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Veterans Health Administration

Southern Arizona VA Health Care System (SAVAHCS)

# Peer Support Pilot Southern Arizona VA Health Care (SAVAHCS) Women's Health Clinic

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# Goals and Objectives

The presentation aims to:

- Review timeline of events within the pilot.
- Identify key steps for success in the pilot.
- Identify benefits of a PSS within a Primary Care PACT.



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# SAVAHCS

- 6800 Unique Women Veterans enrolled.
- Main Campus with Primary Care Clinics and Women's Health Clinic Level III.
- Seven CBOC's in rural and urban locations.
- Level III Clinic
  - Highest designation for women's health in VHA
  - Integrated mental health and other services within the clinic.
  - Embedded Transgender clinic.
- Selection of WH PACT for the Pilot.



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# Timeline

- Submitted application September, 2016.
- Accepted into program January, 2017
- Kick off meeting April, 2017.
- Planning meetings every two weeks until start.
- Peer Support Specialist began seeing patients June, 2017.



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# Creating the Structure

- Set up clinics with appointment times.
- Created note titles for documentation.
- Engaged the MSA's in the process to help
- Created talking points
- Participated in team huddles



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# Raising Awareness of the Program

- What is a Peer Support?
- Presentation to WH Clinic Staff.
- Letter to patient from PACT Provider and PSS sent to every patient on the panel.
- Warm hand off at appointment times from Provider or Nurse of selected PACT.



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# Spreading the Word

- Engaged MSA's in the process to talk about the program.
- Word got out of success. Clinic , booking appointments from referrals from other PACT teams, Patient Advocate's office.
- Other PACT teams began asking for their own PSS.

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# Funds for Development

- Education for PSS and Supervisor (PACT Provider).
- Whole Health Coaching education series.
- Additional items for women Veterans.







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# Peer Support Specialist Key Roles

- Research and review benefits with Veteran.
- Identify community resources for support.
- Advocacy for women Veteran to navigate the system.
- Nutrition coaching (weight loss, diabetic control)
- Whole Health Model Coaching education.
- Create a welcoming, friendly environment for women Veterans to engage.

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# Key Steps for Success

- Consistent times available in the WH Clinic.
- Follow through and follow up with Veteran on questions (benefits, resources).
- Follow up appointments when necessary.
- Create a welcoming, friendly environment for women Veterans to engage.
- Documentation in CPRS.

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# Created the Foundation for New Programs and Partnerships

- Women Healthy Series
  - Partnership with HPDP
  - University of Arizona Garden Kitchen
  - Four part series focusing on healthy cooking on a budget, mindfulness, yoga, qi gong, virtual trip to the grocery store, couponing.

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# Foundation for New Programs and Partnerships (cont.)

- Women Veterans Support Group
- Women Veterans Health Committee



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# Lessons Learned

- Ask for what you need to be successful.
- Women Veterans like the WH Clinic where there are no men.
- Embedded PSS into Primary Care improved access for women Veterans.
- Women Veterans want to know someone is “listening.”



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# Veteran's Story

- Background
- Summary of appointment
- Outcome

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# Questions?



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