

Building Bridges to Care for Veterans

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Objective

- The objective of this webinar is to describe the VANA academic/practice partnership framework between the Birmingham VA Medical Center and the University of Alabama at Birmingham School of Nursing and to discuss the initiative's implementation, outcomes, and ultimate impact.

Framework for Partnership-Building



- Relationship-Building
- Engagement
- Governance/Policy
- Implementation
- Evaluation
- Sustainability



VA Nursing Academy Relationship-Building 2009 and Beyond

Strategic Planning

- UAB SON and Birmingham VAMC
- SWOT Analysis
- Preparation towards writing VA Nursing Academy proposal
- Organizational linkages between faculty and executive nursing leadership

Leadership

- Organizational Resource Allocation and Incentives
- Coalition-building across partnership
- Participatory governance and commitment to partnership through shared vision
- Culture/Value Influence

VA Nursing Academy: Relationship-Building

WHO?	WHAT?
<ul style="list-style-type: none"> • Executive Council <ul style="list-style-type: none"> – Dean, CNO, Two Program Directors 	<ul style="list-style-type: none"> • Provides leadership related to structure, processes and outcomes <ul style="list-style-type: none"> – Meets monthly
<ul style="list-style-type: none"> • Program Directors <ul style="list-style-type: none"> – Birmingham VAMC and UAB SON 	<ul style="list-style-type: none"> • Directs and manages all aspects of the program for students, faculty and VA nursing and professional staff <ul style="list-style-type: none"> – Meet regularly and PRN
<ul style="list-style-type: none"> • Birmingham VA Faculty/Executive Leadership and UAB SON faculty <ul style="list-style-type: none"> – nine UABSON faculty, five VA nursing faculty and five nurse executives 	<ul style="list-style-type: none"> • Assigned to specific functions and initiatives associated with VANA program outcomes <ul style="list-style-type: none"> – Meets quarterly to monitor and track clinical outcomes for the project
<ul style="list-style-type: none"> • Advisory Council <ul style="list-style-type: none"> – Physicians (UAB SOM), VA Quality Scholars faculty (Medicine and Nursing), UAB SON Program Coordinators 	<ul style="list-style-type: none"> • Provides oversight and guidance on strategic initiatives associated with Quality and Safety , UAB and VA initiatives relative to VANA <ul style="list-style-type: none"> – Meets annually

VANA Engagement: “Getting to know you”



- Commitment phase
- Cannot underestimate
- Revisit project goals and outcomes at every level regularly for CQI
- Anticipate setbacks and work through issues/problems
- Ongoing changes in team members requires reorientation and recommitment to VANA Program and Initiatives
- Formulate guiding principles for working together

VANA Engagement: Project Planning

- Link project participants including faculty, staff, students around critical events
- Celebrate early/interim outcomes
- Orient both cultures to project mission/goals, structure, process and outcomes
- Continually reorient based on changes in team membership

Governance/Policy

Structure

- Executive Committee
- Program Directors
- University Governance/ Policies
- Birmingham VAMC Governance/ Policies
- Joint Faculty/Staff Committee
- Infrastructure Support
 - Secretarial, VA and University HR, presentations and publications

Process

- Participatory Governance
- Mission-based
- Blending Cultures of education/service
 - Sensitivity and understanding
- Mutual Respect
- Team Development
- Project Performance Expectations
- Meeting Schedule

Governance

Tools

- VANA Project Management Plan and Worksheet
- VANA Conference Call Participation with OAA
- Executive Committee meetings and Planning
- Guiding Principles

Governance

Leadership

- Attends to the needs of partnership members
- Provides structural mechanisms and resources for partners to accomplish mission
- Keeps goals visible while communicating progress and activities

Project Implementation and Evaluation

Project Outcomes

- Educational Goals
- Clinical Outcome Goals
- Program Goals



Clinical Goal #1	Strategies	Measurements
<p>Greater nurse satisfaction with orientation and competency testing at BVAMC through the use of veteran-centered simulation</p>	<ul style="list-style-type: none"> •Orient VA Nurse Managers and Staff Development Nurses to the use of the UAB SON simulation lab •Identify appropriate competencies to be completed at simulation lab •Review orientation process and content •Utilize scenario based simulation (critical thinking skills) 	<ul style="list-style-type: none"> •Pre and Post test evaluations to determine effectiveness •Satisfaction survey related to orientation and competency testing •Number of professional nursing in attendance

Clinical Goal #2	Strategies	Measurements
<p>Develop, implement, and evaluate evidence based protocols</p>	<ul style="list-style-type: none"> •Develop education modules to teach evidence based practice concepts (theory and application) •Establish a BVAMC EBP/Research Council and membership structure •Identify, develop, implement, and evaluate appropriate clinical protocols 	<ul style="list-style-type: none"> •EBP educational modules developed •Number of BVAMC nursing staff educated on EBP •Establishment of BVAMC EBP/Research Council •Number EBP protocols developed, implemented, and evaluated

Program Goal #1	Strategies	Measurements
<p>Publish professional peer reviewed articles and national presentations</p>	<ul style="list-style-type: none"> •Include staff at all levels of both organizations in opportunities to write and publish articles •Develop writing “teams” that are inclusive of UAB SON faculty and BVAMC Staff •Submit poster presentations at professional organization meetings and conferences 	<ul style="list-style-type: none"> •Number of published professional peer reviewed articles •Number of posters presented at professional organization meetings and conferences •Document names and positions of all authors of publications and posters

