

Rural Native Veteran Health Care Navigator Program (RNV-HCNP)

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U.S. DEPARTMENT OF VETERANS AFFAIRS (VA)



- Established in 1930
- Elevated to cabinet level in 1989
- U.S. federal government's second largest department (after the Department of Defense)
- Three main components:
 - Veterans Health Administration
 - Office of Rural Health
 - Veterans Benefit Administration
 - National Cemetery Administration

RURAL VETERAN VISION, MISSION & STRATEGIC GOALS

Vision

America's Veterans thrive in rural communities

Mission

Improve the health and well-being of rural Veterans through research, innovation, and the dissemination of best practices



Promote federal and community care solutions for rural Veterans

OBJECTIVES

- ▶ Unite relationships within VA and the federal government to exchange rural-centered information
- ▶ Collaborate with non-governmental organization that support rural Veterans' health and well-being
- ▶ Expand ORH's partnership and programing reach



Reduce rural health care workforce disparities

OBJECTIVES

- ▶ Expand understanding of current health care workforce
- ▶ Support rural implications of the MISSION Act



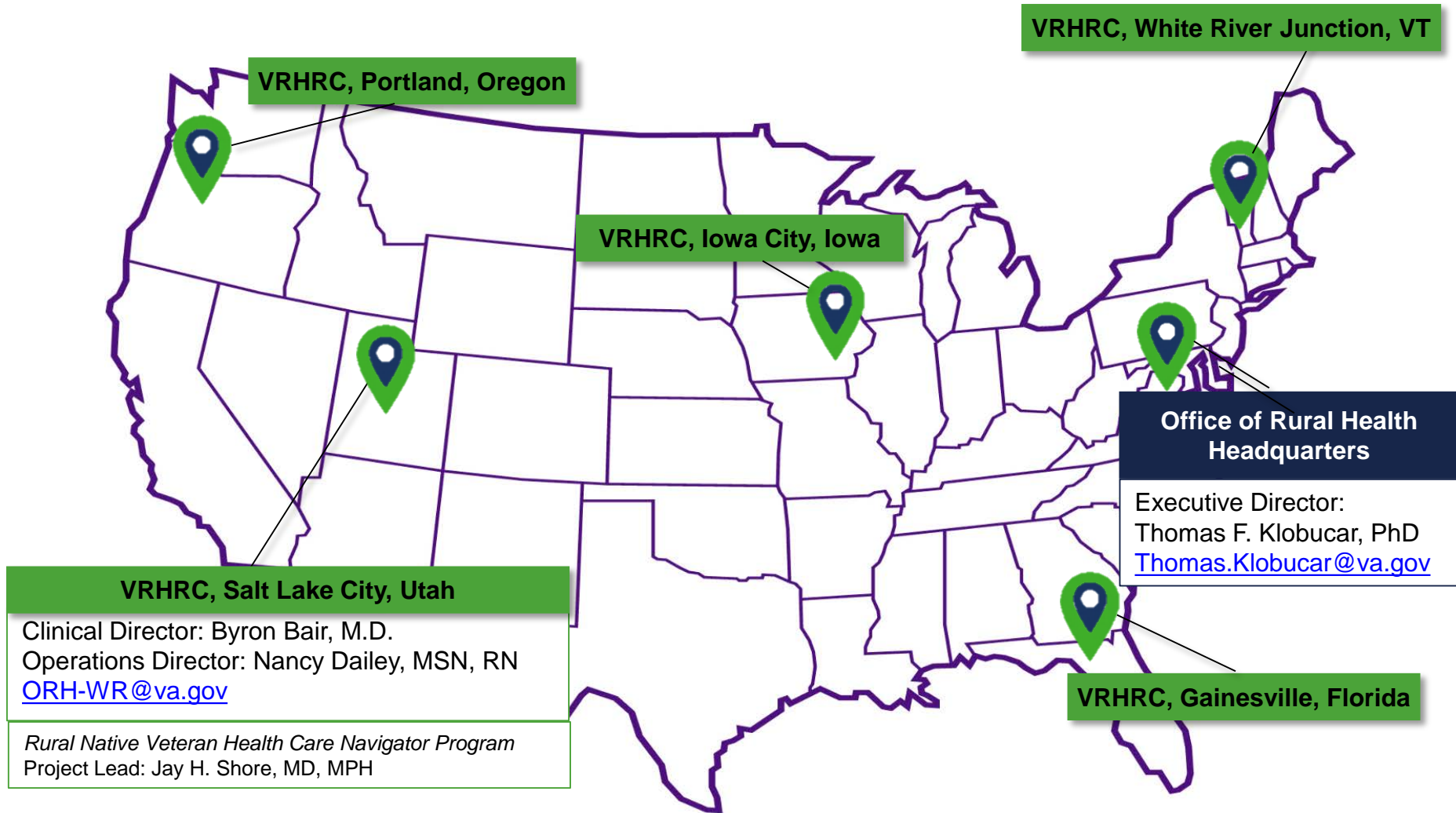
Enrich rural Veteran health research and innovation

