



Trinity Health

## **The Holy Cross Health and Trinity Health**

# **Military and Veterans Health Program Update**

**for the**

## **Montgomery County Veterans Commission**

**Norvell “Van” Coots, MD, MSS**

**US Army Veteran**

**President and CEO, Holy Cross Health and Trinity Health’s Maryland Region**

- There are approximately **twenty-two million** Veterans and military service members who may bear the invisible scars of an injurious “working environment,” scars that could adversely affect the rest of their lives.
- Along with their families — over **seventy 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 and capability issues (primarily in specialty care).

# Veterans and VA Health Care

- Although 30% of Veterans have a service connected disability rating, **only 12%-15% of Veterans** receive all or most of their care in VA health care facilities
  - Most have Medicaid/Medicare as primary insurance
- The **remaining 85%-88%** of Veterans are working or have a “comfortable” retirement
  - Almost all have private insurance, spouse insurance
  - Military Retirees have Tricare as first payer <65yo

# Over 75 million veterans and family members receive their health care from non-VA, non-military health care systems

VA Partnership Opportunities for Trinity Health Ministries

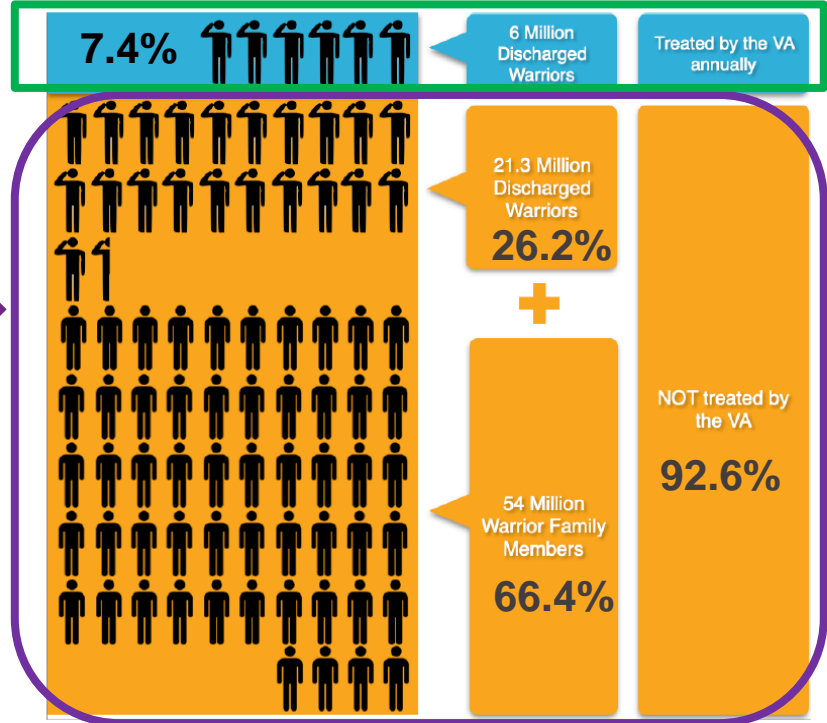
But private systems are not prepared to provide the care they need:

In New York alone, only 2.3% of all healthcare providers "met all criteria [for readiness to deliver timely, culturally competent, high quality care to veterans]."

Ready or Not? Assessing the Capacity of New York State Health Care Providers to Meet the Needs of Veterans: 2018 Study by the RAND Corporation

Primary focus area for Trinity Health Ministries

Impact: Increased Cost | Lost Revenue | Suboptimal Outcomes



# Trinity's Military and Veterans Health Program Overarching Goals

- **Create a focused “member health” program** that facilitates access to timely, high quality, compassionate, respectful and *culturally competent* health care services for Veterans, military service members, military/Veteran family members
  - *Trinity Health becomes the health care provider of choice for Veterans, military service members, and their families*
- **Regional Health Ministries (e.g. Maryland's Holy Cross Health)** create collaborative and cooperative partnerships that ensure Trinity Health ministries become the *“1st Call” to fill health care gaps* for community military/Veteran patients

