B) VHA Services Locator

**Summary**

**Context:**

* VHA Services are broad and varied. This complexity is an asset to the population we serve. The complexity requires careful and considerate deconstruction in order to reconstruct a centralized, value-added framework for a centralized Service Locator on vets.gov.
* Data sources that inform the various VHA Services originate from a variety of sources and can be aggregated into non-mutually exclusive, overarching categories.
* There is no standard, single-source across the agency.
  + Sources include: Centralized, automated workload reports; Program Office Program lists; and Facility self-report/Program self-report on web-pages, supported by the Content Management System.
  + Some of these sources are centralized; others are not. Update schedules are unknown for many of these sources; some updates are conducted upon request.
* Centralized, automated workload reports provide data that is timely (often with daily updates) however this pre-supposes that each site of care is administratively set up in accordance with guidelines/published standards in all data systems to collect and transmit workload.

**Known Issues:**

* As of 10/1/15, there are 1,222 active VHA sites with station numbers that deliver services (in VAST).
  + ~ 260 sites identified and assigned station numbers nationally in FY15 have been on stand-down to administratively, locally activate and use their station number to capture and transmit workload data.
  + Service data specific to these sites of care will be missing until allowed to transmit data under their unique Station number.

**Recommendations:**

* + Convene focus groups to identify the types of Services Veterans would like most the ability to search for in a web based Service locator.
    - Solidify a Service Framework from Veterans perspective.
    - Engage in Data Mapping/Architecture Mapping.
    - Conduct a Gap analysis.
  + For workload based Healthcare Services, create a centralized data repository ‘Public-Facing Clinical Inventory’ for the Services; updated timely and accurate.
    - Support stand-up of these sites 260 sites.
    - Convene team within VHA to identify which stop codes and treating specialties should be used for which Service.
    - Monitor/validate accuracy and completeness of workload transmissions versus self-report.

**Details below**

# HEALTHCARE

# Wellness & Preventative Care

* Stop Smoking/Tobacco Cessation <http://www.publichealth.va.gov/smoking/index.asp>
* Weight Management Services/MOVE! (Stop Codes 372 & 373) <http://www.move.va.gov/>
* Eating Right: Diet & Nutrition (Stop codes 123 & 124)
* Vaccines & Immunizations
  + <http://www.publichealth.va.gov/vaccines.asp>
  + <http://www.publichealth.va.gov/flu/index.asp>

# Primary Care

* Primary Care/Medicine (Stop Code: 323)
* Primary Care & Mental Health Integrated Care (Stop Codes: 534, 539)
* Comprehensive Women’s Primary Care Clinic (Stop Code: 322)
* Geriatric Primary Care (Stop code: 350)

# Mental Health Care

* Residential Mental Health Care (TS: 85 & 1K) <http://www.va.gov/homeless/dchv.asp>
  + Geriatric Residence Program (TS: 87)
  + Homeless Residence Program (TS: 37)
  + Post-Traumatic Stress Disorder (PTSD) Residence Program (TS 88 & 1L)
  + Substance Use Disorder Residence Program (TS 86 & 1M)
  + Work Therapy Transitional Residence Programs (TS: 39)
    - <http://www.va.gov/HEALTH/cwt/locations.asp>
* Inpatient Hospital Mental Health Care (TS: 92 & 93)
* Outpatient Mental Health Care (502, 550, 534, 539)
  + General Mental Health Care (502, 550)
  + Primary Care & Mental Health Integrated Care (534, 539)
  + Mental Health Geriatric Services (576, 577)
  + Substance Use Disorder (513,547,548, 560)
  + Opioid Substitution (Methadone) Clinic (523)
  + Post-Traumatic Stress Disorder (PTSD) (516, 525, 562)
  + Services related to Military Sexual Trauma (524)
* Outpatient Specialized Mental Health Care
  + Outpatient Mental Health Intensive Case Management (MHICM) (Stop Codes 552, 564, 567)
  + Homeless Veterans, Programs for (529, 591, 592)
  + Veterans Justice Program (591, 592)
  + Supported Housing & Grant and Per Diem Programs (507, 508, 522)
* Vocational Assistance (Vocational Counseling &/or Work Therapy) (568, 573, 574, 535, 575)
* Readjustment Counseling Services <http://www.vetcenter.va.gov/Vet_Center_Services.asp>
  + Vet Centers <http://www.vetcenter.va.gov/>

