



# **Military, Veteran and Family Care: Convergence of Policy, Preparation and Practice**

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## Disclosure

- The views expressed herein are those of the authors and do not reflect the official policy or position of the Uniformed Services, the Department of Defense, or the United States Government.



## Objectives

- Discuss aspects of military culture key to providing quality care
- Identify military and veteran resources
- Create military focused program and practice initiatives

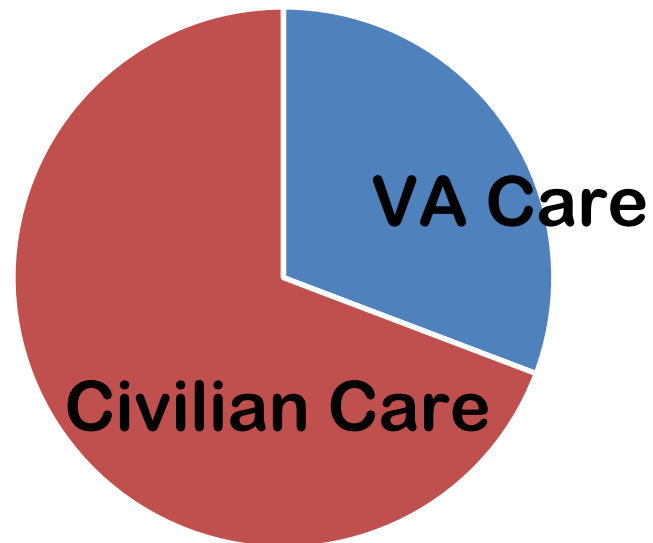


## Background





## Significance





## Who Serves?





## Who Serves?



[She Wore These](#)

