

THE WHY AND HOW OF PATIENT-CENTERED CARE: LEARNING FROM OEF/OIF VETERANS

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Today's objective is to deepen our understanding of OEF/OIF Veterans' experiences of VA care through Veterans' Voices

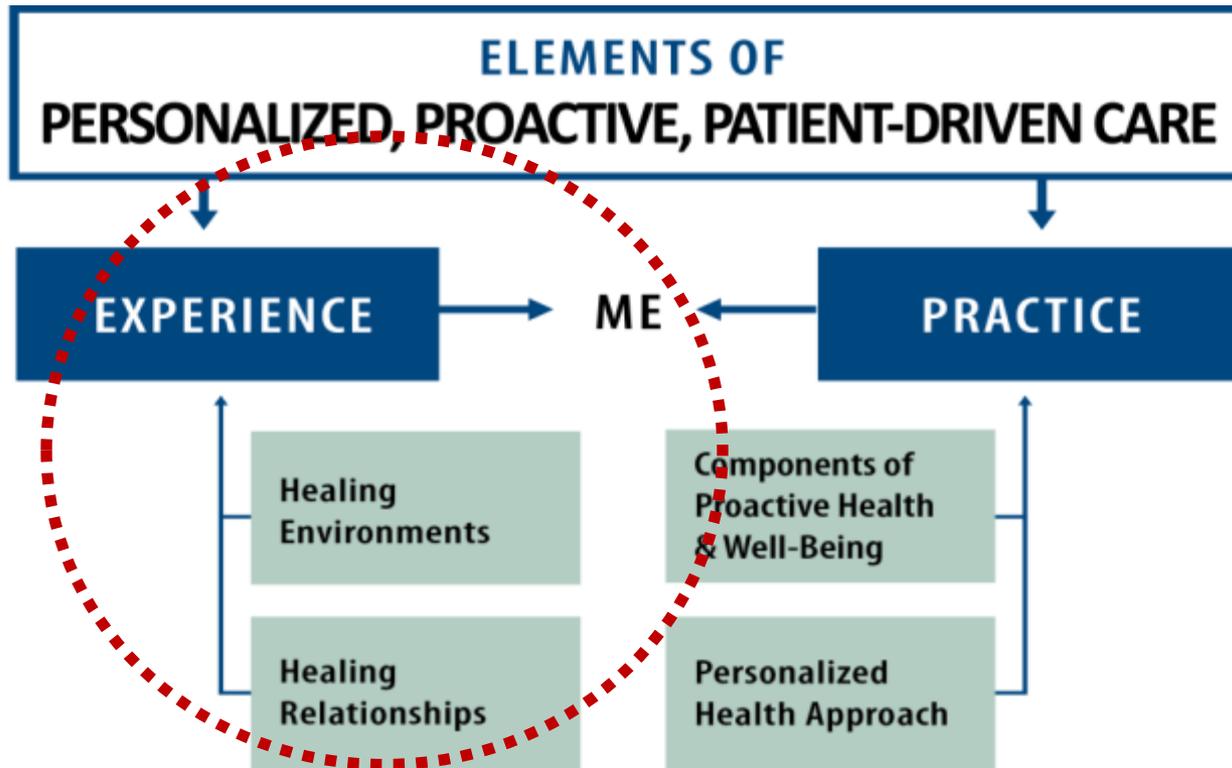
- Importance of patient-centered post-deployment care
- Consequences of lack of patient-centeredness
- Steps VA can take to improve delivery of patient-centered care

What is your personal experience with military service? (check any that apply)

1. I have served/am currently serving in the military.

2. I have a close family member or friend who has served/is currently serving in the military.

3. Neither



INTEGRITY • COMMITMENT • ADVOCACY • RESPECT • EXCELLENCE

Source: Department of Veterans Affairs, & Office of Patient-Centered Care and Cultural Transformation. (2013). 21st Century Health Care the VA Way: Designing and Delivering the Future of Healthcare Today [PowerPoint presentation]. Retrieved from <http://vaww.infoshare.va.gov/sites/OPCC/default.aspx>

