



Serving You as You Served UsTM

We are proud to provide services to current, former, and retired military, and their families.



Trinity Health

HC HOLY CROSS
HEALTH



The Military and Veterans Health Program for the Montgomery County Veterans Commission

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May 14, 2018

22 million Veterans and military service members bear the invisible scars of an injurious “working environment,” scars that could adversely affect the rest of their lives.

Along with their families — over 70 million in total — they form a population in need of competent, accessible, and timely primary and specialty care.

Both the **Department of Defense** and **VA Health Care Systems** have geographic access issues (primarily in specialty care).

Trinity Health and Holy Cross Health are uniquely qualified to provide high quality, compassionate, timely and culturally sensitive health care to many of these military services members, Veterans, and their families.

Holy Cross hospitals and their affiliated physicians have the ability to fill many gaps currently found in the DoD and VA Health Care Systems.

It will be **mutually beneficial for Holy Cross Health** to become a **trusted and preferred** health care partner for national capital region military and Veteran health care **facilities.**

Goals of the Trinity Military and Veterans Health Program

- **Facilitate access to timely, high quality, compassionate, respectful and culturally sensitive health care services within Holy Cross Health facilities for military service members, Veterans, and military/Veteran family members**
- **Establish the ability to perform high quality Veterans Affairs Compensation and Pension Examinations (Holy Cross Health Partners in Kensington Clinic)**
- ***Collaborate and partner with community and state leaders, military treatment facility leaders, VA Medical Center leaders, Veteran Service Organizations (VSOs), and diocesan leaders***
- **Demonstrate success in pilot programs that leads to expansion to additional Trinity Health care facilities (22 states; 94 facilities)**

Trinity Military and Veterans Health Pilot Sites

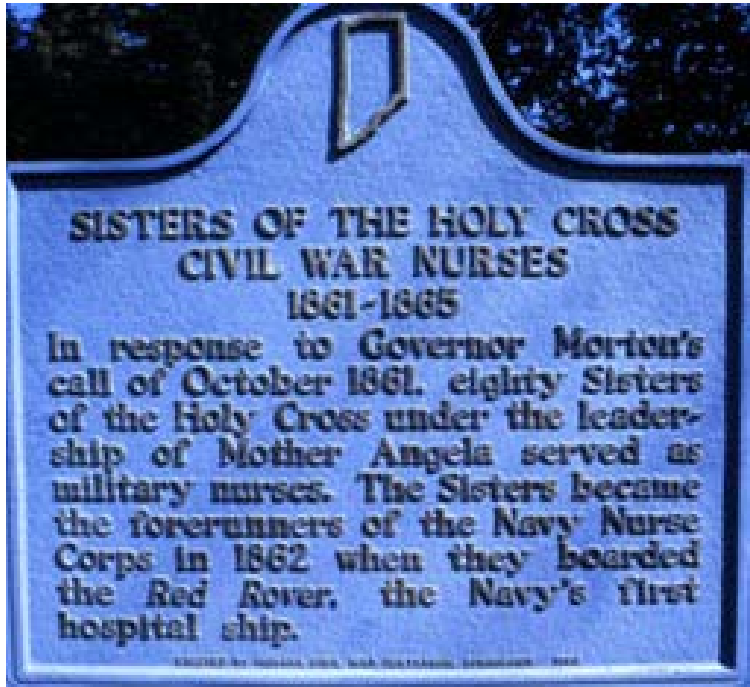
- **Holy Cross Health (Maryland)**
 - Holy Cross Hospital (Silver Spring, Maryland)
 - Holy Cross Germantown Hospital (Germantown, Maryland)
 - Holy Cross Health Care Partners at Kensington (Kensington, Maryland)
- St. Mary Langhorne (Langhorne, Pennsylvania)
 - St. Mary Langhorne Hospital
 - St. Mary Family Medicine Clinic
- Mercy Southeast Pennsylvania (Mercy SEPA)
 - Mercy Fitzgerald Hospital (Darby, Pennsylvania)
 - Mercy PACE Program

Maryland's Tricare and Veteran Populations

- > 1 Million Tricare enrollees residing in Maryland and DC
 - > 400K Tricare enrollees in the Silver Spring service area
- > 400,000 Veterans residing in Maryland and DC
 - > 154K veterans in the Silver Spring area

Holy Cross Health has a Long and Distinguished History that includes Providing Battlefield Health Care to the US Military

