Transition and Care Management Services

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Transition and Care Management Program
Care Management and Social Work
Patient Care Services

FY2020
The History of Transition and Care Management Services (TCMS)

- **2003**: VA Liaison Program established; VAMCs assign POCs to receive referrals
- **2005**: VA Office of Seamless Transition established
- **2007**: OEF/OIF/OND Care Management Program established
- **2015**: TCMS Director position established to oversee both VA Liaison and OEF/OIF/OND Programs
- **2016**: OEF/OIF/OND renamed TCM to reflect scope to serve all Post 9/11 era Servicemembers and Veterans
- **2017**: TCMS Co-Leads CC&ICM Initiative with ONS
- **2019**: VA Liaison Program approved for Joint Incentive Funds for virtual VA Liaisons
VA Liaisons for Healthcare

Coordinate VA Healthcare for Service members transitioning from DoD to VA

- Coordinate VA health care for SMs transitioning from DoD to VA
- Collaborate and coordinate with Military Treatment Facility (MTF) and TCM Program Manager throughout the referral process
- Provide direct access to VA health care and coordinate both primary and specialty VA appointments
- SMs who are severely injured are connected with the VA Caregiver Support Program

Service members, families, & caregivers...

- Are educated about VA Healthcare and resources, registered for VA care, and have VA appointments secured prior to leaving the MTF
- Discuss VA treatment options and resources with VA Liaisons so ongoing care is individualized to their specialized care needs
- Easily access VA Liaisons who are integrated at DoD facilities with Military Case Managers
- May meet with VA treatment teams via video teleconference at MTF
VA Liaisons for Healthcare Across the Country

- Joint Base Lewis McChord (3)
- Fort Carson (2)
- naval Medical Center
  - San Diego (2)
- Fort Bliss (2)
- Naval Hospital
  - Camp Pendleton (2)
- Tripler AMC (1)
- Fort Sam Houston (3)
- Fort Polk (1)
- Fort Benning (2)
- Fort Campbell (2)
- Fort Knox (1)
- Fort Riley (2)
- Fort Drumm (2)
- Walter Reed National Military Medical Center (3)
- Fort Belvoir & Quantico (2)
- Fort Eustis & Portsmouth Naval Hospital (1)
- Camp Lejeune (1)
- Fort Bragg (2)
- Fort Gordon (2)
- Fort Stewart (2)

- 21 MTFs with VA Liaison(s) on-site
- 2 MTFs with VA Liaison virtual coverage
- ( ) Number of Liaison(s) at site currently assigned
Virtual Liaisons for Healthcare (Site Map)

Virtual Liaison Sites

- Syracuse
- Louisville
- Eastern Kansas HCS
- Eastern Colorado
- San Diego
Warrior Care Network Sites

Number of VA Liaisons in ()
Duties are collateral; staff are not full-time
Transition and Care Management Program

Multidisciplinary TCM team members:

– Available at every VA Medical Center
– Experts in Post 9/11-era Service member and Veteran reintegration needs and specially trained in Post Deployment Care
– Proactive in screening all new Post 9/11-era Service members and Veterans for the need for case management services
– Develop individualized care plans that encompass Service members/Veterans holistic care needs.
– Deliver case management to Post 9/11-era Service members/Veterans with complex care needs
– Partner with DoD and community organizations
Transitioning Servicemember and Post 9/11 era Veteran Proactive Risk Identification

Post 9/11 Patient Transition and Care Management Report
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Identifies all transitioning Servicemembers and Veterans new to a VAHCS

National Post 9/11 Case Management Screening
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165,725 Veterans Screened in FY2019; 45% increase over FY2018

Lead Coordinator (LC) Assignment and Individualized, Holistic Care Planning
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FY2019: 39,233 Veterans Accessed LC Services
Transition and Care Management (TCM)

- One integrated, interdisciplinary care plan
- Veteran-generated goals and objectives
- Dedicated Case Manager/Lead Coordinator
- Continuous care plan review for completion

Diagram:
- Mental Health
- Polytrauma TBI
- Post Deployment Integrated Care
- Blind Rehab
- Homeless Program
- Women’s Health
- Lead Coordinator
- Care Review Team
- Integrated Partners
- Primary Care
- Spinal Cord Injury
- TCM
To find a map and contact list of Transition and Care Management Teams, visit: 
https://www.oefoif.va.gov/caremanagement.asp

To contact a VA Liaison for Healthcare, visit:  
http://www.oefoif.va.gov/valiaisons.asp

To contact the national program office, email: 
VHACMLiaisonGroup@va.gov