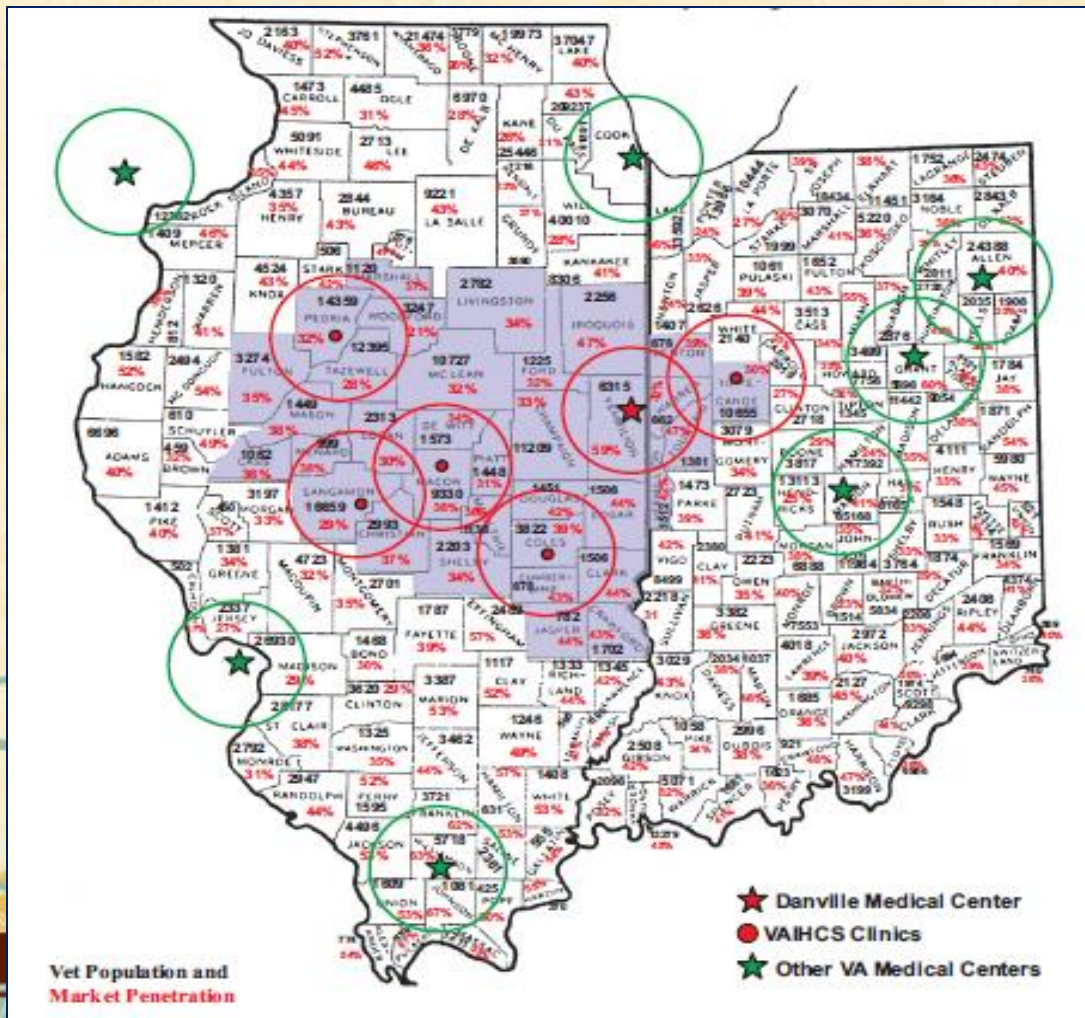
VISN 11

Michigan
Ann Arbor
Battle Creek
Detroit
Saginaw

Indiana
Northern Ind.
Indianapolis

Illinois
Danville

VA Health Care - Illiana



VA Illiana HCS

There are thousands of Veterans throughout Illiana's 34-county area.

****Danville: 32,523**

***Peoria: 116,513**

***W. Lafayette: 30,875**

***Springfield: 117,006**

***Decatur: 74,710**

***Mattoon: 18,368**

*** Medical Center
 * Outpatient Clinic*

HCHV Program at Illiana

HCHV Rural Outreach

Inreach (hotline, walk-ins)

HUD-VASH

VJO

Peer Support

PRRTP

SSVF

Employment

Grant & Per Diem

TSES/CWT/IT/TR

HUD-VASH...

*Illiana currently has
128 HUD-VASH
vouchers with a 95%
utilization rate.*

*There have been 64
new VASH
placements this
fiscal year.*

Grant & Per Diem Project

- Three GPD sites in catchment: Peoria, Bloomington, Springfield and all with a considerable distance one-way
- High negative discharge rate
- Strengthen measures related to employment outcomes

As a result...

- Veterans are able to be seen in face-to-face video appointments at least once a week
- Liaison is able to expedite care coordination and specialty consults

Using Telehealth

For **Clinical Video Telehealth (CVT)**, an agency needs:

- MOU with VA
- Space for equipment
- Connectivity
- Technology infrastructure
- Veterans who are eligible for VA healthcare

As a result...