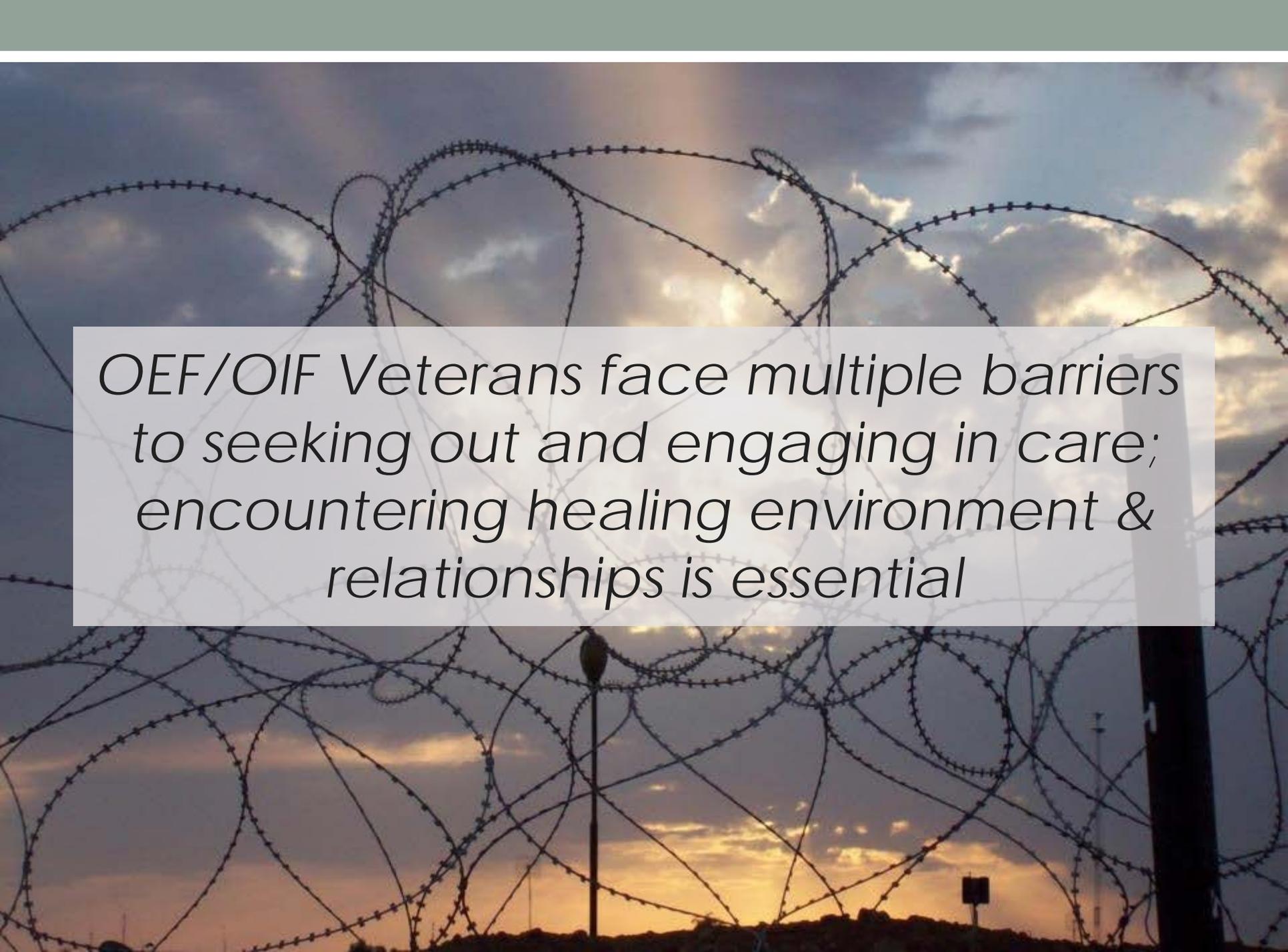
Through a veteran- centered lens

- Veterans as experts
- Patient-oriented, community-engaged research
- Shared knowledge production & dissemination
- Identify challenges and advocate for solutions



Photovoice as an Educational Intervention to Improve Care of OEF/OIF Veterans*

- 40 Veterans ≥ 1 deployment in support of OEF/OIF
- Given cameras, asked to tell their stories with focus on 4 questions:
 - How does a deployment impact your physical, mental, and emotional health?
 - What challenges do you face in making the transition home?
 - What barriers and facilitators exist when it comes to accessing care?
 - Where do you find strength and support?



