



CENTER FOR HUMAN SERVICES RESEARCH
UNIVERSITY AT ALBANY State University of New York

Assessment of Health Services for Veterans in Rural Upstate New York

The Center for Human Services Research (CHSR) worked with the [Veterans Administration \(VA\) Health Care Upstate New York](#) to identify potential non-VA collaborators and models of care that were in place or could be implemented to improve access to services for veterans in rural areas of the state.

The Veterans Integrated Service Network (VISN) of upstate New York, included six medical centers (located in Albany, Batavia, Bath, Buffalo, Canandaigua, and Syracuse) and 29 community based outpatient clinics (CBOC's) in 49 counties.

EVALUATION & RESEARCH

CHSR conducted a review of extant research on evidence-based models of care for improving health service delivery in rural areas. The review informed the development of an online survey for all medical center directors and community-based outpatient clinic managers. The survey provided a baseline assessment of current rural community collaborations and referral practices and identified perceived barriers to and benefits of collaborations with non-VA providers.