



Military/Veteran Resource Network Application - Behavioral Health Organizations & Providers

PART I - ORGANIZATION INFORMATION

CONTACT INFORMATION

Organization Name Aurora Behavioral Health System

Address
 Street Address: 6015 W. Peoria Ave
 City: Glendale
 State / Province: AZ
 Postal / Zip Code: 85283
 Country: United States

Phone (480) 345-5420

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Organization E-mail erin.boyd@aurorabehavioral.com

ORGANIZATION INFORMATION

What sector is your organization part of? Community

Type of organization (check all that apply) Healthcare Provider / Community Health
 Mental Health / Substance Abuse

Organization Mission and/or Charter: Aurora's mission is to be the leading integrated behavioral healthcare system in Arizona. We strive to inspire hope and wellness in every patient through exceptional individualized care. We aim to hire the best people, train, empower and inspire them while creating a culture of excellence, integrity and compliance. At Aurora, patients' needs are primary and employees are expected to demonstrate leadership, continue learning through educational opportunities, and collaborate with colleagues, both internally and externally.

Brief background of organization (year established, etc.): Aurora Behavioral Health Care was established in September of 2000 and is privately owned by a psychiatrist. The company is made up of 14 acute psychiatric hospitals, include the two Aurora Arizona facilities in Glendale and Tempe. All Aurora hospitals are accredited by The Joint Commission and are Medicare and Medicaid certified. Each hospital has a comprehensive treatment team to ensure quality patient care. A variety of inpatient and outpatient programs along with aftercare programs are offered at each location. Aurora Behavioral Health Care is committed to providing state of the art, competent treatment to their patients.

Overview of organization's experience and expertise in delivering services, best practices used, etc.:

Aurora provides a comprehensive spectrum of treatment at both the inpatient and outpatient level. Aurora offers a warm, inviting atmosphere where patients actively participate in their own treatment. We have a military liaison who works closely to coordinate care with community providers as well as to ensure the specialized and unique needs of each patient on this track are met, whether the patient is an active duty service member, a dependent, retired or a veteran. Our Military program has a designated liaison who helps community providers navigate the system as well as an onsite Chaplain program to address spirituality needs. Aurora staff are also trained in military culture and understand the unique needs of our service member patients and their dependents.

Our services include:

- Adult & Adolescent Inpatient Behavioral Health
- Adult & Adolescent Inpatient Detox
- Adult Mental Health Partial Hospitalization
- Adult & Adolescent Mental Health Intensive Outpatient Services
- Adult Chemical Dependency Intensive Outpatient Services
- Decades Senior Adult Program for 60+
- Uniformed Services Track

What area of the state do you serve?

Statewide (including multi-state/national)

If regional within Arizona, choose and complete the most appropriate description of your service area from **one** of the following four options:

Brief overview of programs, resources, services, etc.:

Everyday life on its own can be overwhelming and sometimes people need help coping with their problems. For those who have dedicated their lives to serving our country, the normal trials of everyday life can be compounded with challenges that many service members and their families face. Through compassionate care and clinical excellence, Aurora Behavioral Health System West offers specialized treatment for active duty service members and their dependents, as well as veterans who are suffering from a myriad of issues that may include the following:

- Acute crisis
- Suicidal and Homicidal Ideation
- PTSD
- Acute Stress Disorder
- Combat and Operational Stress
- Substance Abuse Disorders
- Traumatic Brain Injury (TBI) Behavioral Issues
- Depression and Anxiety
- Personality Disorders

Aurora strives to provide a safe and nurturing environment where patients can begin their road to recovery. Our entire staff greatly values the men and women who have served our country and it is our mission to provide these patients with excellent care and respect during their stay at Aurora.

Aurora Uniformed Services Track Advantages:

- Military Liaison who helps community providers navigate the system
- Assigned social worker with military background
- Staff trained in military culture who understand the unique needs of our service members and their dependents
- Onsite Chaplain program to address spirituality needs
- Specialized family sessions

Assessments are free, confidential and available 24/7.

**General eligibility guidelines
for programs, resources
and/or services:**

Aurora treats individuals 13 and up. We are a voluntary facility. Admission is based on whether a patient meets criteria for our inpatient or outpatient services. We are contracted with the vast majority of insurance companies. If for some reason we are not contracted with your insurance carrier, we will work with the insurance company on a single case agreement.

**Description of target
audience:**

Active Duty, Veterans, family members and adolescents. Aurora works to coordinate services on discharge as well.