OEF/OIF Veterans face multiple barriers to seeking out and engaging in care; encountering healing environment & relationships is essential



This is the menacing posture that I talked about; me trying to look hardcore. I am locked and loaded, but I am not really so hardcore at all. I always had this mentality like-- if it is me or you, I want to go home-- but I never wanted to shoot anybody.

Chantelle B.

We had a lot of females that got raped. We had males that got raped.

You're in that situation where people don't want to see, don't want to hear, don't want to speak.

It's like a triple effect.

So, it's not reported.

And when the soldiers come back, they're living with that.

A lot of them could lose their job.

Seeking help could be a flag in your record.

So you have a lot of people who don't want to say.

Raquel R.





Five years after leaving Iraq
I still have anxiety driving.
When I am confined, with no way to
escape,
it feels like I am being funneled into a
kill zone.

Tracy P.



The cocoon echoes a fear of mine, that stage of hiding yourself away. A lot of times, I put myself into that sort of a cocoon, and I shut people out.

Toby B.



Many veterans do not experience a healing environment or relationships at VA

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I shot this to express how I feel
about the VA;
It is like a maze.

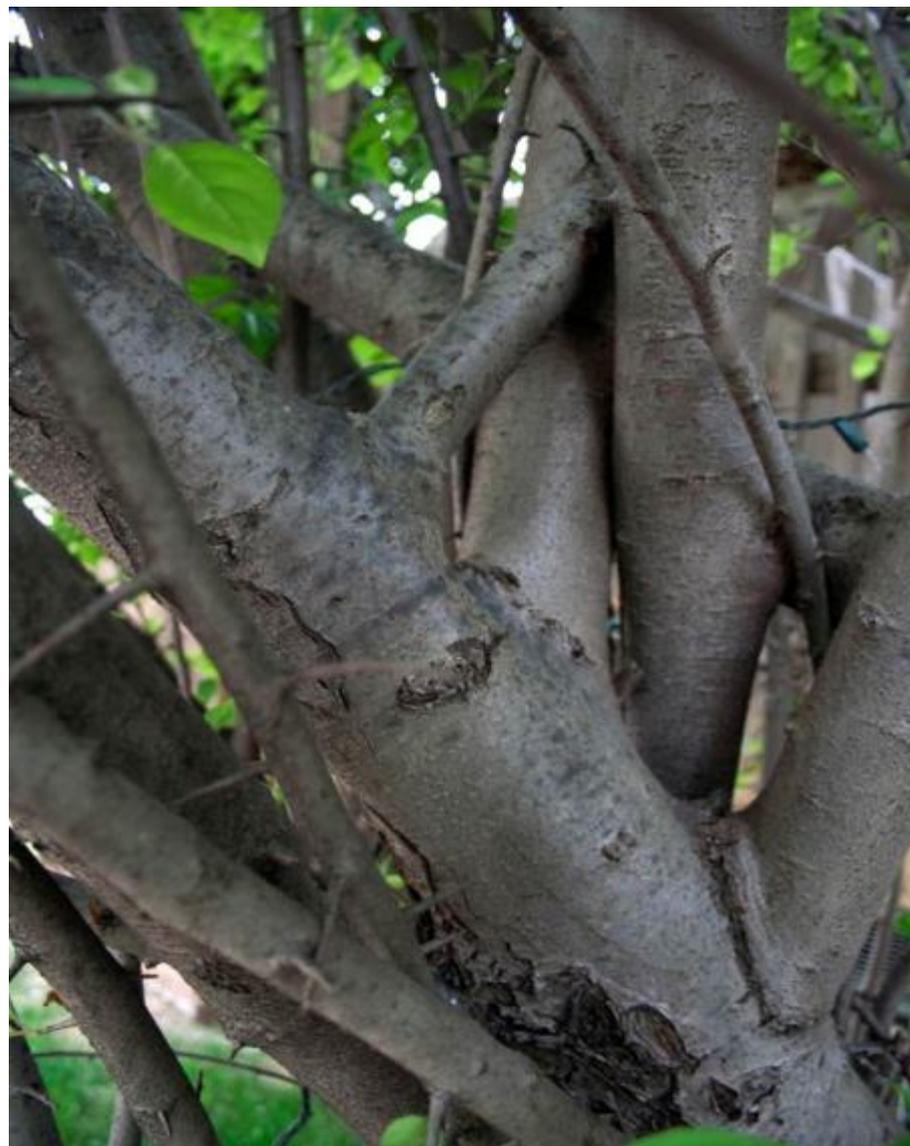
The system is not set up for
people to talk through
things.