Women Veterans Health Services

▶ ▶ 🔊 0:15 / 2:15





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## Military Culture

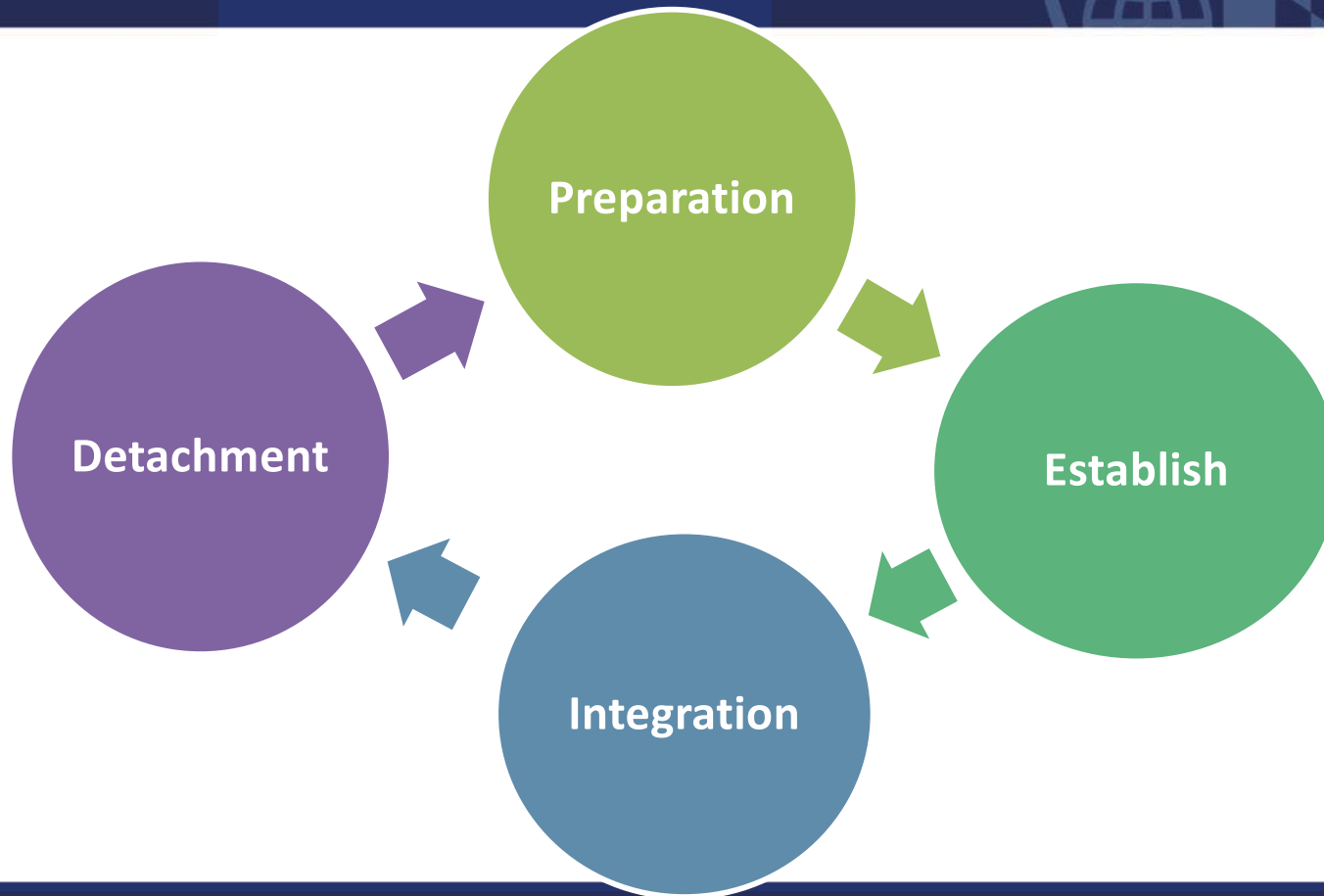
- Mores
- Language
- Ethos



## Military Lifestyle

- PCS Cycle
- Intra/Inter-Service Supports
- Implications







# Implications

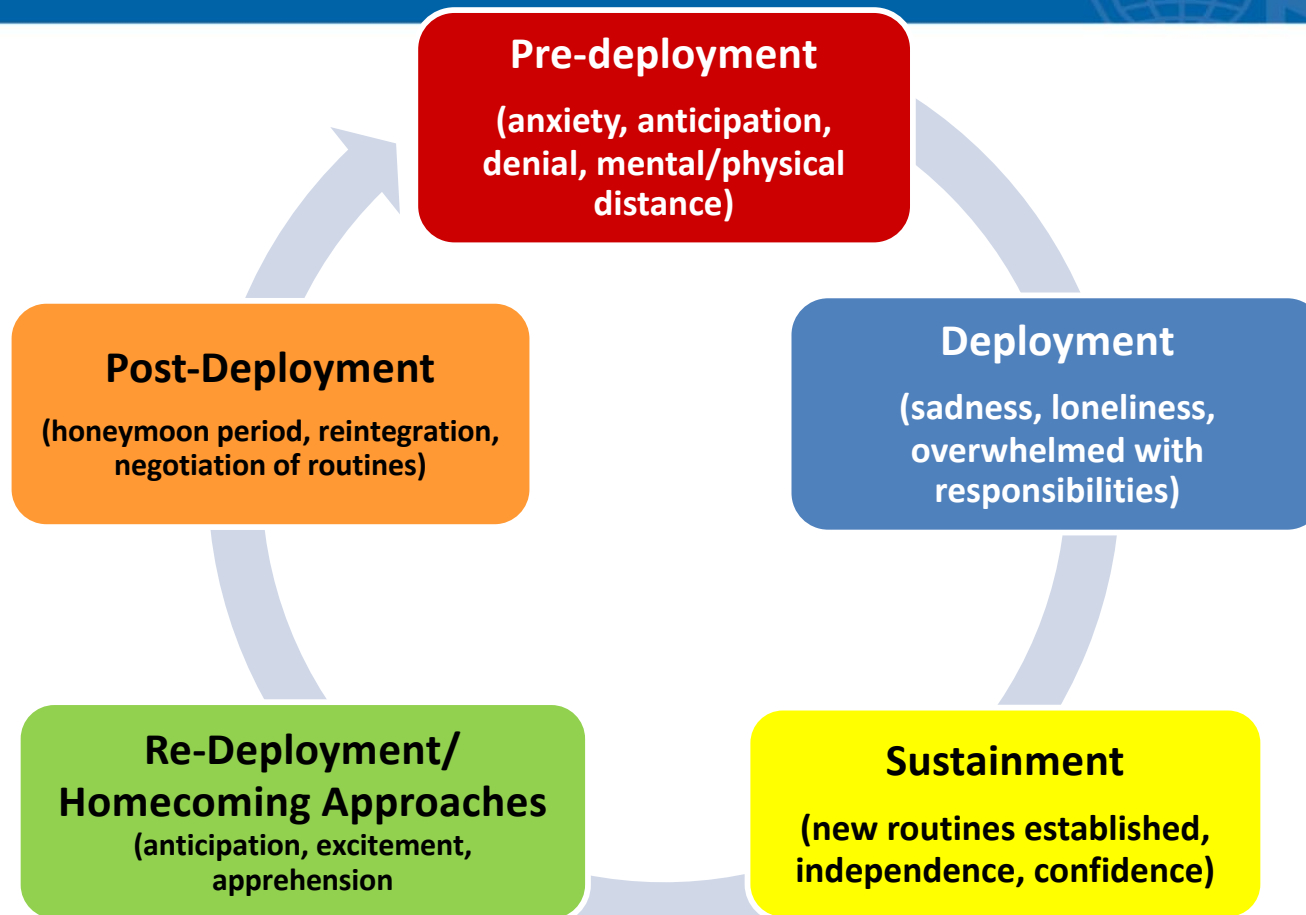
Spouses

Reservists

Veterans



# Deployment Cycle





## Practice





## Practice

### Exposures:

- Environmental
- Mechanical
- Chemical
- Nuclear
- Biological
- Mental/Emotional
- Era





## Practice

Screenings: Imbedded Metals  
Toxin Exposure – Burn Pits/Agent Orange  
Contaminated Water  
Frostbite





## Practice

Do **NOT** ask: Missions  
Classified  
Specifics  
Combat