Sisters of Holy Cross in the Civil War



Military Cultural Competency Training

- **2018 Rand Report emphasizes the importance of military cultural sensitivity in the treatment of Veterans**
 - Clinicians must understand the military service member and/or Veteran they are treating!
- **Warrior Centric Health, LLC**, awarded contract in Jan 2018
 - Veteran and Minority-Owned Small Business; CEO is a West Point graduate; Partner is a retired Navy Medical Corps officer
- **Training program content**
 - **US military service cultures; officers vs. enlisted service members; active, reserve, guard**
 - **common diseases and injuries of active duty and deployed service members and Veterans; diseases and injuries associated with specific wars/conflicts**
 - **physical/emotional/spiritual/mental impact of operational deployments on service members and their families.**

Identifying Military Service Members, Veterans, and their Family Members by Piloting New Registration/Clinical Intake Questions

- **First 4 questions can be asked by Registration (non-clinical) colleagues or clinical intake colleagues**
- **Question #1**: Are you currently a United States military service member?
- **Question #2**: Have you ever served in the military in the past?
- **Question #3**: Are you the spouse or partner of a military service member or a Veteran?
- **Question #4**: (for patients <26yo) Are you the child of a military service member or a Veteran?

- **Questions 5-8 should be asked by clinical intake colleagues when Questions #1 and/or #2 are answered “Yes”**
- **Question #5**: While you were on active duty, did you ever deploy to a hostile operations area or combat zone?
- **Question #6**: While deployed to a hostile operations area or combat zone, were you ever wounded, injured, or hospitalized?
- **Question #7**: Have you ever utilized Veterans Affairs (VA) health care?
- **Question #8**: Do you have a VA-recognized, military service-connected disability or condition?
- ***Goal is to incorporate all new questions into electronic registration and health record software***

**Recognizable
Decorations Allow
Veterans, Military
Service Members, and
their Family Members to
Feel “Welcome” to Holy
Cross Health Hospitals
and Clinics**

Meaningful Marketing Materials

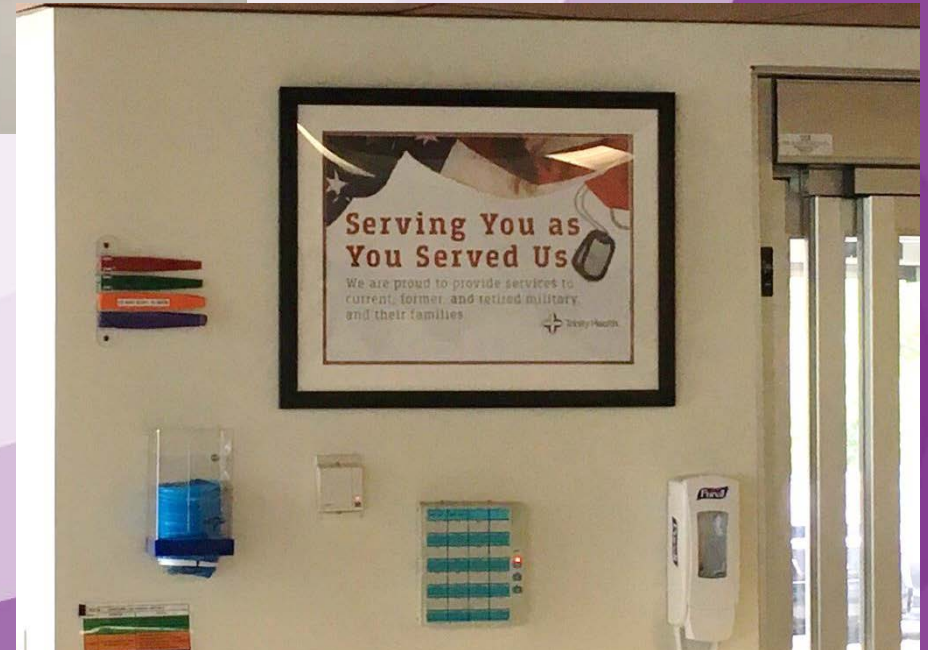
An American flag is draped across the top of the page. Below it, a pair of silver dog tags hangs from a chain.

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Emergency Room Reception Areas



Military Service Flags in Hospital Lobbies



Holy Cross Health Partners In Kensington, Maryland

Primary Care Clinic

Future – VA Compensation and Pension Examinations



Program Officially Started April 1, 2018

A Program Launch Ceremony will be conducted on Friday June 1, 2018, Holy Cross Germantown Hospital, 10-11am

Show Video Here

Holy Cross Health's goal is to become the preferred health care partner for military service members, Veterans, and their family members.

Questions? Comments?

<http://www.trinity-health.org/military-and-veterans-health-program>

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