OBJECTIVES

- ▶ Increase rural Veteran health research
- ▶ Innovate new models of care for Veterans who live in rural communities
- ▶ Build recognition of VA's rural research, innovations and outcomes



VETERAN RURAL HEALTH RESOURCE CENTERS (VRHRC)

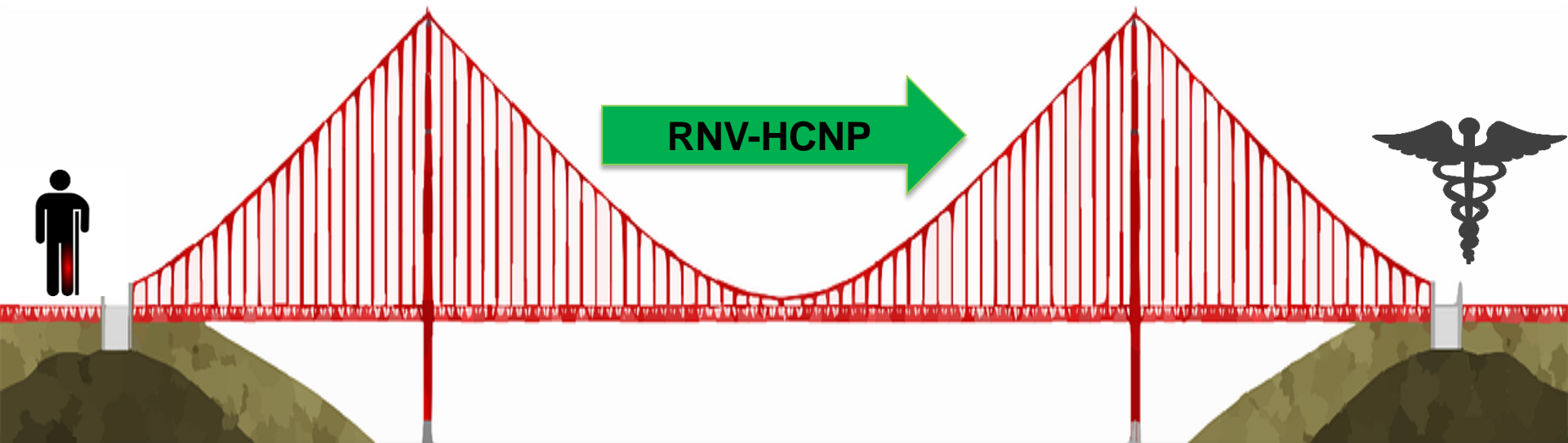


RURAL NATIVE VETERAN HEALTH CARE NAVIGATOR PROGRAM (RNV-HCNP)

Rural Native Veteran Health Care Navigator Program

Our overall goal is to use an evidenced-based approach to increase Rural Native Veterans' (RNV) access to healthcare and Veteran-associated benefits, and subsequently improve health outcomes.

This program will connect RNVs to enhanced healthcare options available through the MISSION Act, VA, VHA, and the new Veterans Community Care program, promoting access to all Veteran-associated benefits and resources.



Choose VA

October 2020

VA



U.S. Department
of Veterans Affairs

RURAL NATIVE VETERAN HEALTH CARE NAVIGATORS

A Health Care Patient Navigator:

- Is a member of the healthcare team who helps Rural Native Veteran patients navigate the healthcare system and barriers that impede access to care. Such assistance may include:
 - Coordinate patient care that engages VA, VHA, IHS, federally recognized tribes, local communities, and other state and federal agencies to improve access to healthcare and benefits
 - This includes, but not limited to, Veterans Benefits Administration (VBA) and National Cemetery Administration (NCA)
 - Connect patients with other resources
 - Help patients understand the healthcare system

