Improving Veteran Care through Collaboration: The Community Provider Toolkit
Background

- Approximately 50-60% of Veterans seek care at VA
- Community providers have various levels of expertise and understanding in military culture and Veteran specific concerns (RAND, 2014)
- VA and partners have produced resources that should be widely available to providers in the community
- Veterans benefit from stronger connections between community providers and VA

The **Community Provider Toolkit**: A virtual resource center for providers working with Veterans in the community
  - Initial launch in 2012, redesigned in 2015
Guided by Expert Input

- *Serving Those Who Served* Survey
- Survey of Employment Assistance Program (EAP) providers
- Discussions with private practitioners

- VA and NC-PTSD Subject Matter Experts
Matching Needs to Resources

**Reported Needs**
- Ease of communicating with & access to VA*
- Info about VA services, military culture, and resources to support practice*
- Need for more training in treating PTSD, mTBI, and Substance Use/Depression than other problems**
- Desire to know more about women Veterans and experiences of Servicemembers and Veterans**

**Toolkit Resources**
- Connecting with VA
- Military Culture
- Interagency Resources

**Mini-Clinics**
- PTSD
- Suicide Prevention
- Serious Mental Illness
- Smoking & Tobacco Use
- Substance Use
- Couples & Family
- Women Veterans

* indicates a need that is not currently being addressed.
** indicates a need that is currently being addressed but not fully met.
"America's Veterans deserve the very best health care because they've earned it." - Jim Ramstad

http://www.mentalhealth.va.gov/communityproviders/index.asp
 Metrics

- Average of 15,000 PageViews per Quarter
- Top 1-3 sites viewed on the VA Mental Health Services website
Evolving through New Partnerships

- **Cross-Agency Priority Goals**
  - Access to Care
  - Quarterly reporting
  - Evaluation and Usability testing

- **Providers in the Community**
  - Returning Veterans Project (OR)
    - Provider focus group
  - Coming Home Project (CA)

- **SAMHSA Policy Academy**
  - December 2015, focus group of state leads
  - Scope of use

- **Interagency Task Force**
  - DoD
  - SAMHSA

- **VA BrainTrust Meeting**
- **VA Subject Matter Experts**
Thank you!

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- OPM Innovation Lab
- Cross-Agency Priority Goals Team

www.mentalhealth.va.gov/communityproviders