## Preparation – Education

- Cultural Competency v. Cultural Humility
- Geographic/Regional



## Preparation – Education

- Prelicensure
  - VBSN
  - Content



## Preparation – Education

- Advanced Practice
  - Primary Care
  - Special Populations

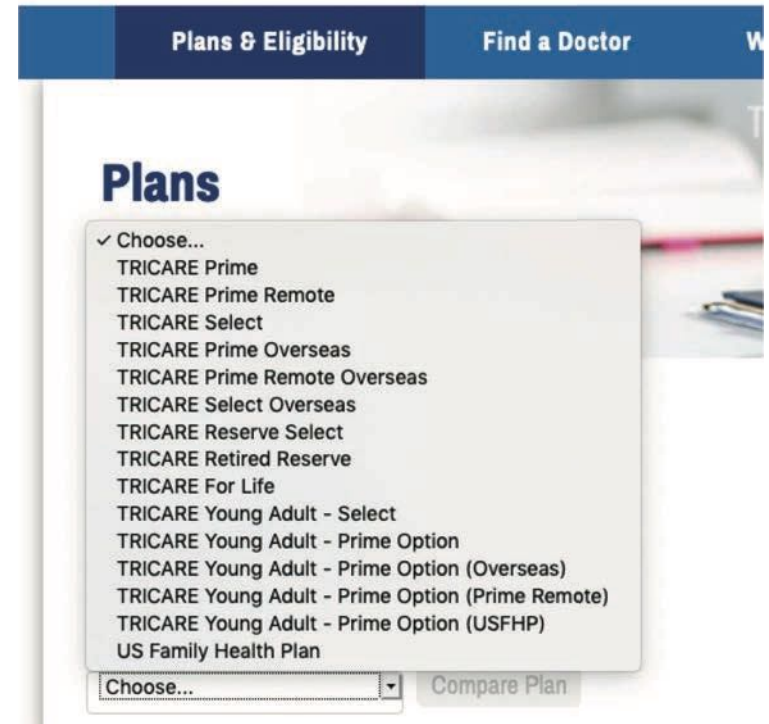


## Preparation – Education

- PhD
  - Research Considerations
  - Opportunities

## Policy – Advocacy

- TriCare Funding

A screenshot of the TRICARE website interface. At the top, there are navigation tabs for "Plans & Eligibility" and "Find a Doctor". Below the navigation, the heading "Plans" is displayed. A dropdown menu is open, showing a list of TRICARE plan options. At the bottom of the dropdown, there is a "Choose..." button and a "Compare Plan" button.