# Audiology (Stop code: 203)

# Dental Services (Stop Code 180)

1. **Eye Care Services**

* Optometry (Stop Code 408)
* Ophthalmology (Stop Code 407)
* Blind Rehabilitation (Stop code: 218)

1. **Outpatient Medical Specialty Care**

* Allergy & Immunology (Stop code 302)
* Cardiology (Heart) Care Services (Stop code 303)
* Dermatology (Skin) Care Services (Stop code 304)
* Diabetes (Stop code 306)
* Endocrinology (Stop code 305)
* Gastroenterology (Stop code 307)
* Hematology (Blood) Services (Stop code 308)
* Infectious Disease (Stop code 310)
* Internal Medicine (Stop Code 301)
* Nephrology (Kidney) Services (Stop Code 313) <http://www.va.gov/health/services/renal/index.asp>
  + Dialysis & Dialysis Support Services
    - <http://www.va.gov/health/services/renal/dialysis.asp>
    - Use List instead of workload (Stop Codes 602-610)??
* Neurology (Stop code 315)
* Oncology (Cancer) Care Services (Stop code 316)
* Pulmonary/ Respiratory Disease (Stop code 312)
* Rheumatology/Arthritis (Stop code 314)
* Sleep Studies/Sleep Medicine (Stop Code 349)

1. **Outpatient Surgical Specialty Care**

* Cardiac Surgery (Stop code 402)
* Colo-Rectal Surgery (Stop Code 412)
* ENT (Ears/Nose/Throat) (Stop Code 403)
* General Surgery (Stop code 401)
* Gynecology (Stop code 404 & 426)
* Neurosurgery (Stop code 406)
* Ophthalmology (Stop Code 407)
* Orthopedics (Stop code 409)
* Pain Management Clinic (Stop code 420) [Pain Management](http://www.va.gov/painmanagement/)
* Plastic Surgery (Stop Code 410)
* Podiatry (Stop code 411)
* Thoracic Surgery (Stop Code 413)
* Urology (Stop Code: 414)
* Vascular Surgery (Stop Code: 415)

1. **Inpatient Care**

* Inpatient Hospital Mental Health Care (TS 92 & 93)
* Inpatient Hospital Medical Care (TS 15)
* Inpatient Hospital Surgical Care (TS 50)
* Inpatient Medical Rehabilitation (TS 20)
* Inpatient Blind Rehabilitation (TS 21)
* Inpatient Spinal Cord Injury (TS 22)

1. **Residential Care**

* Residential Mental Health Care (TS: 85 & 1K) <http://www.va.gov/homeless/dchv.asp>
  + Geriatric Residence Program (TS: 87)
  + Homeless Residence Program (TS: 37)
  + Post-Traumatic Stress Disorder (PTSD) Residence Program (TS 88 & 1L)
  + Substance Use Disorder Residence Program (TS 86 & 1M)
  + Work Therapy Transitional Residence Programs (TS: 39)
    - <http://www.va.gov/HEALTH/cwt/locations.asp>

1. **Extended Care**

* Community Living Center (TS 42, 44, 45,46, 64, 66-69, 81, 95)
* Caregiver Respite ( TS 47) <http://www.va.gov/GERIATRICS/Guide/LongTermCare/Respite_Care.asp>
* Hospice (TS 96) & Palliative Care
  + ***??Should we include Home Hospice Stop code 351 & Home Palliative Care Stop Code 353??)***
* Outpatient Geriatric Medicine
  + Geriatric Evaluation (Stop code 318)