- Driving 3+ hours one-way has been reduced by 50% each month.
- Increased Veteran participation in care and overall satisfaction



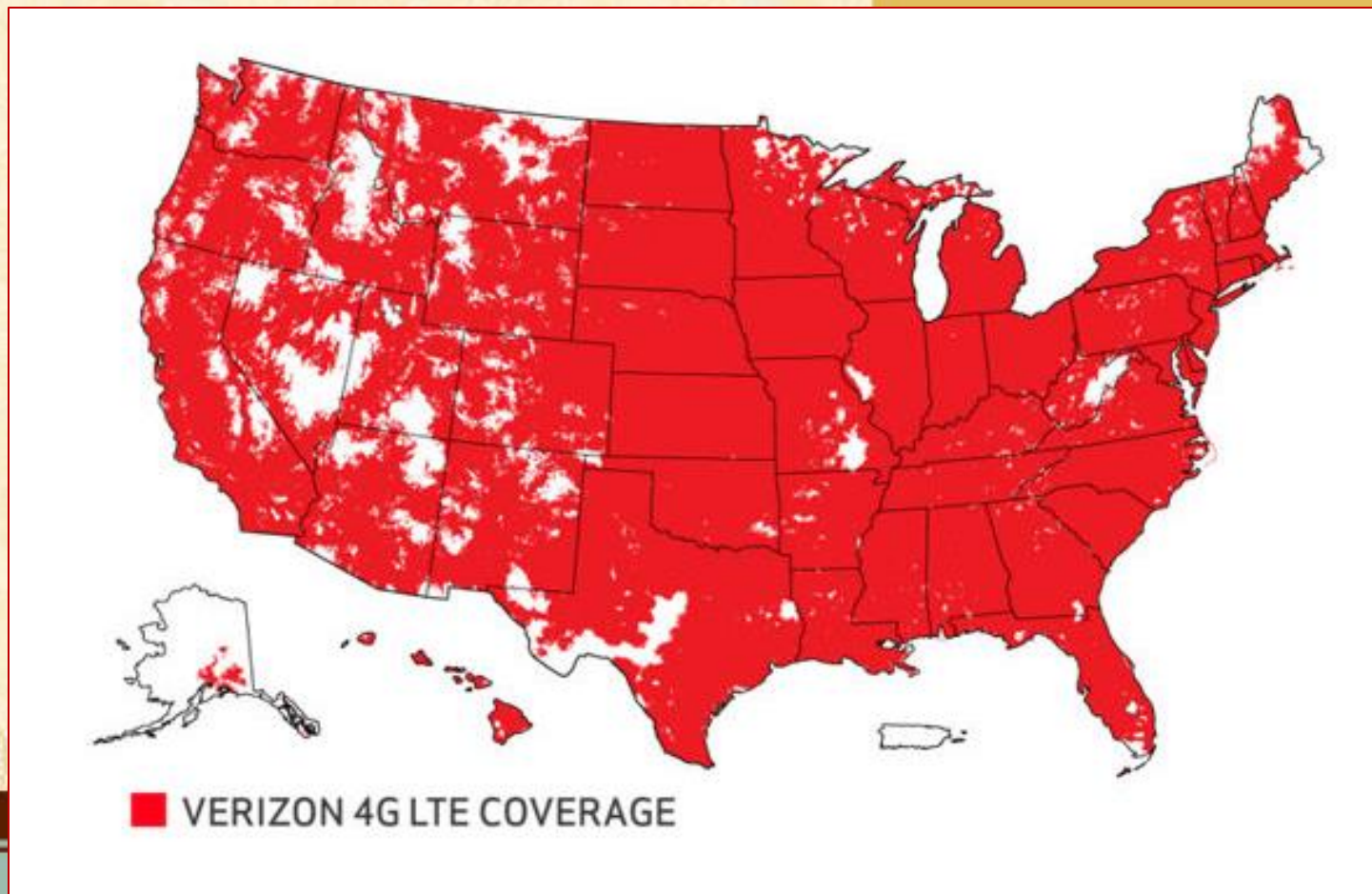
Expanding Technologies

CVT: Patient Tablets

- Patient Tablet Program
 - Testing phase in 2014
 - Rollout in 2015
- Instead of having the cost & inconvenience of traveling by road to see a specialist in the hospital, the specialist comes to you.

The only requirement of the Veteran is access to the 4G wireless signal, electricity, and no fear of technology.

CVT - Connectivity





Additional Resources

Transportation

- Several transportation routes offered through Veterans Transportation Service
- Funded by VTS/VTP and Office of Rural Health
- Provides same-day rides to rural Veterans (*often from Peoria to Danville to Indianapolis and back*)

*Veterans
Transportation
Service*

*Veterans
Transportation
Program*

*Homeless Pilot
Program*

SSVF

- Health care services
- Daily living services
- Personal financial planning
- Transportation services
- Fiduciary and payee services
- Legal services
- Child care services
- Housing counseling services

SSVF programs utilize a **Housing First** approach, acknowledging that *people's need for housing is a basic need* that should be met as quickly as possible, without any preconditions.

Peer Support Specialists

- Establish rapport
- Reduce **urgent care** use & hospitalizations
- Facilitate use of **primary care**
- Increase **participation** in HCHV and specialty programs
- **Engagement** in treatment and enhancement of **recovery** model

Did you know...

VA Illiana has six certified peer support specialists, and three are with our Health Care for Homeless Veterans program.



Thank You!

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