Plans & Eligibility Find a Doctor

### Plans

- ✓ Choose...
- TRICARE Prime
- TRICARE Prime Remote
- TRICARE Select
- TRICARE Prime Overseas
- TRICARE Prime Remote Overseas
- TRICARE Select Overseas
- TRICARE Reserve Select
- TRICARE Retired Reserve
- TRICARE For Life
- TRICARE Young Adult - Select
- TRICARE Young Adult - Prime Option
- TRICARE Young Adult - Prime Option (Overseas)
- TRICARE Young Adult - Prime Option (Prime Remote)
- TRICARE Young Adult - Prime Option (USFHP)
- US Family Health Plan

Choose... Compare Plan



## Policy – Advocacy

- Mission Act

[VA.gov](#) › [VA MISSION Act](#)

### **Increasing Veterans' access to health care**

The MISSION Act strengthens VA's ability to deliver trusted, easy to access, high quality care at VA facilities, virtually through telehealth, and in your community. That means you get the care and services you need, where and when you need them.



## Policy – Advocacy

- DHA Manning







## Resources

- Federal
- State
- Local

## Veterans' Health Concerns

### Environmental Exposures

Asbestos	Ionizing & Non-ionizing Radiation
Burn Pit Smoke	Jet Fuel
Contaminated water (benzene, trichloroethylene, vinyl chloride)	Lead
Endemic Diseases	Mustard Gas
Hexavalent Chromium	Nerve Agents
	Particulate Matter
	Pesticides
	TCDD & other dioxins

### Operation Enduring Freedom, Operation Iraqi Freedom, Operation New Dawn (OEF/OIF/OND)

Animal Bites/Rabies	Mental Health Issues
Combined Penetrating Blunt Trauma	Multi-Drug Resistant Acinetobacter
Burn Injuries (Blast Injuries)	Reproductive Health Issues
Dermatologic Issues	Spinal Cord Injury
Embedded Fragments (shrapnel)	Traumatic Amputation
Leishmaniasis	Traumatic Brain Injury
	Vision Loss

### Gulf War

Chemical or Biological Agents
Depleted Uranium (DU)
Dermatologic Issues
Immunizations
Infectious Diseases (i.e., Leishmaniasis)
Oil Well Fires
Reproductive Health Issues

### Vietnam, Korean DMZ & Thailand

Agent Orange Exposure	Hepatitis C
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### Cold War

Nuclear Weapons Testing (Atomic Veterans)
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### WWII & Korean War

Cold Injury
Chemical Warfare Agent Experiments
Exposure to Nuclear Weapons (Including Testing or Cleanup)

## Military Health History

POCKET CARD FOR CLINICIANS

### Asking Veterans these questions...

*...will provide you with information helpful in understanding patients' medical problems and concerns, and in establishing rapport and therapeutic partnerships with military service members and Veterans. Answers may also provide a basis for timely referral to specialized medical resources.*

#### Office of Academic Affiliations

[www.va.gov/oaaf/pocketcard/](http://www.va.gov/oaaf/pocketcard/)

#### Office of Public Health

[www.publichealth.va.gov/exposures](http://www.publichealth.va.gov/exposures)

#### War-Related Illness and Injury Study Center

[www.warrelatedillness.va.gov](http://www.warrelatedillness.va.gov)

#### Veterans Health Initiative Independent Study Courses

[www.publichealth.va.gov/vethealthinitiative/](http://www.publichealth.va.gov/vethealthinitiative/)

#### Information for Veterans: Compensation and Pension Benefits

[www.vba.va.gov/bln/21](http://www.vba.va.gov/bln/21)



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★ ★ ★ **Ask these questions of military service members and all Veterans** ★ ★ ★

**General Questions**

- Tell me about your military experience.
- When and where do you/did you serve?
- What do you/did you do while in the service?
- How has military service affected you?