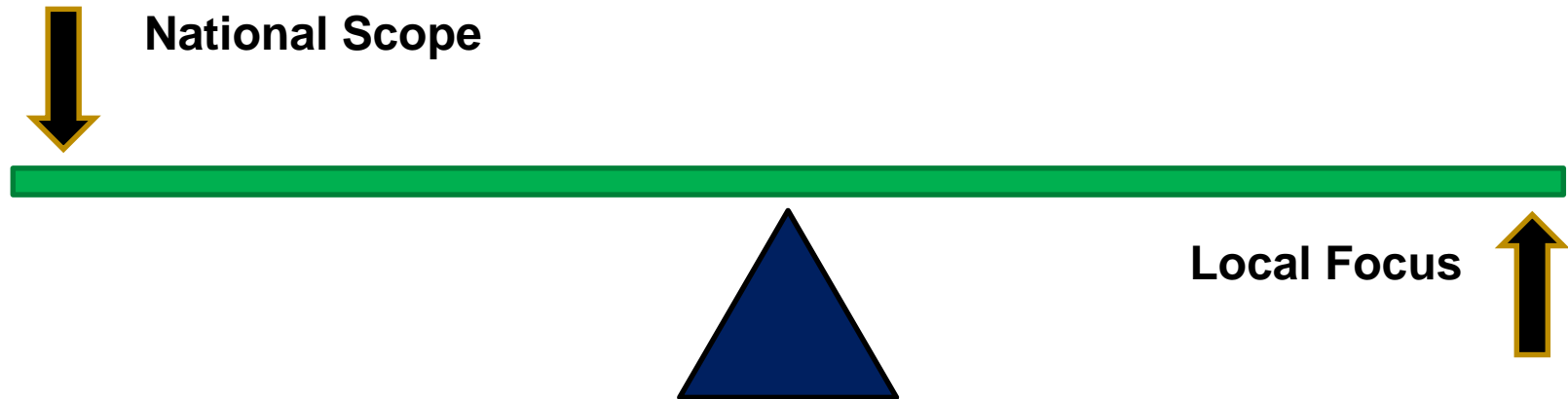


ADVANCING TRIBAL-VA PARTNERSHIP

- Awareness of Tribal to US Government relations in context of past history.
 - Diversity of tribes, culture and experiences with Federal Government and VA
- Principles of Trusted Interactions
 - *Acknowledgement* (Past issues and disparities, current challenges)
 - *Openness* (Transparency of programs, expectations and timelines)
 - *Listening* (Tribal input received and acted upon)
 - *Action* (following through on commitments, behavior > words)
- Build on current successes (MOU, VA Contracting Program, etc.)