Program Goal #2	Strategies	Measurements
<p>Positive ratings from students, faculty, and partnership members</p>	<ul style="list-style-type: none"> •Students <ul style="list-style-type: none"> -Mentorship with VA based and SON based faculty and program directors -“Meet and Greet” Luncheon at first of semester -“End of Term” Luncheon •VA and SON Based Faculty orientation <ul style="list-style-type: none"> -Mentorship established from each organization and by each program director -At least one joint faculty meeting per semester •Partnership Members <ul style="list-style-type: none"> -Meeting to establish program goals -Quarterly progress meetings 	<ul style="list-style-type: none"> •IDEA student evaluations •Feedback from VANA faculty •Partnership meeting participation •Number of collaborators educational activities •Types of collaborative educational activities developed

Educational Goal #1	Strategies	Measurements
<p>Increase student enrollment and graduate nursing students with beginning competencies to practice in VA settings and in other clinical settings where Veterans seek care</p>	<ul style="list-style-type: none"> •Recruit UAB SON BSN students to become VA Nurse Scholars through: <ul style="list-style-type: none"> -New student orientation -Letters in student packets -Visibility of VANA at UAB SON recruitment and orientation sessions 	<ul style="list-style-type: none"> •Increase BSN enrollment from baseline enrollment of 100 each term <ul style="list-style-type: none"> -Number of VA nurse scholars enrolled annually -Number of VA nurse scholars graduated annually -Number of nursing students

Educational Goal #2	Strategies	Measurements
<p>VA Nurse Scholar students competent in providing veteran-centered care</p>	<ul style="list-style-type: none"> •Development of clinical experiences specific to veteran healthcare issues •Development of elective credit course specific to veteran's healthcare •Specific classroom and clinical training utilizing CPRS, BCMA, VA specific documents •Development of veteran specific simulations 	<ul style="list-style-type: none"> •Evaluation of VA Nurse Scholar's performance each semester •Number of VA Nurse Scholar's hired by VA Medical Centers

Educational Program Outcomes

- 57 students enrolled as VA Scholars including generic BSN and RN to BSN
- 20 faculty and VA professional staff engaged in partnership activities
- New Elective course developed for all students entitled: “Care of America’s Hero’s”
- Clinical Simulation scenarios for veterans developed
- VA CPRS added to clinical simulation lab for students



Program Outcomes



- Peer-reviewed publications and presentations
- VA Quality Scholar outcomes
- Educational products
- Media presentation on the nationally cable TV station for the show “The American Veteran”
- Establishment of an Endowed VA Nursing Scholarship in the UAB School of Nursing

Clinical Program Outcomes

- BVAMC nurses use of veteran-centered simulation for competency testing
- VA centered scenarios that incorporate psychological and cultural aspects and link to simulation and competency testing
- VA Nurse Scholars hired as SNT's
- Education modules to teach evidence-based practice concepts (theory and application)
- BVAMC EBP/Research Council and membership structure established
- Production of DVD on Veteran specific "Psychiatric Simulations" distributed to all VA Medical Centers nationally



Sustainable Impact of VANA Program on Clinical Outcomes (2009-2013)

Clinical Outcomes

- Development of an educational DVD of psychiatric simulations entitled *The Mental Health Patient on a Medical-Surgical Floor* and distributed to all VAMCs across the country to educate nurses on the unique mental health needs of Veterans.
- Improving the quality of care for Veterans through the VA Quality Scholars Program, including improving mobility while hospitalized and decreasing incontinence-associated dermatitis.
- Partnering with the Alabama Statewide Area Health Education Center (AHEC) Program to present a statewide conference, *Painting A Moving Train: Working with Veterans of Iraq and Afghanistan and Their Families*, attended by 107 health professionals from Alabama.

Sustainable Impact of VANA Program on Educational Outcomes (2009-2013)

Educational Outcomes

- Development of an elective course entitled *Caring for America's Heroes: The VHA System* already completed by 160 undergraduate nursing students.
- Graduation to date of 57 BSN-prepared nurses who have been VA Nurse Scholars, 12 of whom have been hired at VAMCs in Birmingham and across the country.
- Education of more than 2,000 baccalaureate nursing students on Veterans and Veteran's health competencies through clinical scenarios, simulations, case studies and more.
- Receipt of a \$1.2 million HRSA Veterans BSN grant to educate Veterans with military medical experience to attain a baccalaureate degree in Nursing.

Sustainable Impact of VANA Program Outcomes (2009-2013)

Program Outcomes

- Development of a university system and personnel to support educational success and career mobility of Veteran students with the creation of a Veteran-friendly culture that has allowed a more than 10-fold increase in Veteran students (from 8 to 85) in 4 years and a similar increase in faculty who are Veterans or family members.
- Twenty-five peer-reviewed publications and 54 national presentations.
- Endowed Scholarship for VA nursing has supported.

Sustainability



- Continue to seek funding/contract options
- Philanthropic Endowed Scholarship
- Develop collateral funded projects
 - HRSA
 - RWJF
 - VA research
 - Other initiatives

Lessons Learned To Date

- Collaborative leadership from chief officers is crucial
- Keep focused on mission and goals
- Continual partnership evaluation and reflection; conduct perception checks with partners
- Be prepared for conflict and negotiation
- Need to embed faculty and VA staff at every level
- Changing team membership requires constant reorientation to VANA initiative to stay focused on achieving goals and outcomes



Thank You and Questions?