

## Military/Veteran Resource Network Application - Healthcare Providers

<b>Submission Date</b>	2016-09-09 20:10:43
<b>Organization Name</b>	Arizona State Hospital
<b>Address</b>	Street Address: 2500 E. Van Buren St. City: Phoenix State / Province: Arizona Postal / Zip Code: 85008 Country: United States
<b>Phone</b>	(602) 2441331
<b>Website</b>	<a href="http://azdhs.gov/az-state-hospital/index.php">http://azdhs.gov/az-state-hospital/index.php</a>
<b>What sector is your organization part of?</b>	Government
<b>Type of organization (check all that apply)</b>	Government- State
<b>Organization Mission and/or Charter:</b>	Treatment is individualized with goals that focus on education about an illness, instilling hope and improving one's overall quality of life. We believe all individuals can live a life filled with meaning and purpose.
<b>Brief background of organization (year established, etc.):</b>	The hospital promotes hope and wellness for our patients and creates opportunities to participate in planning, delivering and evaluating services that assist with recovery
<b>Overview of organization's experience and expertise in delivering services, best practices used, etc.:</b>	Arizona State Hospital follows best practices provided by state guidelines.
<b>What area of the state do you serve/cover/etc.?</b>	Statewide (including multi-state/national)
<b>1. Region:</b>	Central Arizona
<b>Brief overview of programs, resources, services, operations, etc.:</b>	The Arizona State Hospital has two sections or departments, the Civil side which is for those who are in danger of hurting themselves or someone else and the Forensic side where someone has committed a crime and is serving a guilty sentence. The Arizona State Hospital provides physical care ,medical care, mental health care, recovery groups, and work groups. The Arizona State Hospital also has groups for the Forensic side to help with recovery from grief and loss, accepting crime, mental and physical care as well as various groups to help with recovery.
<b>General eligibility guidelines for programs, resources and/or services:</b>	Eligibility on the Civil side is once someone has completed 25 days of mandatory local treatment first and needs more advanced care moving forward. AHCCCS will send in packet. Forensic is court ordered.
<b>Description of target audience:</b>	This is for most vulnerable patients who require very intensive care.
<b>Cost for programs or services to service members, veterans and/or family members (or funding sources if no cost to individuals and families):</b>	For veterans who are service connected, there will be a fee from a sliding scale and an allowance given. For those with no income, there is no cost and also an allowance given.

**Regulatory body that has oversight over organization and/or industry (if applicable) and any organizational memberships (e.g. chamber of commerce, alliances, associations, etc.):**

The regulatory body over the Arizona State Hospital is AHCCCS.

**Our organization understands and agrees to the following Guiding Principles:**

1. Military service often fosters resilience and strength in service members, veterans and family members.
2. Military service impacts the individual and the family. A “military family” can include a service member or veteran, their spouse/significant other and children, as well as parents, siblings, extended family and friends.
3. The military is a distinct culture. While service members, veterans and their families experience the same life circumstances and events as civilians, both positive and negative, they also have a unique set of life experiences relating to service, deployment and reintegration that are distinct from civilian life.
4. As a community, we are committed to providing the best care and support to all those who serve. Since changes in military status affect eligibility for programs, resources and benefits, we seek to build a continuum of care that addresses the needs of the entire military, veteran and family population.
5. No one organization can meet all needs for the entire military and veteran population. Stronger collaboration between military, government and community partners supports service members, veterans and their families in connecting to the right program, resource and/or benefit at the right time. Organizations should also focus on collaboration to maximize available resources and minimize duplication of effort.
6. There should be no wrong door to which a service member, veteran or family member goes to for help. Each individual and organization should have at least the basic knowledge on the military/veteran systems of care to assist in connecting that individual or family to a more appropriate resource so that no one is turned away.
7. As a network of individuals and organizations who provide care and support to the military and veteran population, our goal is to assist service members, veterans and family members in being informed consumers who are empowered to make decisions to access those programs, resources & benefits that will meet their needs.
8. Every service member, veteran and family member has an individual experience and perspective which should be acknowledged and incorporated into the provision of care and support.

**Our organization understands and agrees to the following Ethical Considerations:**

1. The interest of the service member, veteran and family member should come first, above the interest of the provider or organization, financial or otherwise.
2. Any potential conflicts of interest should be disclosed up front.
3. Respect the service member, veteran and/or family member by providing accurate information that will assist them in making informed decisions about the care and support they access.
4. Organizations should only offer programs, services and resources that they are equipped or trained to deliver. Outreach and engagement of the military and veteran population should be within the scope of the role and function of the individual (training & experience) and the organization (policies, practices, procedures).
5. Organizations that outreach to the military/veteran population have an obligation to equip their personnel and organizations with the training necessary to understand: a) the unique aspects of the military experience b) the issues affecting these individuals and their families and c) the specific military/government programs and benefits available to this population. Organizations should consult with subject matter experts when necessary.
6. Outreach and messaging to the military and veteran population should be truthful, not misleading nor designed to incite fear, should always accurately and appropriately cite sources and present information in context.
7. Organizations should be cautious about promising outcomes. Information should clearly state if a program or service is evidence-based or independently documented to be effective. Statements about the effectiveness of programs or services should include information on success rates and the documented source of this information.
8. Coordination of care and follow up is essential when service members, veterans and family members are accessing multiple systems of care. Partners need to be actively engaging with other providers and systems as appropriate, while still respecting the confidentiality of the individual or family.