# Military Cultural Competency Training is Required

- **2008, 2015 and 2018 Rand Reports** emphasize the importance of military cultural sensitivity and competency in the treatment of Veterans
  - Colleagues must ***understand and be able to communicate with*** the military service member, Veteran, and/or family member they are treating
- **Warrior Centric Health, LLC**, was awarded the Trinity Health contract in Jan '18; training contract is being administered by the TH Military and Veterans Health Program Office in Silver Spring, MD
  - WCH is a Veteran Owned Small Business; CEO is a West Point graduate; Lead Trainer is a retired Navy Medical Corps officer and Board Certified Family Medicine Physician; VP is a retired Army O6; COO is a “military brat”

# Face-to-Face Cultural Competency Training

- **Created by Warrior Centric Health** in close collaboration with **Trinity Health MILVET Program Office**
- **Training Content:**
  - Familiarization with **US military service cultures**; officers vs. enlisted service members; active, reserve, and national guard forces
  - Importance of *communication, connection, respect, and loyalty with this sub-population and their family members*
  - *Common diseases and injuries of active duty and deployed service members and Veterans; known diseases, injuries, and exposures associated with specific wars/conflicts*
  - *Physical/emotional/spiritual/mental impact of operational deployments on service members and their families.*
  - *Women's health* and the effects of military service on women
  - Familiarity with *LBGTQ Veterans*
- **All colleagues required to participate in one 2-3 hour face-to-face training session**

# Basic Cultural Competency eLearning Modules

- Developed by **Warrior Centric Health (WCH)**; assigned to colleagues in **HealthStream** by Ministries:
  - **Administrative** (non-clinical) **colleagues** only participate in face-to-face training
  - **Clinical Colleagues** (Nursing – RNs, LPNs; XRay Techs; Pulm/Resp Techs; EKG Techs; Phlebotomy Techs; Therapy Techs; etc) will be assigned one 30-minute module in HealthStream
    - **Cultural Awareness in the Clinical Setting**
  - **Clinical Practitioner Colleagues** (Physicians; NPs; PAs; CRNAs; OTs/PTs; Psychologists; LCSWs; PharmDs; etc.) will be assigned two modules in HealthStream
    - **Cultural Awareness in the Clinical Setting**
    - **Clinical Workshop: Neurobiology of PTSD and TBI**



# Ministry Cultural Competency Training Goals

- Ministries set an **annual goal for the # of colleagues to complete basic MilVet Cultural Competency training**
  - ***95-100% of identified colleagues should complete all assigned training within 3 to 4 years***
- Introduction to RHM MilVet Program included in **New Colleague Orientation**
- **Annual updates** begin 1 year after completing basic cultural competency training (30 min HealthStream eLearning)

# Colleague Feedback Following Completion of MILVET Cultural Competency Training

Administrator: I was unaware of the **variety and extent of military specific medical issues.**

Nurse: I now have a **greater understanding of some of the challenges facing military members and families.** I also see where there is room for growth as an organization.

Nurse: I've learned to **pay more attention to the mental and emotional health of my patients.** As a healthcare provider, we need to know how to communicate effectively with our **military veterans.** This class was a help and a great start.

Outpatient Patient Access:  
Identifying veterans opens the door to **TRULY accurate patient care.** This course has not just taught me how to identify these patients, but it also showed me what to do after properly identifying them **so I can give our veterans the best care possible.**

Radiology: This was the **best training I've had in the 7 years I've been at HC.**

Radiology Tech: There are so many aspects of veteran issues I never knew existed. Very interesting, all aspects of this training. **This will help me get to know my patients!** Wonderful job!