**If your patient answers "Yes" to any of the following questions, ask:**  
*"Can you tell me more about that?"*

- Did you see combat, enemy fire, or casualties?
- Were you or a buddy wounded, injured, or hospitalized?
- Did you ever become ill while you were in the service?
- Were you a prisoner of war?

**Compensation & Benefits**

- Do you have a service-connected condition?
- Would you like assistance in filing for compensation for injuries/illnesses related to your service?

**Call VBA at 1-800-827-1000**

**Sexual Harassment, Assault, and Trauma**

- Have you ever experienced physical, emotional, or sexual harassment or trauma?
- Is this past experience causing you problems now?
- Do you want a referral?

**Exposure Concerns**

- What...** were you exposed to?  
Chemical (pollution, solvents, etc.)  
Biological (infectious disease)  
Physical (radiation, heat, vibration, noise, etc.)  
precautions were taken? (Avoidance, PPE, Treatment)
- How...** long was the exposure?  
concerned are you about the exposure?
- Where...** were you exposed?
- When...** were you exposed?
- Who...** else may have been affected? Unit name, etc.

**Hepatitis C Virus (HCV) Infection**

- Have you ever had a blood transfusion?
- Have you ever injected drugs such as heroin or cocaine?

**Living Situation**

- Where do you live? • Is your housing safe?
- Are you in any danger of losing your housing?
- Do you need assistance in caring for dependents?

**Stress Reactions/Adjustment Problems**

**Veterans Crisis Line 1-800-273-8255 (Press 1)**

*In your life, have you ever had an experience so horrible, frightening, or upsetting that, in the past month, you...*

- Have had nightmares about it or thought about it when you did not want to?
- Tried hard not to think about it or went out of your way to avoid situations that reminded you of it?
- Were constantly on guard, watchful, or easily startled?
- Felt numb or detached from others, activities, or your surroundings?

Tell your patient about VA's



Gate way to Veteran  
Health Benefits and Services

Personal Health Journal  
Online Rx refill

VA benefits & resources  
Manage your health

**www.myhealth.va.gov**

### I CARE Support Strategy for Military Children

- **Identify:**
  - Military children in your practice/community
  - Risk factors, mitigating aspects and patterns of coping
  - If the parent is Active Duty, Reservist, or National Guard in order to gauge services available
- **Correlate:**
  - Developmental stage, healthcare concerns in context of the individual child
  - Family and teacher concerns about child
- **Ask**
  - How the child is coping
  - Assess risks for physical, psychological, behavioral, social, and academic concerns
  - Conduct a vulnerability and safety assessment
  - How will the family ensure a smooth deployment and reintegration
  - What you can do to reduce unnecessary visits during deployment (e.g. medication refills, referrals, etc.)
- **Ready Resources**
  - Engage partnerships within the school system
  - Ready a list of local and national resources for military families
  - Encourage families to engage resources well in advance of deployment
  - Determine accessibility to military installation services
- **Encourage and educate**
  - Prevention strategies
  - Strong families and healthy problem solving
  - Early engagement with resources
  - Healthy expectations during and after deployment

I CARE created by Dr. Heather Johnson and Dr. Catherine G. Ling and adapted by Dr. Alicia Gill Rossiter DOI: 10.1111/1745-7599.12003

For additional information on I Serve 2 refer to: I Serve 2: Meeting the needs of military children in civilian practice—Dr. Alicia Gill Rossiter, Dr. Margaret C. Wilmoth, Dr. Patricia A. Patrician, and Dr. Mary Anne Dumas. DOI: 10.1016/j.outlook.2016.05.011

### Questions that can be asked of parents and military children at well child/acute care visits:

#### Correlate/Ask

- Has anyone expressed any concerns about you (or your child?)
- Have you noticed any of the following?
  1. Increased stress
  2. Anxiety, sadness
  3. Emotional or physical outbursts
  4. Crying/ overly emotional
  5. Difficulty sleeping, nightmares
  6. Difficulty concentrating
  7. Change in academic performance or appetite
  8. Clingy or distant
  9. Increase in behavioral issues at home, school, with peers
  10. Increase in complaints of stomach aches, headaches, or other physical symptoms