1. **Diagnostic Services**

* Lab Services (Stop code 108)
* Imaging & Radiology (Below plus 153)
  + X-Ray (Stop code 105)
  + Ultrasound (Stop code 115)
  + PET Scan (Stop code 146)
  + CT Scan (Stop code 150)
  + MRI Scan (Stop code 151)
  + Mammography (Stop code 703)
* Nuclear Medicine (Stop code: 109, 144, 145, 149, 158)

1. **Rehabilitation Care & Services** <http://www.prosthetics.va.gov/>

* Prosthetic Services & Sensory Aids (Stop codes: 417, 423)
* Physical Medicine & Rehabilitation (Stop Code: 201)
  + Physical Therapy (Stop code: 205)
  + Occupational Therapy (Stop code: 206)
  + Kinesiotherapy ((Stop code: 214)
  + Chiropractic Services (Stop code 436)
  + Recreation Therapy (Stop code: 202)
* Poly-trauma/Traumatic Brain Injury (TBI) (Stop Codes: 195-198) <http://www.polytrauma.va.gov/system-of-care/index.asp>
  + (5) [Polytrauma Transitional Rehabilitation Programs](http://www.polytrauma.va.gov/system-of-care/care-facilities/transitional-rehabilitation-program-centers.asp) (PTRP) conducted at [Polytrauma Rehabilitation Centers (PRCs)](http://www.polytrauma.va.gov/system-of-care/care-facilities/polytrauma-rehabilitation-centers.asp) (see Distinctions)
  + (23) [Polytrauma Network Sites (PNS)](http://www.polytrauma.va.gov/system-of-care/care-facilities/network-sites.asp)
  + (86) [Polytrauma Support Clinic Teams (PSCT)](http://www.polytrauma.va.gov/system-of-care/care-facilities/support-clinic-teams.asp)
* Amputation System of Care (Stop Codes: 418, 211) <http://www.prosthetics.va.gov/asoc/index.asp>
  + (7) [Regional Amputation Centers (RACs)](http://www.prosthetics.va.gov/asoc/Regional_Amputation_Centers.asp)
  + (18) [Polytrauma/Amputation Network Sites (PANS)](http://www.prosthetics.va.gov/asoc/Polytrauma_Amputation_Network_Sites_PANS.asp)
  + [Amputation Clinic Teams (ACT)](http://www.prosthetics.va.gov/asoc/Amputation_Clinic_Teams_ACT.asp)
* Blind Rehabilitation (Stop code: 218)
* Audiology (Stop code: 203)
* Speech Pathology (Stop code: 204)
* Spinal Cord Injury (Stop Code: 210)
* Compensated Work Therapy (Stop Codes 208 & 209)

1. **Complementary & Alternative Medicine Services**

* Acupuncture ***Need an Alternate Data Source***
* Chiropractic Services (Stop code 436)

1. **Pharmacy**

***Need an Alternate Data Source***

1. **Emergent & Urgent Care**

***Need an Alternate Data Source***

# CO-LOCATED OPERATIONS

1. **Day Care**
2. **Canteen**
3. **Barbershop Services**
4. **Credit Union**
5. **Library Services**
6. **Centralized Call Centers**
7. **Pharmacy**
8. **Lab**

UNIVERSAL CONTENT/BUSINESS OF HEALTHCARE OPERATIONS

1. **Support Services**

* Release of (Medical) Information
* Call Center/Nurse Advice Line
* Social Work
* Nursing
* Chaplain/Spiritual Care Services
* Advanced Directives
* Patient Advocates
* Decedent Affairs

1. **Eligibility & Benefits**

* Travel
* Agent Cashier
* Billing
* Career Services
* Appointment Scheduling
* Applying for VA Services
* Care Coordination/Non-VA Care/Fee Office

UNIVERSAL CONTENT/BUSINESS OF VA OPERATIONS

1. **Veterans Service Organizations**

[Veterans Service Organizations](http://www.va.gov/vso/)