**Key personnel (leadership, management, staff, etc.) have knowledge, experience and/or training related to:**

The military, veteran and family population and unique aspects of military/veteran culture.  
The effects of military service, deployment, reintegration and transition on the population, including physical, cognitive, psychological and/or psychosocial impacts on the individual and family (spouses/significant others, children, parents, siblings, etc.).  
Key issues affecting the population (e.g. post-traumatic stress, TBI, depression, substance use), as well as the dynamics of polytrauma.  
Military, government and community behavioral health systems of care.

**Total number of staff:**

550

**Approximate number of staff that have received the above training:**

37

**We have employees who are (check all that apply):**

- Service members
- Veterans
- Family members
- Experienced in working with the military, veteran and/or family population

**We engage internal and external subject matter experts to advise and strengthen service delivery to the military, veteran and family population:**

Yes

**Additional detail on how our organization CONNECTS to the culture relating to the above areas, as well as any other relevant information:**

The Arizona State Hospital has had Military/Veteran Resource Navigator training provided by the Arizona Coalition for Military Families.

<b>Approximate number of employees in organization:</b>	550
<b>Number of individuals trained as Military/Veteran Resource Navigators within organization:</b>	37
<b>Titles/roles of individuals trained as Navigators (e.g. team leaders, supervisors, admin staff, etc.)</b>	All staff were invited to attend the Military/Veteran Resource Navigator Training in order to have navigators within different areas all throughout the organization.
<b>Communications (print, web, etc.), content and messaging focused on the military and veteran population: uses appropriate terminology and imagery; describes services offered and treatment modalities, as well as any eligibility criteria; accurately reflects efficacy &amp; evidence basis for services; clearly indicates costs, insurance plans and fee arrangements.</b>	Yes
<b>Our organization tracks the number of service members, veterans and/or family members served.</b>	Yes
<b>Our organization posts information for service members, veterans and family members on our website, in waiting rooms, etc.</b>	Yes
<b>Additional detail on how our organization ASKS the right questions at the right time relating to the above areas, as well as any other relevant information::</b>	The Arizona State Hospital will continue to work with the Arizona Coalition for Military Families to have continuous Military/Veteran Resource Navigator training courses in order to keep staff aware of resources available to military/veteran population.
<b>All staff and volunteers have basic awareness of key gateway resources (crisis lines and the Military/Veteran Resource Network) and can provide information to individuals and families as needed. When and how was this information distributed to all employees (e.g. email, intranet, handout, etc.):</b>	Yes, a mass email was sent internally to highlight those who attended Military/Veteran Resource navigator training and the organization is working to disperse Resource Connection Guides and military/veteran crisis lines.

**Mark the area and provide details in text box below:**

Staff know to refer individuals and families to a Resource Navigator to connect to the range of available military government and community resources (e.g. housing mental health physical health legal employment finances etc.).

**Organization and providers use best and promising practices and follow Clinical Practice Guidelines for the military, veteran and family population as defined by the VA, Department of Defense, Defense Centers of Excellence, SAMHSA, etc.**

Yes

**Additional detail on how our organization RESPONDS effectively relating to the above areas, as well as any other relevant information::**

Employees of the Arizona State Hospital attend training courses frequently depending upon their discipline and role within the hospital. Each new employee attends orientation and continues additional for each division throughout their career at the hospital. Also, the hospital is working to continue to have Military/Veteran Resource Navigator training for its staff to understand the military/veteran culture and population.

**We have one or more individuals designated as points of contact (POCs) for the Military/Veteran Resource Network and the military/veteran community:**

Yes

**Our organization partners as appropriate and needed with public and private sector organizations to strengthen quality and coordination of care for service members, veterans and family members.**

Yes

**Incorporate training on this population into new hire orientation and annual training calendar.**

No

**Our organization participates in relevant events, trainings and initiatives in the military/veteran community.**

Yes

**Attend the Arizona Coalition for Military Families Annual Symposium (held in April).**

Yes

**Additional detail on how our organization ENGAGES relating to the above areas, as well as any other relevant information:**

The Arizona State Hospital engages with the military/veteran community through training courses and by recognition events for patients and employees who have served or have a family member who have served.