



Campaign for Inclusive Care

A program of



Elizabeth Dole Foundation
CARING FOR MILITARY FAMILIES

VA



U.S. Department
of Veterans Affairs

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Outline

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2. What is Inclusive Care?
3. The Campaign for Inclusive Care
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Why Inclusive Care?

1. “The best chance for a wounded warrior to recover and thrive is having a strong, well-supported caregiver.” - 2014 RAND Study (commissioned by the Elizabeth Dole Foundation)
2. One of the most vulnerable points for a veteran caregiver is the initial clinical visits with their veteran. Here, and along the healthcare journey, communication between clinician and caregiver can be challenging.
3. The caregiver is providing most of the care outside hospital walls, their input and understanding is critical for improved patient outcomes.
4. Inclusive care improves outcomes and experiences for caregivers, patients, and clinicians.

Source: RAND Corporation - Hidden Heroes: America's Military Caregivers



Caregivers Are Often Not Part of the Veteran Care Team

VA caregivers said that in the past 6 months, the patient's health care team never asked:

~25% of VA enrollees report needing the support of a caregiver

56%

for their ideas about managing their veteran's health

69%

whether they have the skills or training they need to help their veteran

72%

if they needed help at home in managing their veteran's health condition(s)

n=929, Van Houtven, Miller et al. 2017



What is Inclusive Care?

Inclusive Care is a system-wide approach to veteran care that **embraces**, **engages**, and **empowers** caregivers, clinicians and veterans throughout the entire care journey.

Inclusive Care increases the capacity and competency of the entire care team to deliver appropriate, efficient, effective, and high-value services. It improves health outcomes, relationships, quality of life, and system of performance. It is truly team-based, with care being a partnership among the clinical veteran care team and family caregivers. It is centered on sound communication and secure feedback from all care partners.