When I finally got a doctor
through the VA,
my practitioner was asking me
this battery of really intrusive
questions,
but there was no space to
work it out.

There is a serious lack of
listening at the VA.

People will ask you questions,
but no one is listening to you.

Chantelle B.



I was in Walter Reed Hospital for a year and a half, and then transferred to the VA.

It was an uphill fight. I've been switched to other VA hospitals [for care]. I've been all over the place.

Here's where the hospitals are listed, but I've never been to Martinsburg, and I'm not white.

***** CONFIDENTIAL ROUTING SLIP - PRIMARY CARE SUM
YOUNG, BRIAN KEITH

----- BDEM - Brief Demographics -----

PHILADELPHIA, PENNSYLVANIA
Eligibility: SERVICE CONNECTED 50% to 100%
Means Test: NO LONGER REQUIRED
Ethnicity: NOT HISPANIC OR LATINO
Race: WHITE

Treating Facility	Type	Station
PHILADELPHIA, PA VAMC	VAMC	642
LEBANON VAMC	VAMC	595
HUDSON VALLEY HCS VAMC	VAMC	620
COATESVILLE VAMC	VAMC	542
MARTINSBURG VAMC	VAMC	613
WASHINGTON		688

----- CR - Reminders Due -----

Even though I've been home since 2005, I'm still going through stuff... I feel like I'm lost. Like I'm lost in the cracks or something. Like they just don't know that I exist.

Brian Y.



You've heard the expression: 'I'm a mushroom. They keep me in the dark and feed me crap.' You feel like you're not getting all the information you need. Even though [the information] is all there at our fingertips, we get overwhelmed. You sit in your little corner and try to absorb what you can, but a lot of it you're going to miss.

Scott S.



NOTICE OF ASBESTOS PROJECT

Proposed to Environment Article 6-41A.1 and COMAR 26.01.21.06A16

Notice is hereby given that an asbestos project is planned for this area.

The work will commence on _____ and is expected to be completed on _____.

CONTRACTOR

OWNER

This notice is required to be posted 2 days in advance on all asbestos projects which exceed 100 lbs. Ft. or 250 linear Ft. of Friable Asbestos Material.