# Advertising Cultural Competency Training for Holy Cross Staff

## Military/Veterans Health Training

Our Military and Veterans Health Program provides military service members, veterans and their families with convenient access to high-quality, people-centered healthcare. To learn more about how to meet their specific needs, colleagues are invited to attend the next class: **Monday, Feb. 24**, from **1 to 3 p.m.** in the Holy Cross Health Conference Center. Register via HealthStream, and be sure to take the online prerequisites. Questions? Contact Bill Frederick at **ext. 2-7561**. 🌸



# Holy Cross Military and Veterans Advisory Committee

- **Holy Cross formally chartered a committee** that focuses on understanding the health care needs and requirements of local military and veteran populations, along with their family members
- **Holy Cross Health CEO chairs the meeting**; other key Executive Leaders Attend (e.g. Hospital Presidents, Network President, etc.)
- All military services (Army, Marines, Navy, Air Force, Coast Guard) and components (active, reserve, national guard) are represented
  - Officers, enlisted, and ***family members are*** included
  - One service member is a ***female***
- **Committee meets quarterly**
- ***Member feedback influences Holy Cross' mission focus as well as marketing and outreach activities***

# Holy Cross Community Outreach

Goal of outreach is to **inform and educate**, and where appropriate, obtain **community endorsements**. Advocacy Officer coordinates CEO visits with:

- **VSOs (Veteran Service Organizations)**
  - American Legion, Veterans of Foreign Wars, Marine Corps League, Disabled American Veterans, Vietnam Veterans of America, etc.
- **Local Veterans Affairs Medical Center(s), Clinic(s)**
  - Director, Chief of Staff, Community Care Leader/Staff
  - VA Community Care Network Manager (Optum/United Health Care)

# Holy Cross Community Outreach – 2

- **Tricare Managed Care Support Contractor** (Humana Military)
  - Establish requirements for achieving “Preferred Provider” status
- **Appointed and Elected Leaders** (County, State, and National)
- **Local Diocesan Leaders** (Archbishop/Bishop)

*Ministry leaders are promoting “in network” status for Tricare & VA patients*

# Decorating for Success

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



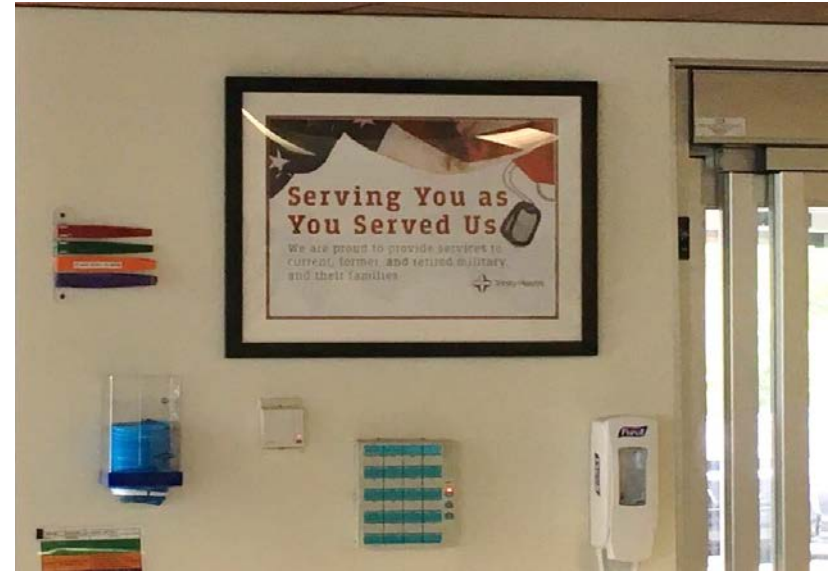




# Program Posters in ER Reception Areas



Holy Cross Germantown  
Hospital



Holy Cross Hospital  
Silver Spring

Displayed an American Flag and  
a MILVET Program Poster in  
outpatient clinic located in  
Kensington, Maryland