* + The American Legion
  + Disabled American Veterans (DAV)
  + Wounded Warrior Project
  + …Many More…***REFER to LINK for DIRECTORY***



1. **Care Extensions/Advocacy**
   * Patient Advocates

* POW Advocates
  + Legal Services (Justice Outreach Programs)
  + Hospitality House
  + Fisher House
* <http://www.socialwork.va.gov/fisher.asp>
* <http://www.fisherhouse.org/>
  + Hoptel/Lodger program

C) VHA Facility Distinctions/Programs

**Discussion - Who identified & How: Ensure Authoritative distinctions vs Self-Reported**

1. **Epilepsy Center of Excellence** (SME: Dr. Higgins (Neurology) must ask SME best way to identify these??)

* Epilepsy Center (TS 11)
* Epilepsy Center of Excellence (Stop Code: 345)
* Epilepsy Center of Excellence
  + <http://www.epilepsy.va.gov/>
  + <http://www.epilepsy.va.gov/ecoe.asp>
* ALS Center (Stop Code 346)
* Stroke Centers (Stop Code TBD)

1. **Mental Illness Research, Education and Clinical Centers**

* [Mental Illness Research, Education and Clinical Centers](http://www.mirecc.va.gov/)
  + ?? aka Mental Health Centers of Excellence (CoE)
  + ***SME: Dr. Kudler(MH) must ask SME best way to identify these*** ***& if they are the same thing?***

1. **Health Equity and Rural Outreach Innovation Center (HEROIC) [19]**
2. **Geriatric Research, Education, and Clinical Center (GRECC)** <http://www.va.gov/GERIATRICS/Geriatric_Research_Education_and_Clinical_Centers.asp>
3. **Ambulatory Surgery Centers (27)**

* Source: [National Surgery Program Office](http://vaww.dushom.va.gov/DUSHOM/surgery/Surgical_Complexity.asp)

1. **Multiple Sclerosis Center of Excellence** 
   * Source: <http://www.va.gov/ms/>
2. **Poly Trauma** 
   * <http://www.polytrauma.va.gov/system-of-care/index.asp>
   * [Polytrauma Rehabilitation Centers (PRCs)](http://www.polytrauma.va.gov/system-of-care/care-facilities/polytrauma-rehabilitation-centers.asp)
   * [Polytrauma Network Sites (PNS)](http://www.polytrauma.va.gov/system-of-care/care-facilities/network-sites.asp)
   * [Polytrauma Support Clinic Teams (PSCT)](http://www.polytrauma.va.gov/system-of-care/care-facilities/support-clinic-teams.asp)
3. **National Center for Ethics in Health Care**
   * [National Center for Ethics in Health Care](http://www.ethics.va.gov/)
4. **National Center for Posttraumatic Stress Disorder**
   * [National Center for Posttraumatic Stress Disorder](http://www.ptsd.va.gov/)
5. **National Center for Patient Safety**
   * [National Center for Patient Safety](http://www.patientsafety.gov/)
6. **Long-Term Care Centers of Excellence (CoE)**
7. **Bariatric Surgery**
8. **Complex Clinical Care Programs**

[Complex Clinical Care Programs](http://opes.vssc.med.va.gov/FacilityComplexityLevels/Pages/default.aspx)

* + Spinal Cord Injury (SCI) Centers (25)
  + Blind Rehabilitation Centers (13)
  + ~~Cardiac Surgical programs (41)~~
  + ~~Interventional Cardiac Cath Lab (59)~~
  + Neurosurgery (44)
  + VA Transplant Centers (15)
  + ~~Radiation Oncology (38)~~
  + ~~Interventional Radiology (55)~~
  + ~~Inpatient Acute Psychiatry (58)~~
  + Poly-trauma Centers (22)
  + Mental Health Intensive Case Management (100)
  + VA/DoD sharing Programs (25)
  + ~~Multi-Campus Facility (28)~~



POPULATION SPECIFIC, COMBAT/ERA SPECIFIC PROGRAMS & SERVICES (GROUPS)