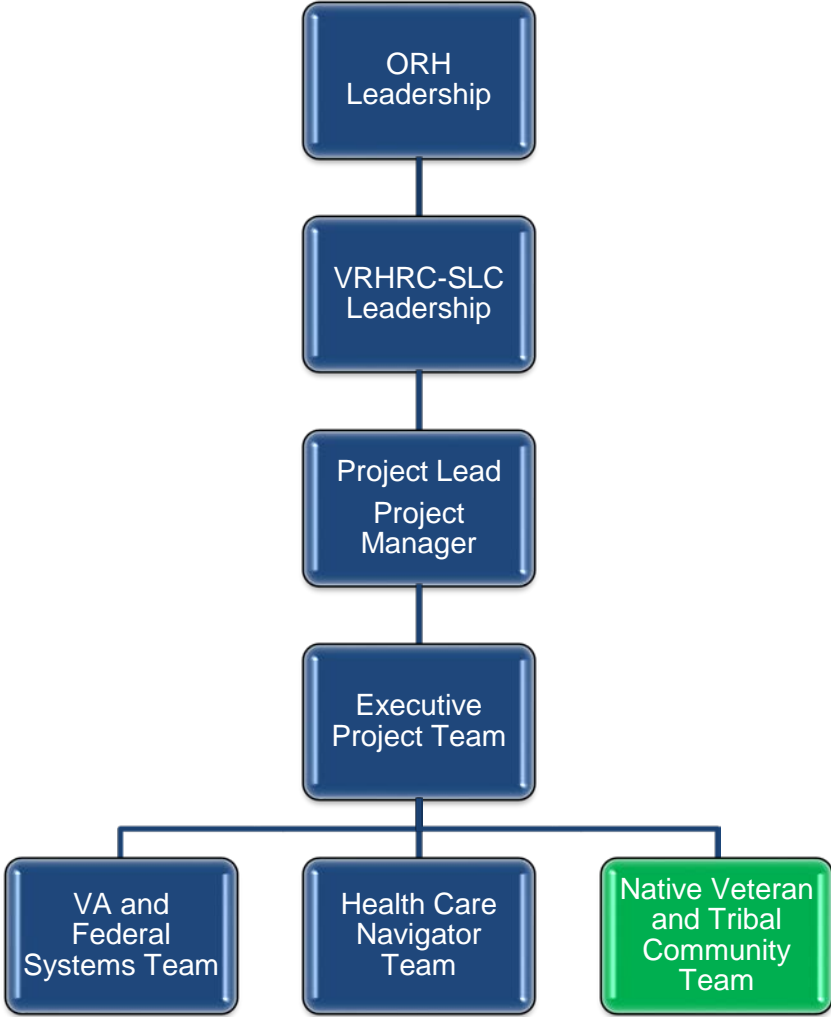
PROJECT APPROACH



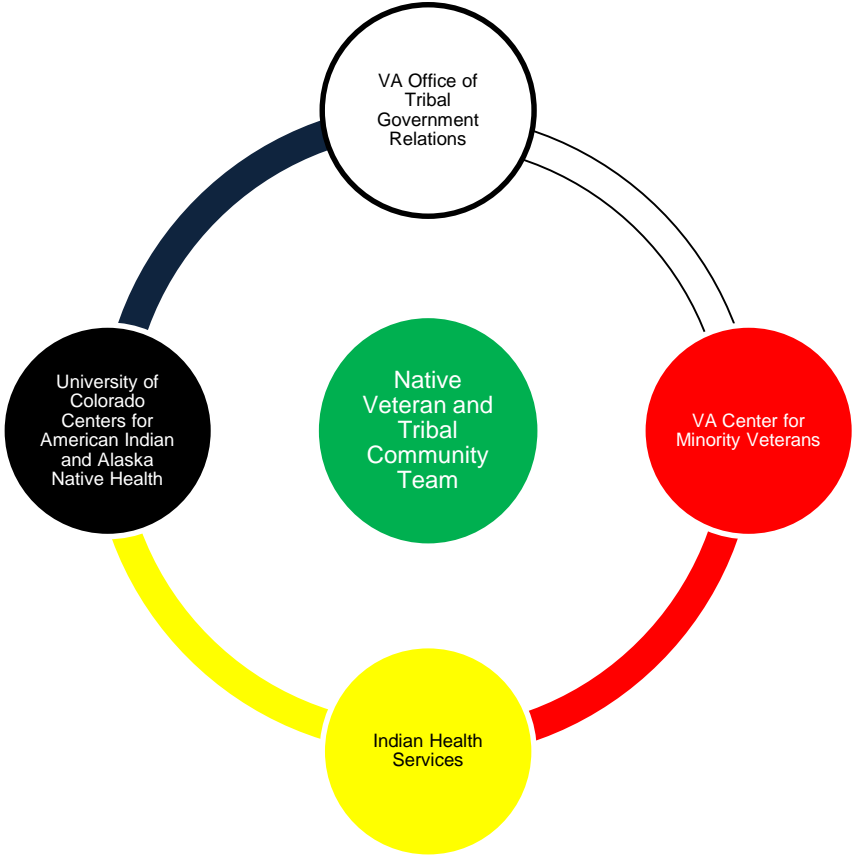
▶ National Scope/Local Focus

- **National Scope:** Coordinated and cohesive effort to attend to the needs of Rural Native Veterans at an enterprise level, across the US in a evidence-based, systematic and coordinated manner.
- **Local Focus:** Adapting the national efforts to the needs of individual tribes, villages, islands, communities, and environments of rural Native Veterans.

PROJECT ORGANIZATION AND PARTNERS



Native Veteran and Tribal Community Team Program Partners



PROJECT TIMELINE



Phase I Development

Seek to understand through extensive literature reviews, focus groups and listening sessions

Build project infrastructure

Identify required resources, personnel and expertise

Develop partnerships across relevant entities

Develop pilot project design and evaluation metrics



Phase II Deployment

Initiate pilot design

Refine, replicate and expand pilot sites

Evaluation



Phase III Disseminate

Integrate program into VISN and VHA infrastructure

PHASE 1 NEXT STEPS

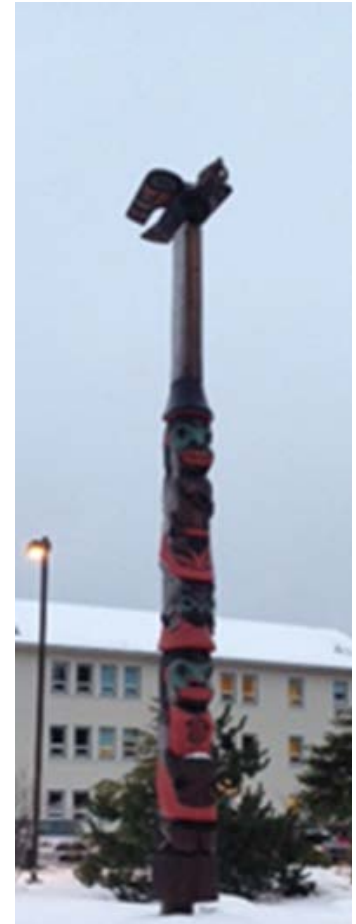
Partner initially with 6-7 Tribal Communities from different regions across the country.

- In each region work with a specific Community to invite
 - 4-5 Rural Native Veterans.
 - 2-3 Veterans family members.
 - 2-3 communities members helping veterans.

Listen to their ideas and thoughts how to create a program that can serve them well.

During the pandemic we cannot do this in person, and will conduct discussions through phone or video.

- Approximately 45 minutes.
- Purpose is program development, not a research project.



CONTACT INFORMATION

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