Please remember to mute your speakers.

VA Mobile Discussion Series

For audio, please dial in using VANTS:
1-800-767-1750 pc: 32523#

Thank you for joining. We will begin shortly.
VA Mobile Discussion Series: *Care for the Caregiver*

**Presenters:**

Pamela Wright, National Program Manager, VA Caregiver Support Line, Caregiver Support Program

Dr. Bret Hicken, Ph.D. Geriatric Lead/Staff Psychologist Veterans Rural Health Resource Center- Salt Lake City

Christy Reynolds, Program Coordinator, Caregiver Support Line

Heather Cole-Lively, Caregiver Support Coordinator and Supervisor

Rebecca Bixler, Caregiver Support Coordinator
• Overview of Caregiver Support Program
• Using Technology to Support the Caregiver
• Caregiver Support Coordinator VA Video Connect Project
• VA Video Connect Caregiver Counseling
• VA Video Connect Monitoring Assessments
• Questions
Two Distinct Programs

- Program of General Caregiver Support Services
- Program of Comprehensive Assistance for Family Caregivers

Program of General Caregiver Support Services
Caregivers of enrolled Veterans from all eras may receive the following services:

- Caregiver Support Program Website
- Building Better Caregivers™ (BBC)
- Monthly Caregiver Education Calls
- Caregiver Self-Care Courses
- Peer Support Mentoring
- General Telephone Support
- REACH VA
- Adult Day Health Care
- Contract Nursing Homes
- Caregiver Education and Training
- Family Support Services
- Caregiver Support Group
- Hospice Care
- VA Community Living Center
- Home Telehealth
- Respite Care
Program of Comprehensive Assistance for Family Caregivers

Clinical program, providing the following additional services to family caregivers of eligible Veterans injured in the line of duty on or after September 11, 2001:

- Stipend
- Enrollment in CHAMPVA
- Mental Health
- Beneficiary Travel
- Education and Training
- Additional respite
VA MISSION Act of 2018 (Title 1, Chapter 5, Subtitle C, *Family Caregivers*)

- Expands eligibility for the Program of Comprehensive Assistance for Family Caregivers (PCAFC) over the next four (4) years
  - Veterans injured in the line of duty on or before May 7, 1975 (end of Vietnam War) and on or after September 11, 2001
  - All Veterans injured in the line of duty
- Expands services provided to PCAFC participants
  - Financial planning services
  - Legal services
- First requires VA to implement an information technology system
Caregiver Support Coordinators are stationed at every VA Medical Center

Information and Referral
- Caregiver Web site: [www.caregiver.va.gov](http://www.caregiver.va.gov)
- Caregiver Support Line: 1-855-260-3274

Telephone or VANTS Lines
- Peer Support Mentoring Program (Telephone)
- Spouse Telephone Support (VANTS/Telephone)
- REACH VA (VANTS)
- Caregiver Support Line Caregiver Education Calls (VANTS)

Computer Based Program
- Building Better Caregivers™
Overall Project Goal:

Expand access for dyads to VA caregiver support services by CSC adoption of VVC

- FY19: Help CSCs working with rural dyads to adopt VVC for conducting required 90-day monitoring assessments

- FY19 Objectives:
  - Provide training to a pilot group of CSCs
  - Support CSCs in setting up and implementing VVC
  - Implement VVC for conducting 90-day monitoring assessments
  - Evaluate how VVC is being used to evaluate wider implementation
Outcome Evaluations FY19/FY20

- Utilization of VVC for completing the 90-day monitoring assessment
- Utilization of VVC for caregiver support or other services
- Satisfaction with VVC and the impact of VVC utilization
- Barriers to successful implementation
- Impact of using VVC on workload and sustainability
- Roll out VVC to all Caregiver Support Coordinators in FY20/FY21
VA Video Connect Caregiver Counseling

- Started VVC in FY17 with twenty-five (25) caregivers
- Assess appropriateness in utilizing VVC prior to offering caregivers this option
- Increased access and timeliness to services
- Able to form a therapeutic relationship
- Provides needed support and eases daily caregiving challenges
- VVC - Ease of use for both caregiver and provider
- Caregivers impressions of VVC – Positive experience, easy to use, ability to use from home, convenience, not having to travel to VA
- Planned expansion in FY19 to include quarterly monitoring assessments
• Started VVC in March FY18 with ten (10) dyads
  • Quarterly monitoring assessments
• No travel time for the dyad, saves staff time, and VA travel expenses
• Able to better assess the dyad versus telephone discussion
• Able to view and better assess the home environment
  • Veteran and Caregiver together
  • Veteran and Caregiver separate
Caregivers impressions of VVC – Simple to use, does not interrupt their lives, able to see issues with home environment, less invasive than a home visit, more open to share concerns

Program expanded to fifty-one (51) dyads

Program expanded to mental health services for program participants
Conclusions

- Assess appropriateness of users prior to offering VVC
- VVC is easy to use for staff, Veterans and caregivers
- Caregivers and Veterans feel at ease with the technology
- Saves time and money for clients and staff
QUESTIONS?

Please use the chat feature on the right to submit your questions.
Questions

What future topics would you like to discuss?

Let us know by providing feedback at this link:

https://www.surveymonkey.com/r/6ZHV8H