Date of Posting _____

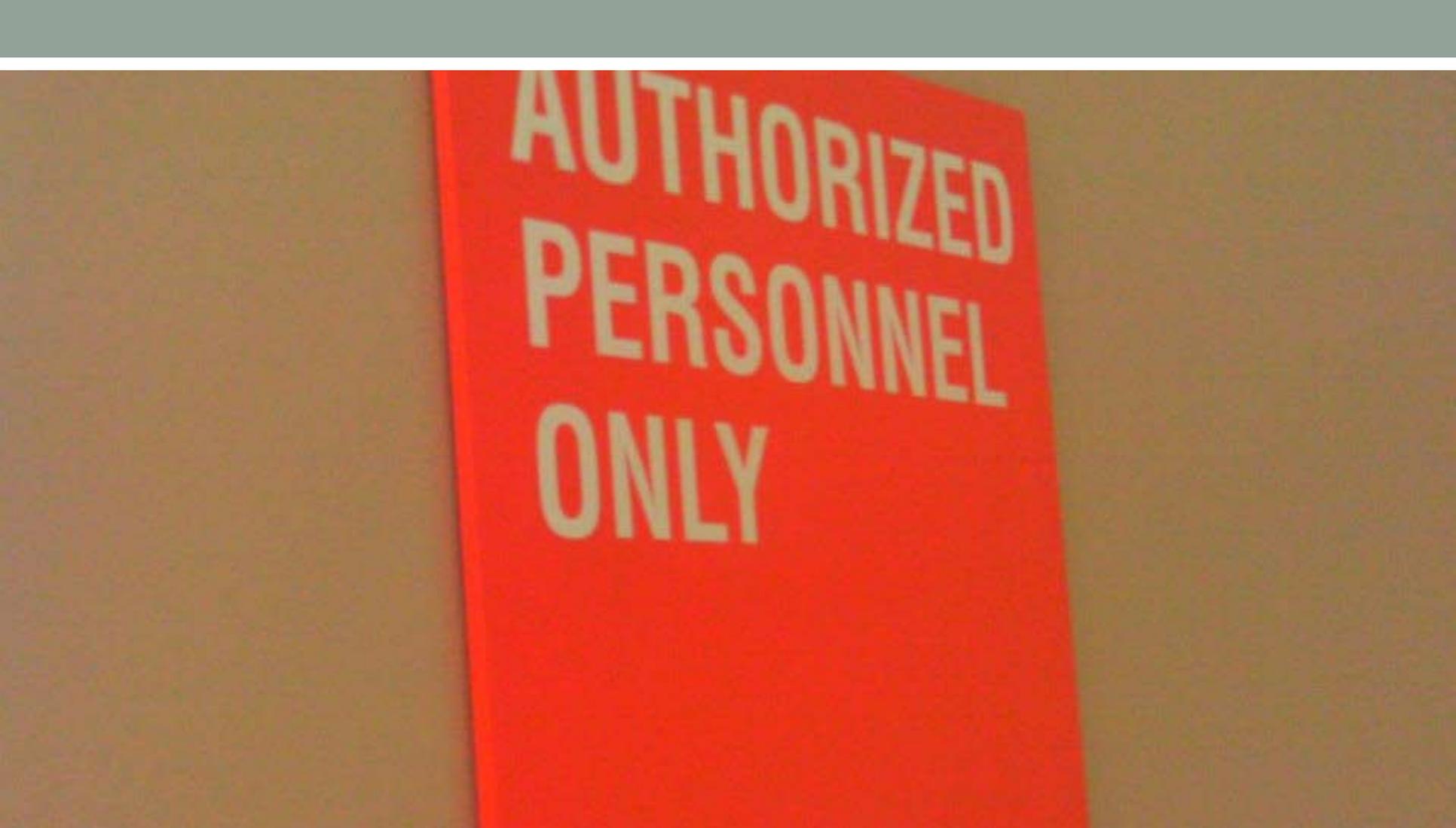
Problems or questions concerning this work may be referred to the State Department of the Environment at 410 3267-2200.

This is why veterans should go to the VA; you never know what the future's going to hold for you, or how things that happened on deployment could affect your future.

When I went to my first assessment at the VA, they asked me about my deployment. They asked 'Were you ever exposed to any environmental things that might concern you?' And I said 'Yeah, we were next to a burning garbage dump for an entire year.'

And I'm thinking it's good you're documenting this because later down the road if I get lung cancer or something it might not be from the cigarettes that I used to smoke.

Anonymous

A photograph of a red sign with white text. The sign is slightly tilted and mounted on a light-colored wall. The text on the sign is arranged in three lines: 'AUTHORIZED', 'PERSONNEL', and 'ONLY'.

AUTHORIZED
PERSONNEL
ONLY

Lack of patient-centeredness may lead to Veterans avoiding or abandoning VA care & to staff burnout/loss of sense of mission

I received every single award you can receive, so I took a picture of them to show how dedicated I was while I was in the Army.

No one knows what I did on 300-plus combat missions. I lost friends, I received PTSD, I got a traumatic brain injury, I lost my hearing. Here [at the VA] I'm just another addict.

What am I supposed to do... stick [my awards] on my shirt and walk around?

Jamie B.



The VA is a reflection of society as a whole—it is difficult to see a female veteran as someone exposed to the horrors of war.

Care providers look at me and immediately make assumptions:



'You look like you can afford to get a mammography in the civilian sector.' 'Were you a nurse?' 'A pretty girl like you—you didn't see combat did you?' 'Are you here for a job?'