#### Ready Resources

- Who do you turn to for support? Where is this person located?
- What resources are available to you in the:
  1. Military
  2. Community
  3. School/day care
  4. Religious affiliations
  5. Sports/ service organizations

#### Vulnerability/ risk assessment

- Where do you live? On or off a military installation?
- Do you feel safe in your home?
- Are you concerned about your child?
- Tell me about the relationship with your parents.
- Tell me about a typical day at home/school
- How do you feel about your parent's job in the military?
- How have things been since your parent returned from deployment?

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*Military children make tremendous sacrifices in support of a parent(s) military service. Over 2 million children have a parent who is serving or has served in the Armed Forces. While “resilient” is the word used to describe most military children, it is important that we recognize the stresses/stressors of military life—that military children serve too—in order to support and care for them.*



## I SERVE 2



Ask your patients & their parents:

“Do you have a parent who has ever served in the military?”

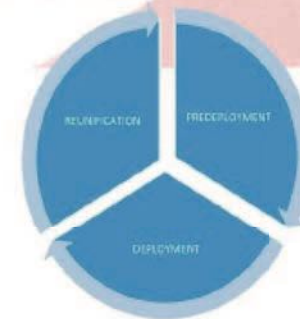
If the patient answers ‘yes’ ask:

- Is the military member:
  - Active duty?
  - Reservist?
  - National Guard?
  - Veteran?
- Has your parent deployed? Where? When?
- Where are you in the deployment cycle?
- What is your time for relocation (PCS)?

**PREDEPLOYMENT (3 MONTHS BEFORE DEPARTURE):** DENIAL, ANGER, SADNESS, FRUSTRATION

**DEPLOYMENT (4 MONTHS TO 12 MONTHS):** LONELINESS, FEAR, SLEEPLESSNESS, ANXIETY, ADJUSTING TO BEING ALONE, DETACHMENT, HIGH RISK FOR NEGLECT

**REUNIFICATION (9 TO 12 MONTHS):** APPREHENSION, ANTICIPATION, EXCITEMENT, EMOTIONAL READJUSTMENT, HIGH RISK FOR ABUSE



### RESOURCES

**BLUE STAR FAMILIES:**

[WWW.BLUESTARFAM.ORG/RESOURCES/DEPLOYMENTS/DEPLOYMENT-RESOURCES/](http://WWW.BLUESTARFAM.ORG/RESOURCES/DEPLOYMENTS/DEPLOYMENT-RESOURCES/)

**CHILD MIND INSTITUTE:** [WWW.CHILDMIND.ORG/TOPICS/CONCERNS/MILITARY-FAMILIES/](http://WWW.CHILDMIND.ORG/TOPICS/CONCERNS/MILITARY-FAMILIES/)

**MILITARY.COM:** [HTTP://WWW.MILITARY.COM/SPOUSE/MILITARY-LIFE/MILITARY-RESOURCES/FAMILY-SUPPORT-SERVICES.HTML](http://WWW.MILITARY.COM/SPOUSE/MILITARY-LIFE/MILITARY-RESOURCES/FAMILY-SUPPORT-SERVICES.HTML)

**MILITARY ONE SOURCE:** [WWW.MILITARYONESOURCE.MIL](http://WWW.MILITARYONESOURCE.MIL)

**MILITARY CHILD EDUCATION COALITION:** [WWW.MILITARYCHILD.ORG](http://WWW.MILITARYCHILD.ORG)

**NATIONAL MILITARY FAMILY ASSOCIATION:** [WWW.MILITARYFAMILY.ORG](http://WWW.MILITARYFAMILY.ORG)

**U.S DEPARTMENT OF EDUCATION:** [WWW.ED.GOV/VETERANS-AND-MILITARY-FAMILIES](http://WWW.ED.GOV/VETERANS-AND-MILITARY-FAMILIES)



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## Questions?

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