



NATIONAL COALITION *for* HOMELESS VETERANS

“Transitioning Home: Comprehensive Case Management for America’s Heroes”

Perla, Lisa Y., Patricia D. Jackson, Sherry L. Hopkins, Margaret C. Daggett, and Linda J. Horn / [Full Report](#)

Quick Takeaways:

- Comprehensive case management with clear inter-agency communication is necessary to manage the complex care needs of soldiers and veterans. Coordinated management of physical and mental health, psychosocial, and employment services supports improved outcomes.
- Comorbid injuries resulting from trauma often require coordinated care, encompassing multiple health treatments and other supported services.

Study:

The report details two case studies of comprehensive case management. In both cases, a single care management coordinator organized physical and mental health services. The care management coordinator then collaborated with other non-health services including employment support, family and financial counseling, ongoing therapies, and injury-specific treatment such as blind rehabilitation services. This collaboration was managed by the case management coordinator.

Findings:

In both case studies, the nature of the injury required multiple medical treatments as well as related non-health services. Physical impairments might hinder home and work life. Traumatic Brain Injury is often comorbid with mental illness or Post-Traumatic Stress Disorder, and can also affect employment and family life. And similarly, difficulties in those areas might hinder treatment of injuries.

Additionally, communication between DoD and VA is vital. As many injuries necessitate leaving the service, injuries sustained as a service member still need comprehensive treatment as a veteran. Maintaining a continuum of care and clearly designating care and case coordinators throughout this transition can help to ensure that treatment is not interrupted.

Conclusion:

A single trauma can often result in multiple injuries, each requiring different but interrelated treatments and supported services. Coordinated case management is vital to managing this complicated situation. Designating a single case management coordinator who oversees all supported services, including health treatment and other needed non-health services, allows for better outcomes. When a service member becomes a veteran, often due to their injury, communication between the DoD and VA is essential.

Perla, Lisa Y., Patricia D. Jackson, Sherry L. Hopkins, Margaret C. Daggett, and Linda J. Horn. (2013). Transitioning Home: Comprehensive Case Management for America's Heroes. *Rehabilitation Nursing*, 38(5), 231-239.