Tracy P.

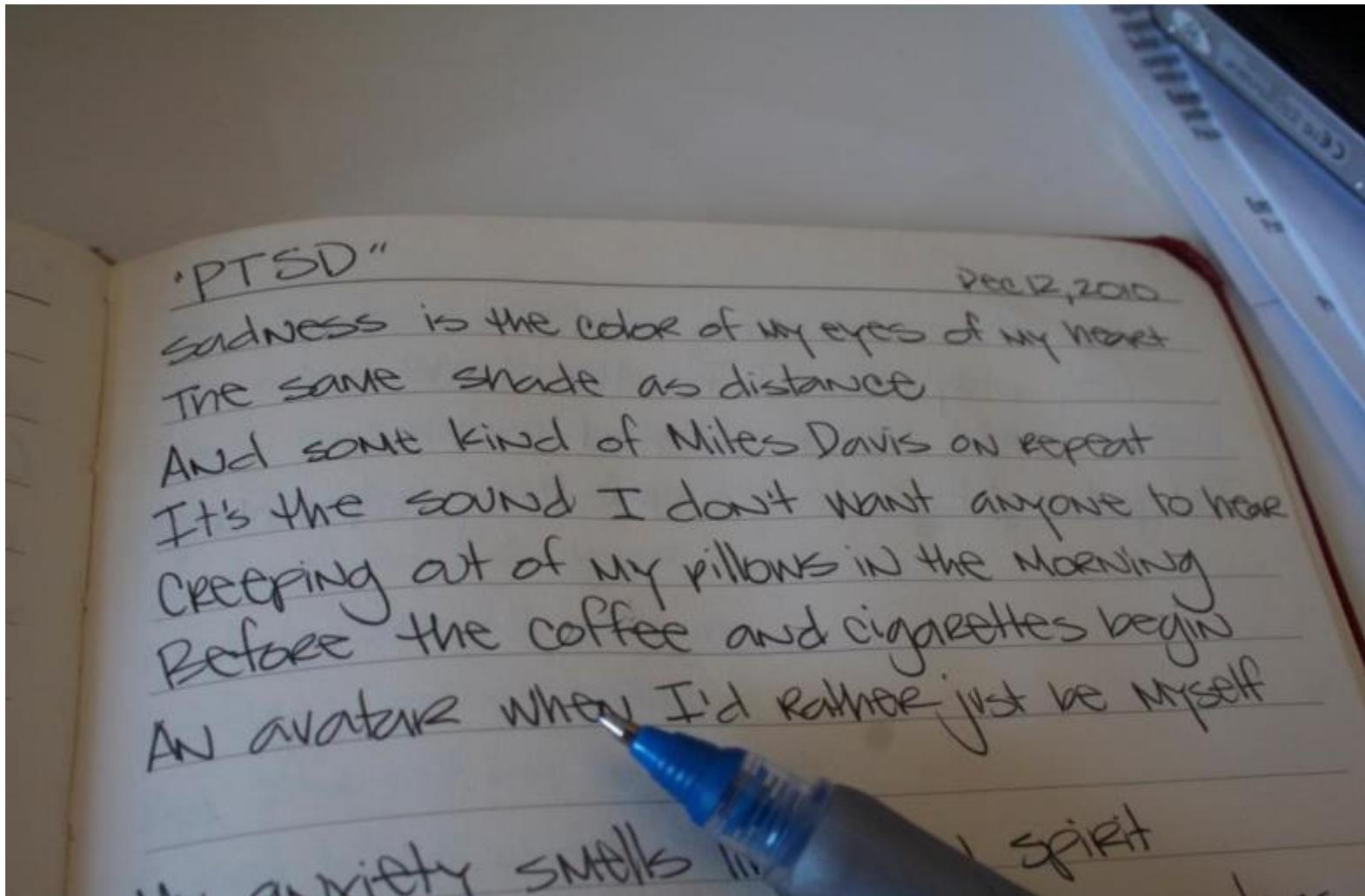


I feel like an alien in civilization.
It makes it tough for me to function in normal American society.
I've spent lot of time out in the woods.
Some people call it homeless; I call it being an outdoorsman.

Micky D.