1. **Combat/Era Specific Programs & Services**

* Former Prisoner of War (FPOW) Advocate Program
* Center for Returning Veterans (OEF/OIF)
* Gulf War Registry Evaluation
* Iraq/Afghanistan Veterans
* Lesbian, Gay, Bisexual & Transgender (LGBT) Program
* Minority Veterans Programs
* American Indian Outreach and Services
* Agent Orange Registry Evaluation
* Pets for Vets

1. **Population Focused Care & Services**

* Homeless Veterans
* Women’s Health Services
  + Comprehensive Women’s Primary Care Clinic (Stop Code: 322)
  + Gynecology (Stop code 404 & 426)
  + Obstetrics (Stop Code 339)
* Military Sexual Trauma
* Substance Use
* Agent Orange
* Diabetes
* Suicide Prevention
* Post-Traumatic Stress Disorder (PTSD)
* Elder Care
* Geriatric Primary Care (350)
* Alzheimer’s/Dementia Clinic (Stop Code 320)
* End of Life Care (Palliative/Hospice)
* Long Term Services & Support
  + End of Life Care <http://www.va.gov/GERIATRICS/Guide/LongTermCare/Palliative_Care.asp>
  + Caregiver Support
  + Homecare
    - Adult Day Health Care (ADHC) (Stop code 190)
  + Medical Foster Home
  + Homemaker and Home Health Aide Program

D) Mission Specific

1. **Veteran Education**

* Veteran/Patient Education
  + Anticoagulation Management & Education
  + Diabetes Education
  + Back Maintenance School
  + Falls Prevention and Balance Retraining
* Veteran Community/Life Skills Education
  + Veterans Integration to Academic Leadership (VITAL)
  + Military Cultural Competency Training

1. **Provider Education**
   * Internships, Fellowships, and Affiliations
   * Pastoral Care Education/ Clinical Pastoral Care education program (CPE)
   * ***Many More……***
2. **Research**
   * Geriatric Research, Education, and Clinical Center (GRECC)
3. **Emergency Management/Preparedness**

E) VHA Point of Contact Locator

*CONSIDERATIONS*

1. **Web Ops/VHA Communications ~ Programs, Populations, Groups, Distinctions**

* Content Management System (CMS) (Templates that are customized for each VAMC & Program)
  + POCs for Women’s Health
* Facility Locator (Directory) ~ Facility Type
  + POCs for Patient Advocates

1. **Health Care Services->Mental Healthcare Services Pocs**

* Clay Hunt Legislative Requirements



* 3 Disparate Data Repositories for Mental Health Services
  + Existing F&L/CMS contained some PTSD, Substance Use D/O, Vet Center specific info. <http://vaww.mentalhealth.va.gov>
  + Suicide Prevention Program has an outside contract (Lifeline) for a suicide prevention resource coordinator at every Facility. [www.veteranscrisisline.net](http://www.veteranscrisisline.net)
    - ***Could we pull poc info from Lifeline’s Site?***
  + SharePoint Site (Internal use only) for Residential Programs
* Goal: POCs for all MH Services at lowest Service Level possible at each Facility
* Minimum Data Set for MH:
  + Program
  + POC Name
  + Title
  + Phone Number
  + Extension
  + E-mail (*Katy Lysell to double check this*)

1. **Program & Facility Distinctions (likely in Content Management System)**

* Poly-trauma/Traumatic Brain Injury (TBI) (Stop Codes: 195-198)
  + [Polytrauma Point of Contact (PPOC)](http://www.polytrauma.va.gov/system-of-care/care-facilities/points-of-contact.asp)
* Amputation System of Care (Stop Codes: 418, 211)
  + [Amputation Point of Contact (APOC)](http://www.prosthetics.va.gov/asoc/Amputation_Point_of_Contact_APOC.asp)

1. **VAST has some POC info/Telephone #s**
   * Telephone # for Main Site
   * After Hours #
   * Patient Advocate #
   * Enrollment Coordinator #
   * Pharmacy #