**Cost for programs or services
to service members, veterans
and/or family members (or
funding sources if no cost to
individuals and families):**

Costs are determined based on insurance coverage. If the individual does not have insurance, Aurora will work to assist them with enrollment into AHCCCS. If the person does not have insurance and does not qualify for AHCCCS, Aurora has a charity application process that the person can apply for to receive services.

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

Arizona Department of Health Services
Joint commission certified and CMS accredited

PART II - GUIDING PRINCIPLES & ETHICAL CONSIDERATIONS

**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.

PART III - C.A.R.E.

How does your organization Connect to the Culture?

Recognize the unique culture • Communicate your commitment

Increase awareness • Build your expertise

Required areas of focus for behavioral health providers & organizations.

**Clinical/direct service staff
have knowledge, experience
and/or training related to:**

Combat & operational stressors.
The effects of military service, deployment, reintegration, transition and mental health 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 clinical/direct
service staff:**

6

**Approximate number of
clinical/direct service staff
that have received the above
training:**

6

Recommended areas of focus for behavioral health providers & organizations.

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:

Planned or in process

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

Aurora does numerous things in the community to support efforts toward the well-being of military service members, their families and veterans. Aurora regularly sponsors military events and we routinely have a presence at conferences and workshops that address issues specific to the military population. Aurora has been an active supporter of the Arizona Coalition for Military Families for the past five years. In addition, we regularly attend veteran-focused events, symposiums, fairs and conferences. We are actively involved with the VA and Triwest in helping veterans get the services they need in a timely manner. Aurora is also a member of a recent workgroup being led by Congresswoman's Kyrsten Sinema's office that was formed in response to the VA crisis that is focused on improving access to mental health services for veterans. Aurora employs a full-time Military Liaison who consistently communicates with referring parties at Military bases in order to ensure the highest level of clinical care and coordination needs for Military patients.

How does your organization Ask the

Right Questions at the Right Time?

Ask questions • Build rapport • Connect people to resources

Required areas of focus for behavioral health providers & organizations.

Approximate number of employees in organization:

230

Number of individuals trained as Military/Veteran Resource Navigators within organization:

6

Titles/roles of individuals trained as Navigators (e.g. team leaders, clinicians, peer support providers, etc.)

Social Workers
Therapists
Counselors
Chaplain

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 & evidence basis for services
Clearly indicates costs, insurance plans and fee arrangements

Recommended areas of focus for behavioral health providers & organizations.

Our organization tracks the number of service members, veterans and/or family members served.

Yes

Our organization posts information for service members, veterans and family members on our website, in waiting rooms, etc.

Yes

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::

During intake Aurora asks questions about military service. in addition, they ask if they are veterans or serving in the guard or reserve.

How does your organization Respond Effectively?

Tailor your approach • Interact effectively

Encourage accountability • Coordinate care

Required areas of focus for behavioral health providers & organizations.

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.):

Our Patient Services department is equipped to provide any caller with veteran and active duty crisis resources when necessary. In addition, our military liaison and our assigned military social worker both have access to all of these resources and provides them as part of an individual's discharge plan.

Mark each area and provide details in text box below:

Organization and providers utilize 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. Organization and providers use culturally-relevant approaches for this population.

Recommended areas of focus for behavioral health providers & organizations.

Our organization has tailored programs and resources specifically for the military, veteran and/or family population:

Yes

Our services incorporate the needs of both the service member or veteran, as well as the immediate and/or extended family when delivering services:

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

Yes

Aurora hosts Family nights for our clients receiving Outpatient services.

Upon discharge from inpatient treatment, Aurora coordinates care with the family.

Aurora employs a full-time Military Liaison who consistently communicates with referring parties at Military bases in order to ensure the highest level of clinical care and coordination needs for Military patients

How does your organization Engage?

Continuously improve • Actively participate • Build capacity

Required areas of focus for behavioral health providers & organizations.

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

Recommended areas of focus for behavioral health providers & organizations.

Training on the military, veteran and family population is incorporated into our new hire orientation and/or annual training calendar.

No

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

Yes

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

Aurora participates in many community events that support Service Members, Veterans and their families. We participate in the Arizona Coalition for Military Families Annual Symposium, Military/Veteran Resource Network Training, Military health and employment fairs and we have participated in training through the National Guard.

PART IV: ORGANIZATION STATEMENT

APPLICATION PROCESS POINT-OF-CONTACT (POC)

If the POC is not in an executive or director-level position, please provide the name and contact information of someone in organization leadership who has reviewed the information in this packet prior to submittal:

LEADERSHIP POINT-OF-CONTACT (POC)