The Campaign for Inclusive Care

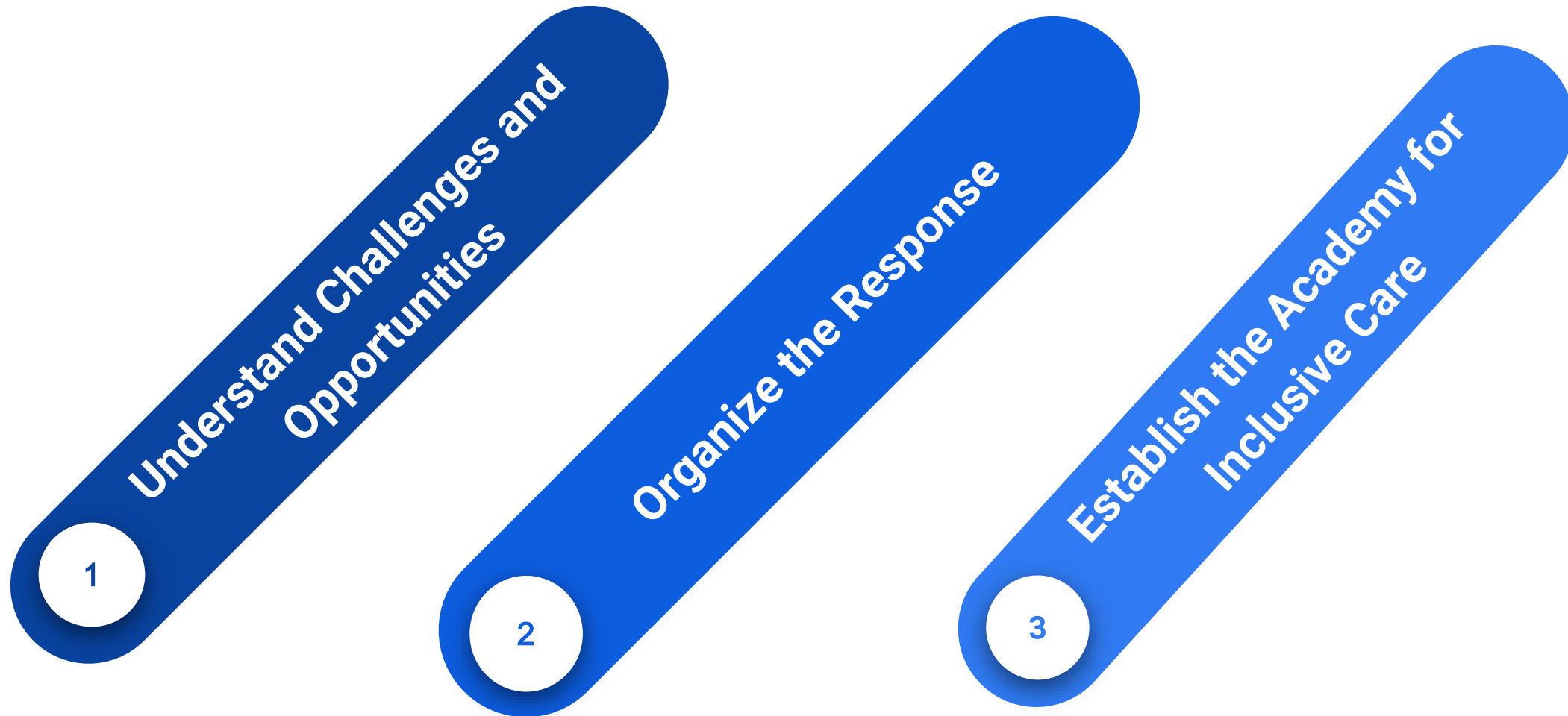


Clinicians have been the missing part of the conversation.





Campaign for Inclusive Care: Pilot Structure



2018 Pilot VISNs



★ VISN 20

VA Northwest
Network (WA, AK, OR,
ID)



★ VISN 17

VA Heart of Texas
Healthcare Network



★ VISN 10

VA Healthcare System
Serving Ohio, Indiana
and Michigan



Phase 1: Understand Challenges & Opportunities

1. Understand the Challenges and Opportunities

- The Campaign's Quality Improvement (QI) Team has collected data across:
 - Literature review of inclusive care concepts and caregiver-clinician interaction practices
 - Interviews with clinicians from pilot VISNs
 - Surveys of Dole Caregiver Fellows and Hidden Heroes Caregiver Community Members

2. 5 key components of inclusive care

- System-level policies of inclusion
- Clear role definition of caregiver
- Caregiver capacity assessment
- Explicit caregiver involvement
- Mutual caregiver/professional communication



Phase 2: Organize the Response

2. Organize the Response:

- Solutions Team
 - A Solutions Team of 30 clinicians (supported by Dole Caregiver Fellows and Advisory board members) has engaged in 5 virtual workshops and one in-person summit to inform the Academy for Inclusive Care's curriculum via their own experiences and knowledge.
 - Deliverable: Toolkit and accompanying system solutions to live alongside the Academy for Inclusive Care
- Advisory Board
 - An Advisory Board of key leaders, stakeholders and researchers has assembled to vision out inclusive care within VA and set goals for this initiative.



Solutions Team Summit



Phase 3: Academy for Inclusive Care

3. Academy for Inclusive Care: Educational Materials and Resources

- Clinician Curriculum
 - The Campaign's Learning Team is developing a curriculum based on the Solutions Team's Meetings, Toolkit and the QI team findings.
- Online Clinician Training Videos
 - PsychArmor Institute will develop 4 online videos to educate viewers on how Inclusive Care works and how to integrate it their practice.
- Academy for Inclusive Care web launch featuring:
 - Online community of practice
 - Forum with experts
 - Access to online training videos (also available on PsychArmor Institute, TRAIN and VA EES platforms)
 - Access to Quality Improvement report and Toolkit for Change
- Pilot VISN launch events and a national press strategy will be deployed.



Measuring Impact

Knowledge

Pre- and Post-skill assessments through videos, additional follow -on questionnaires administered by QI Team (randomized group)

Participation

Tracking usage (download, visits, etc) of videos and tools on available on the Academy for Inclusive Care Toolkit

Impact on Caregivers

Caregiver assessments pre- and post-Campaign, system-wide and pilot VISNs. To include interviews, journals, questionnaires



Long-Term Goals

1. Program Expansion | Phased

- Train 1,166 clinicians in the Academy for Inclusive Care (June 2020)
- Impact 442,000+ caregivers (June 2020)
- System-wide at VA and expansion to other health systems (2020→)

2. Improve the Caregiver Experience

3. Change VA Culture | Inclusive care is the standard of care





Campaign for Inclusive Care

[Questions / Comments](#)



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