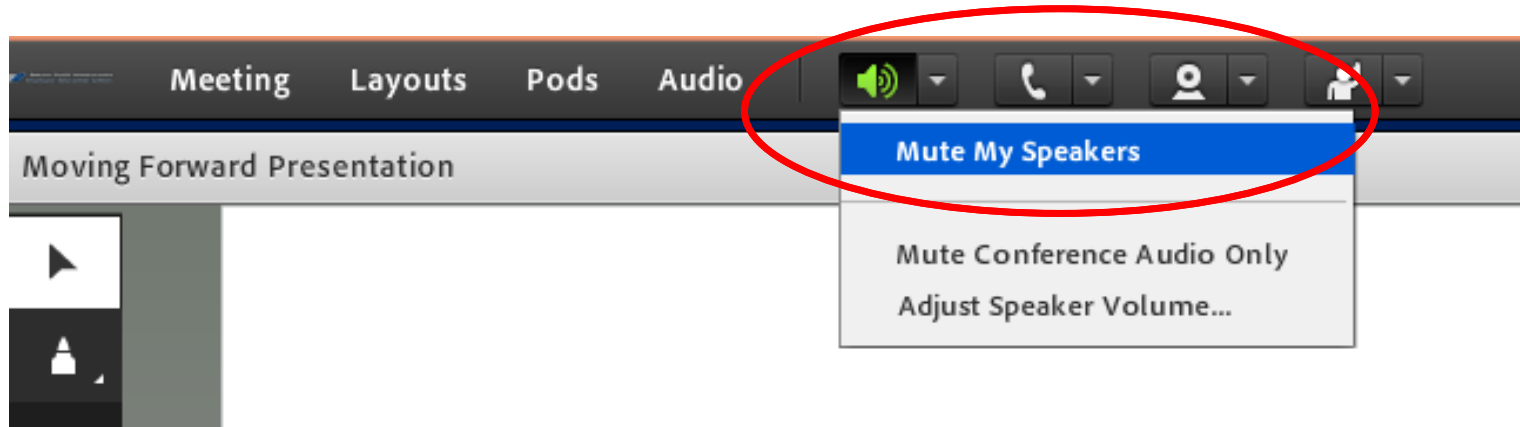


Please remember to mute your speakers.



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.



U.S. Department of Veterans Affairs

Veterans Health Administration
Office of Connected Care

VA



U.S. Department
of Veterans Affairs

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



Agenda

- 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



Caregiver Support Program

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



Caregiver Support Program Continued...

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



Caregiver Support Program Continued...

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 Services Utilizing Technology

Caregiver Support Coordinators are stationed at every VA Medical Center

Information and Referral

Caregiver Web site: 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™



Caregiver Support Coordinator VA Video Connect Project

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



Caregiver Support Coordinator VA Video Connect Project Continued...

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



VA Video Connect 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



VA Video Connect Monitoring Assessments

- 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

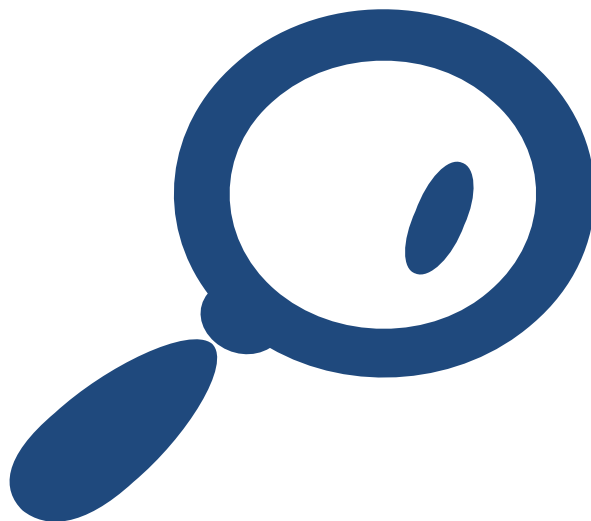


Conclusions

- 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



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/6ZHJV8H>