# Holy Cross Business Processes Updated

# Registration Process

First 4 Registration questions added:

**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:** Are you the child of a military service member or a Veteran?

# Social History/Occupational History Questions

Questions 5-8 are asked by colleagues when Questions #1 and/or #2 (only) are answered “Yes”

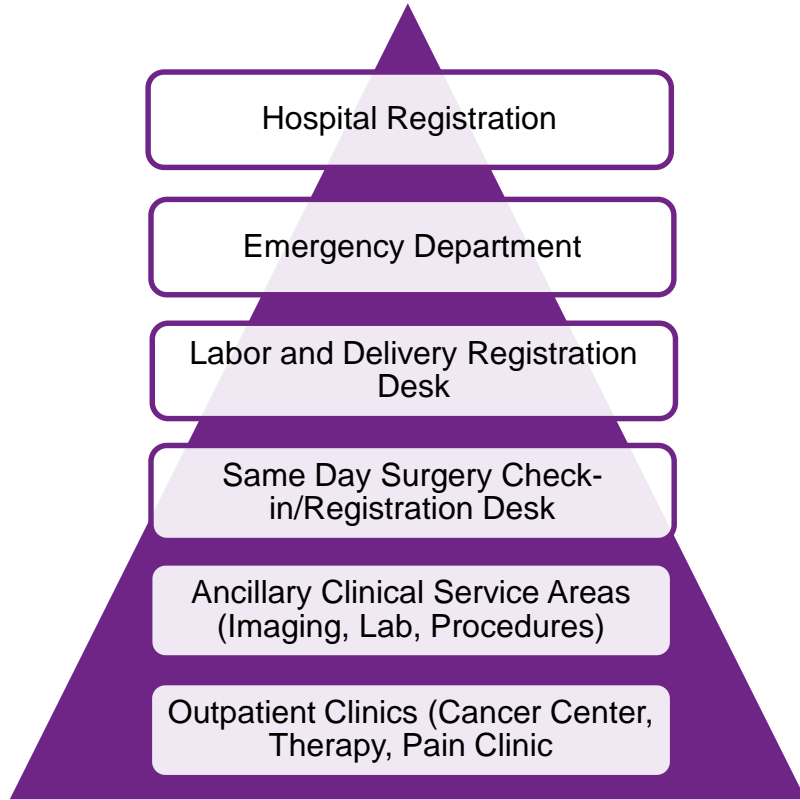
**Question #5**: While you were on active duty, did you ever deploy to a hostile operations area or combat zone?

**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?

# Areas Where Business Processes Were Modified



Unique Patient ID Bands Worn by Holy Cross' MILVET Patients

# Veterans Visiting Veterans Volunteer Program

- Began in 2019
- American Legion primary source of volunteers



Flags provided to  
MILVET Patients by  
Veteran Volunteers



# Holy Cross Veterans Day Celebrations

## Celebrating Veteran Colleagues



				
Norvell "Van" Coats, MD CEO, Maryland Region	Randy Scott Trinity Information Services	Monica White, RN HC Ob/Gyn Clinic	Lou Damiano, MD HC Hospital President	Richard Holley Physical Therapist
				
Gebe Osman HC Patient Account Rep	David Schultz HC Human Resources	Marybeth Alumno Kensington Practice	J. Greg Jolissant, MD VP, MILVET Program	Saline Nichols Patient Financial Services

# Holy Cross is Partnering to Provide Therapeutic Options for Veterans



<https://projecthealingwaters.org/>

Holy Cross Germantown Hospital on Montgomery Community College Campus

- Started at Walter Reed Army Medical Center in 2005
- Now 219 programs nationwide (DOD Hospitals, Warrior Transition Units and VA Medical Centers and Clinics)
- High Quality, Full Spectrum Program
  - Free to participants (Disabled Veterans or Active Duty Military)
  - Groups meet at least monthly; most meet weekly
  - Fly Fishing Clubs volunteer their expertise
  - ***Fly-tying classes***
  - ***Fly Rod building classes***
  - ***Fly Fishing classes***
  - ***Fly Fishing outings*** as “culminating event”



