

VA



U.S. Department of Veteran Affairs
South Texas Veterans Health Care System

Home-Based Care Options

Available to Veterans served
by the South Texas Veterans
Health Care System



**Veterans
Crisis Line**
1-800-273-8255 **PRESS 1**

**CONFIDENTIAL
SUPPORT**
24 hours/day,
7 days/week,
365 days/year

Home-Based Primary Care – What We Do

Home-Based Primary Care (HBPC) Special Population Patient Aligned Care Team (PACT) is a VA home care program that provides comprehensive, interdisciplinary, primary care in the homes of Veterans with serious medical conditions for whom routine clinic-based care is not effective or may not be possible. Services may also be provided in an assisted living facility.

Providing VA HBPC services does not relieve any other person or entity of a contractual obligation to furnish services to the Veteran.

- We serve the chronically ill by providing primary/palliative care, disease management and coordination of care services.
- We are **not** home health. We are a visiting interdisciplinary primary care clinic.
- We are **not** an urgent care clinic.

Who do we serve?

HBPC is a Geriatric Extended Care (GEC) Special Population PACT that provides personalized, proactive, patient-driven care. The patient's needs and preferences guide both the goals and plan of care.

HBPC targets primarily the following patients in need of home care:

- Longitudinal care patients with chronic serious medical conditions – particularly those at high risk of hospitalization or recurrent emergency room visits
- Longitudinal care patients who require palliative care for a serious disease that is life-limiting or refractory to disease modifying treatment
- Patients whose complex chronic disease is not managed effectively by routine clinic-based care



Who should I refer for HBPC?

Veterans for whom routine clinic-based care is not effective may include those with the following:

- Impaired mobility due to disability or functional limitation, making it difficult for them to leave home without the assistance of a device or another person
- The inability to cope with the clinic environment due to a physical limitation or dementia
- Recurrent hospitalizations or urgent care visits
- Complex debilitating diseases would benefit from nursing case management to enhance their quality of life (e.g., MS, ALS)

Patients must reside within a 45-mile catchment area from Audie L. Murphy Memorial VA Hospital.

The Kerrville catchment area is 45 miles, and Kerrville Rural Health will provide services up to a 60-mile catchment area.



Determination of Non-appropriateness for Home Care

Home care is not suitable for the following:

- Veterans who lack a caregiver or have an inappropriate caregiver based on the Veteran's medical need
- Veterans receiving dialysis
- Veterans/caregivers who refuse or are unavailable for visits from **all** disciplines
 - Home visits are Monday to Friday, from 8 a.m. to 2 p.m.; clinic hours are from 8 a.m. to 4:30 p.m.
- Veterans whose primary need is psychiatric
 - Multiple psychiatric admissions (consider MHICM)
 - Non-compliance with psychiatric care
 - Current drug/alcohol use
 - Patients avoiding clinic due to psychiatric symptoms (e.g., panic, PTSD)
- Veterans whose primary need is psychosocial (refer to primary care clinic social worker)
- Veterans whose primary need is skilled care
- Veterans whose home environment is unsafe for the individual and staff
- Veterans who require a higher level of care above the home setting

Hospital in Home

The Hospital in Home (HIH) program is for Veterans who need close RN/MD monitoring (not necessarily every day). Frequency of visits is determined by patient needs.

- Most common diagnoses treated include: congestive heart failure (CHF), chronic obstructive pulmonary disease (COPD), coronary artery disease (CAD), cellulitis, urinary tract infection (UTI) or any ambulatory care sensitive condition.
- The Veteran must have a stable home and caregiver if he/she is unable to take care of his/her activities of daily living (ADLs)/instrumental activities of daily living (IADLs).
- Veterans are evaluated Monday to Friday, from 7:30 a.m. to 4:00 p.m.
- After consults are placed, Veterans are typically admitted to the program the day after discharge/evaluation.



HIH team includes: MD, RNs, Pharm.D, social worker and dietician

Service area: 30-mile radius from Audie L. Murphy Memorial VA Hospital

Typical duration of program enrollment: 30 days

HIH Requirements

Veterans must agree to home visits. In addition, they must:

- Have a caregiver (if they can't care for themselves), running water and available food storage.
- Be willing to monitor I/O, daily weights, Accu-cheks, diet or other information related to their admission diagnosis.
- Have a working phone for contact.



Exclusion Criteria for HIH

- Hemodynamically unstable
- Hypotension SBP <90 mmHg
- Abnormal troponins
- Crackles/rales more than halfway up chest
- Severe immunosuppression
- Expected terminal event
- Spinal cord injury patients
- Dialysis dependent
- Homeless
- MI within last two weeks
- Recent illicit drug use
- Other determination made by the admitting physician

Contacts

Hospital in Home:

210-949-3505

Home-Based Primary Care (HBPC) Audie L.

Murphy:

210-616-8240 or 8239, ext. 68240 or 68239

HBPC Kerville:

830-896-2020, ext. 12645

Telehealth:

210-616-8256, ext. 68256

Care Coordination:

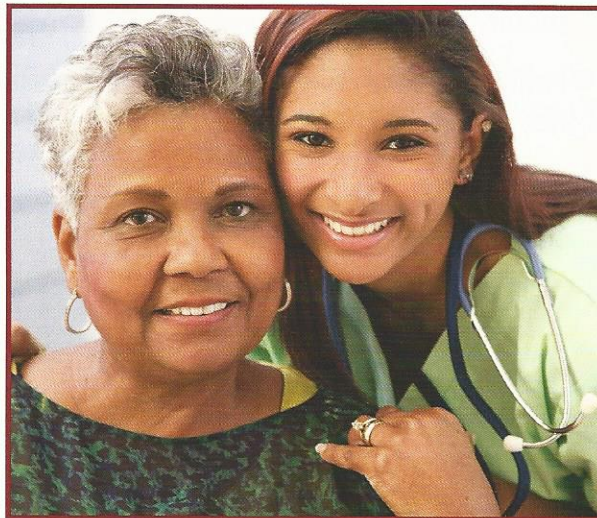
210-616-8363

Adult Day Care:

210-616-8480

Community Nursing Homes:

210-616-8472



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08-0100-100-01 | 08-0100-001 | Printed in Canada