

# Population Health and Care Coordination

## Rural Veterans

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### Objective

Provide collaborative, quality care and improved access to care through case management of the rural veteran population.

### Background

Approximately 20 veterans commit suicide every day in the United States. Often, rural veterans may not have the same access to healthcare across the continuum. Engaging rural veterans through case management may increase their access to care within the community and identify care gaps in regards to primary care, specialty care and mental health care needs.

### Actions Taken

- Established a process for identification of rural veterans upon registration at any point of service.
- Attended veteran events within the community to raise awareness of potential benefits of program.
- Interfaced with local veterans service coordinator for continuity of care and referrals.
- Partnered and collaborated with Veterans Rural Health Resource Center in Iowa City.
- Educated providers, staff, and community regarding the rural veteran program in order to identify care gaps including mental health needs.
- Developed process with our tertiary care VA to assist in reimbursement of care within the community in order to keep veterans local and provide needed services such as travel assistance when necessary.

### Metrics

Monthly case management encounters.



### Analysis

Care coordination occurred for rural veterans as evidenced by 131 encounters with rural veterans in order to facilitate care in the community such as setting up patients with Primary Care Providers, Specialty Providers, Mental Health Care, services such as transportation, medications and coordination with Iowa City VA to help ensure that veterans in our community were able to receive the care that they need.

### Next Steps

- Certification in Health Coaching in order to provide best practice motivational interviewing and further identification of care gaps.
- Continue to build upon the Care Coordination for rural veterans including wellness screenings and chronic disease management ( such as diabetes).
- Develop support group model for rural veterans locally



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