***Combines  
mindfulness  
activities with  
group support***

<https://projecthealingwaters.org/announcements/disabled-veterans-help-each-other-heal-through-fly-fishing-video/>

# Holy Cross' MilVet Program Resonates with Veterans, Military Service Members, and their Families

- **Current and former military service members appreciate respect and understanding received from colleagues and volunteers**
  - Tricare enrollees have choices
- **Veterans also appreciate receiving respect and understanding**
  - Most Veterans have commercial insurance and health care choices
  - VA enrolled Veterans have community health care choices under specific circumstances
- **VA and DoD partners can refer enrolled patients to Holy Cross** in order to fill their access and/or specialty services gaps
- **Local elected officials and Veteran Service Organizations can influence health care choices** by Veterans, service members, and family members
- **Veterans and military “members” share their Holy Cross healthcare experiences**

# Current Trinity Health MILVET Programs

- **Maryland**

- Holy Cross Hospital
- Holy Cross Germantown Hospital
- Holy Cross Health Partners in Kensington

- **South East Pennsylvania**

- Mercy Catholic Medical Center, Fitzgerald Campus, Philadelphia
- Nazareth Hospital, Philadelphia
- Saint Mary Medical Center, Langhorne

- **California**

- Saint Agnes Medical Center, Fresno

- **Georgia**

- St. Mary's Hospital, Athens
- St. Mary's Good Samaritan Hospital, Greensboro
- St. Mary's Sacred Heart Hospital, Lavonia

- **Iowa**

- MercyOne Dubuque Medical Center
- MercyOne Dyersville Medical Center

- **Idaho**

- Saint Alphonsus Medical Center, Nampa

- **Oregon**

- Saint Alphonsus Medical Center, Ontario
- Saint Alphonsus Medical Center, Baker City

# MILVET Program Expansion Next 18 Months

- **Michigan**

- Mercy Health Grand Rapids
- Mercy Health Muskegon
- Mercy Health Lakeshore
- St. Joseph Mercy Oakland
- St. Mary Mercy Livonia
- St. Joseph Mercy Ann Arbor
- St. Joseph Mercy Chelsea
- St. Joseph Mercy Livingston

- **Iowa**

- MercyOne Clinton
- MercyOne Mason City
- MercyOne Sioux City

- **Idaho**

- Saint Alphonsus Regional Medical Center, Boise

- **New York**

- St. Peter's Hospital, Albany
- Samaritan Hospital, Troy
- Albany Memorial Hospital, Albany
- Sunnyview Rehabilitation Hospital, Schenectady

- **Ohio**

- Mount Carmel East Hospital, Columbus
- Mount Carmel West Hospital, Columbus
- Mount Carmel St. Ann's Hospital, Westerville
- Mount Carmel New Albany Hospital
- Diley Ridge Medical Center, Canal Winchester

# Trinity Health MILVET End State Vision and Goals

- **By June 30, 2022:**
  - Trinity Health will have culturally competent colleagues and business processes caring for MILVET patients in **23 states**
    - **Hospitals, Clinics, Home Health, Home Hospice, Long Term Care, and PACE (Program for All-Inclusive Care for the Elderly) will all have MILVET Programs**
  - Trinity Health will have **formal partnerships** with the Defense Health Agency/Tricare Managed Care Support Contractors and the VA Community Care Management Care Support Contractors
  - Trinity Health will be the **preferred community health care partner** for MILVET patients, the Military Health System, and the VHA
  - Trinity Health colleagues and MILVET patients will embrace the MILVET Program as part of the **“member health” strategy**



# Serving You as You Served Us™

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





# Points of Contact

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