Veterans identified sources of support and strength for recovery, steps to building rapport and trust with VA providers and staff



Another form of art therapy is writing. I wrote a lot while I was deployed, although I never really wrote about my military experience. I still don't write about my military experience unless I am in the company of other veterans.

Chantelle B.

If I'm going to make it in the civilian world, I'm going to need an education.

So I went back to school. It was there I learned my love for photography.

I developed a roll of pictures in class, and I was astounded how well the image had come out, and I took pride in it.

And it was from there that I guess you'd say my head opened up.

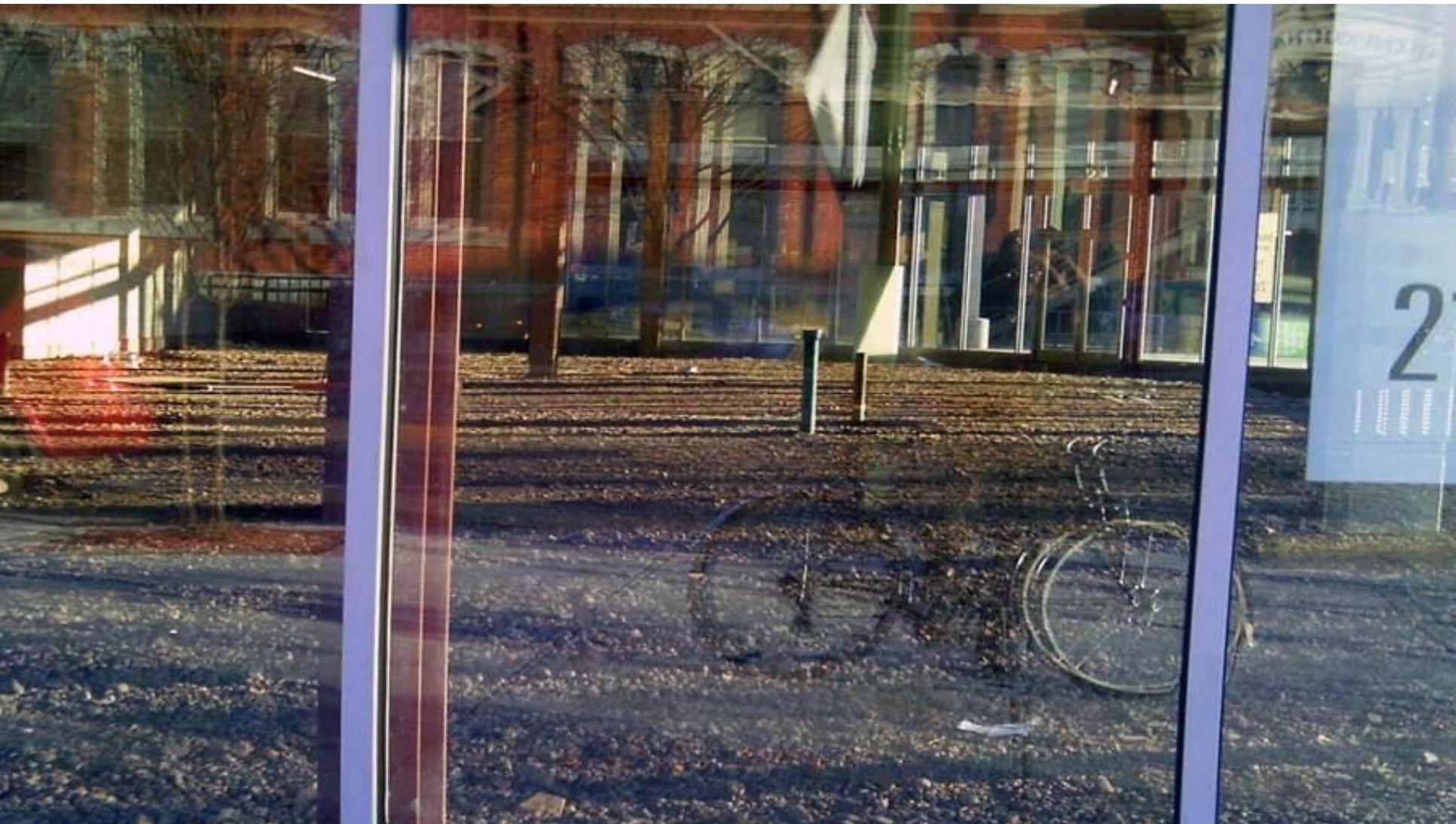
Joseph K.





