

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

Submission Date	2016-07-20 12:26:16
Organization Name	Valley Hospital
Address	Street Address: 3550 E Pinchot Ave City: Phoenix State / Province: az Postal / Zip Code: 85018 Country: United States
Phone	(602) 952-3939
Website	http://www.valleyhospital-phoenix.com/
What sector is your organization part of?	Community
Type of organization (check all that apply)	Mental Health / Substance Abuse
Organization Mission and/or Charter:	We provide a wide range of services and programs that offer evidence-based treatment proven to have positive outcomes for our patients
Brief background of organization (year established, etc.):	Owned by Universal Health Services, the largest behavioral health provider in the country. Valley Hospital opened in 2009.
Overview of organization's experience and expertise in delivering services, best practices used, etc.:	Valley Hospital is a private psychiatric hospital specializing in mental health and chemical dependency care. We provide a wide range of services and programs that offer evidence-based treatment proven to have positive outcomes for our patients. Our inpatient and outpatient services offer supportive and compassionate care through specialty programs that are tailored to meet the needs of our patients. Specialty programs include our Freedom Care Program, which is dedicated to Active Duty, Veterans and First Responders and our exclusively women's program. The Freedom Care Program provides evidence-based inpatient and residential treatment for combat trauma, addiction, depression, sexual trauma, eating disorders and other psychiatric illnesses.
What area of the state do you serve?	Statewide (including multi-state/national)
Brief overview of programs, resources, services, etc.:	Inpatient, PHP, IOP, specialty hospital, detox, rehab, mental health, PTSD, dedicated military and women's unit
General eligibility guidelines for programs, resources and/or services:	patients or veterans in need of mental health or chemical dependency services
Description of target audience:	patients or veterans in need of mental health or chemical dependency services
Cost for programs or services to service members, veterans and/or family members (or funding sources if no cost to individuals and families):	based on health care coverage

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

Our organization understands and agrees to the following Guiding Principles:

- UHS
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.

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:

100

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

10

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

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:

Held an in-service culture training

Approximate number of employees in organization:	100
Number of individuals trained as Military/Veteran Resource Navigators within organization:	2
Titles/roles of individuals trained as Navigators (e.g. team leaders, clinicians, peer support providers, etc.)	Freedom Care Program Director and Utilization Manager for Freedom Care
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
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::	Plan on having more employees become navigators; may be able to have in-service training
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.):	handouts, communications with various military bases and organizations
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.
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::

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

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.

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

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

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

Yes

Works with ACMF and various military bases such as Luke Air Force base, West Point, Fort Huacucha

Yes

Yes

Yes

Yes

Works with ACMF; interested in incorporating culture training into annual training