I was incarcerated in Camden County jail. It's one of the worst county jails in America. There's no dignity; you're treated like an animal. A social worker from the VA found me in the jail. She came to pick me up and take me to Fresh Start, the recovery house for veterans. This is where I lived, at Fresh Start. The VA basically saved me.

Drew B.



This is one of those buildings under construction. I see my life in that way. Like that neighborhood, I'm kind of under revitalization, you know? I was a Marine. I hit my peak at one point and I kind of deteriorated, but I'm trying to fix my life back together.

MDK



This bench is in front of the Medical Center.
They just did it for the view, not for what for it does for the soul.
But it helps me a great deal.
I sit there all the time.

Keith H.

The VA is not always personal or helpful.
The VA website is not personal. Not helpful.

As a physician, it's easy to start seeing patients
as just part of your job.
What's special about the VA
is that you have a reason not to do that.

You have a reason to come to the VA and say,
'Everybody I am serving is special in a certain way.'

I'm sure it's hard to work here for years,
and still think that way every day when you walk in.

If I were in charge of the VA,
I would put up posters of something that reminds you
on the way from your car to your office,
something to remind you of how special your job is.

Dustin G.

When I came back from my first deployment, I didn't think about claiming unemployment because of the stigma.

The second time around a VA counselor said; 'One thing I've been telling all the guys to do, if you don't have a job to go back to, is start collecting [unemployment] immediately.'



Dr English Electives (in Progress)

> Complete 21 semester hours of English/Literature/Advanced Writing courses as electives at the 200 300 or 400 level.
Semester Hours Completed: 15.00 Required: 21 Remaining: 6

Src Course #	Title	S.H.	Grd	TEC #	Notes
1.. ENG-201...	Technical Writing.....	3.00	A		
1.. LIT-291...	Analysis & Interpre Liter	3.00	CR	LIT-291	*NE
2.. ENG221	Writing Fiction.....	3.00	A	ENG-221	*TE
1.. LIT-301...	Advanced American Literat	(3.00)			*TE
1.. ENG-393...	One Writer's Vision: Jane A	(3.00)			*TE

BA Free Electives (27 SR)

> Complete 27 semester hours of Free Electives.
Semester Hours Completed: 27.00

Src Course #	Title	S.H.	Grd	TEC #	Notes
4.. CMRL120	Current Health Issues....	3.00	C+	HEA-101	*TE
4.. AAC3150	Racism and Sexism in the	3.00	D	SOC-324	*TE
4.. WPC101	Freshman Seminar.....	1.00	C+	FEL-101	*TE
1.. HEA-195...	First Aid.....	1.00	CR	HEA-195	*NE
1.. MSC-131...	Marksmanship.....	2.00	CR	MSC-131	*NE
1.. PEA-199...	Spec. Stud. in Selected	2.00	CR	PEA-199	*NE
1.. SOS-110...	Living in the Information	(3.00)			*TE
1.. SOS-102					
1.. SOS-101					
1.. HUM-102	Humanities I.....	(3.00)			
1.. HUM-101	Humanities I.....	(3.00)	---	HUM-101	*PL *TE

6 yrs in Army = 5 College credit hours

Student: Raymond C Facundo Staff: touchnet Date: 08/11/10 Page: 4

OTHER COURSES:

Src Course #	Title	S.H.	Grd	TEC #	Notes
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Later, I decided to go to school for social work. I was like, 'Hey maybe I should be like [that VA guy]. This could be a good career for me; helping other vets.'

Ray Facundo



نصر من الله وفتح قريب

القدس

الاسلام

FIGUEROA U.S. ARMY

U.S. ARMY

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Questions?

Contact:

Ray Facundo email: rfacundo@pdx.edu

PSU Veterans Resource Center: <http://www.pdx.edu/veterans/vrc>

Gala True email: Jennifer.True2@va.gov

From War to Home: www.FromWarToHome.va.gov (coming July 2014)