Department of Veterans Affairs, Employee Education System

And

War Related Illness and Injury Study Center (WRIISC)

And

# **Office of Public Health**

Present

#  **Post Deployment Health Champions Train the Trainer Workshop**

## VA 19646/14.F2F.MA.PDH.A

**Program Start :** May 7, 2014 **Program End:** May 8, 2014

# Place

VHA National Conference Center

2011 Crystal Drive

Suite 150

Arlington, VA 22202

This program uses a hybrid delivery platform. Synchronous presentation is through Adobe Connect. Click on the links below to access online meeting room:

[Post Deployment Health Champs - Link for Day 1](http://va-eerc-ees.adobeconnect.com/pdh-1/)

[Post Deployment Health Champs - Link for Day 2](http://va-eerc-ees.adobeconnect.com/pdh-2/)

Conference Number(s): 1-800-767-1750

Participant Code: 65413

# Purpose Statement

Post Deployment care has become increasingly important to the Patient Aligned Care Teams (PACT) within Veterans Affairs (VA).  The War Related Illness and Injury Study Center (WRIISC) and Veterans Integrated Service Networks (VISN) Post Deployment Health Champions (PDH Champs) are critical partners in ensuring that post-deployment health information is readily available to PACT teams.  To be successful, PDH Champs must have knowledge of a wide variety of post deployment health concerns.  Providing this information to all PACT teams across the VHA remains a challenge.

The purpose of this intensive two days pilot training is to train PDH champions and to facilitate the transfer of the information they learned to their respective PACT teams. This training narrows the knowledge gap as evidenced by the needs assessments conducted by the VA Office of Public Health related to PACT implementation. Primary care providers need targeted, just in time peer-to-peer education related to Veterans specific post-deployment health issues. The critical role that WRIISC and VISN Post-deployment health champions (PDH Champs) can play in the success of PACT teams recognizing Veteran post-deployment health concerns in a timely manner is well recognized.

The training will use a hybrid presentation platform. There will be participants who will attend the face-to-face conference in a physical location in conjunction with a synchronous Live virtual training for other participants. Level 2 evaluation post-training will ensure that the program has met its objectives.

**Target Audience**

The target audience for the education activity is (50) physicians and nurses who are PDH Champs, case managers, and/or Operation Enduring Freedom/Operation Iraqi Freedom/Operation New Dawn (OEF/OIF/OND) Transition Coordinators.

**Outcome/Objectives**

At the conclusion of this educational program, learners will be able to:

1) identify common post deployment health problems such as post-traumatic stress disorder (PTSD), mild traumatic brain injury (MTbi), chronic musculoskeletal pain from overuse or traumatic injuries, polytrauma, and occupational and military environmental exposure concerns;

2) identify and appropriately diagnose chronic post-deployment health conditions and multi-symptom illnesses and unexplained symptoms;

3) articulate the requirements for a referral to the WRIISC program;

4) appropriately refer Veterans to the WRIISC programs, including the Telehealth consultation services;

4) identify key principles of effective patient-provider risk communication including knowledge of risk communication, risk perception factors and provider trust and credibility;

5) demonstrate the ability to perform motivational interviewing and build a patient history; and

6) demonstrate knowledge and communication skills required to act as liaisons between the WRIISC program and local PACT teams, ensuring continuity of care and optimizing post-deployment health outcomes.

**Registration / Participation in the Activity Procedure**

1. Length of course: 11 hours
2. Review EES Program Brochure
3. Attend and participate in 100% of program activity
4. Complete Program Evaluation **no later than June 8, 2014**

**Instructions for Completing Registration in TMS**

**Registration:** It is essential that you use the course link and follow the instructions below to register for **Post Deployment Health Champions Train the Trainer Workshop** in TMS by **May 6, 2014.**

[**Direct Registration Link**](https://www.tms.va.gov/learning/user/deeplink_redirect.jsp?linkId=ITEM_DETAILS&componentID=19646&componentTypeID=VA&revisionDate=1384355040000)

**Instructions for Registration:**

1. If you **have not registered** for the course:
	1. Control-Click on the Item Link above
	2. Log in to TMS
	3. On the right side of the page there are 3 buttons: “Add to Learning Plan”, “Start Course” and “Register Now”.
2. Select the “**Register Now”** button

**(NOTE: If you select *“Add to Learning Plan” option, this will add the training to your To-Do List, but it does not register you for the training. You will then need to Register Now and register.)***

1. After clicking on the “Register Now” button, the date, time and location for the scheduled offering will appear.
2. Select this program by clicking on the “Register Now” button to the right of the offering.
3. On the next page, you will click on the “Confirm” button on the upper right side of the page. This will register you and add the training to your To-Do List/No Due Date and you will receive an enrollment email confirmation from TMS.

**Instructions for Completing Evaluation in TMS to Access Accredited Certificate**

**Please note:  Program evaluations must be completed within *30 days* of the conclusion of the program in order to receive a program certificate**

1. Log in to TMS.
2. If you **have not registered** for the course:
	1. Contact the EES POC listed in this brochure to be registered
3. If you **have registered** for the course:
	1. Use the To-Do List search field in the upper left portion of your To-Do List to locate the item number.
4. Hover over the title and click “View Details.”
5. In the Item Details screen, click the link Start Course button.
6. Once content is completed, close the window.
7. Click “Return to Online Content Structure.”
8. Click the “Link to Evaluation and Certificate.”  **\*Be sure you have completed all the content objects listed before attempting to access the evaluation.** \*Note: If you don’t see the new window, check behind other open windows
9. Complete the SEES Evaluation. Once submitted, close the window.
10. Click “Return to Online Content Structure.”
11. There should now be a date next to both links in the Online Content Structure window.
12. Some courses require a Self-Certification to record completion. If there is a Self-Certification link present, click the link and follow the instructions given.

You have now completed your requirements for this course, and the item should be located in your Completed Work.

***ACPE considers credit as a statement of credit instead of a certificate of credit***

**To access your Accredited certificate in TMS, please follow the steps below:**

1. From the Home screen in TMS, click on “Completed Work.”
2. Hover the mouse over the title of the program, and click “View Details” in the popup window that appears. DO NOT click on the “Print Certificate” here – this will give you the generic TMS certificate.
3. In the Completed Work Details screen, you should see a section named “Accreditation Details”
4. Click the “Print Accredited Certificate” button next to your requested Accreditation.

Your Accredited certificate should appear on the screen for you to save or print.

# Accreditation/Approval

The accreditation organizations for this course are listed below.

## Accreditation Council for Continuing Medical Education (ACCME)

The VA Employee Education System is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians.

## American Nurses Credentialing Center (ANCC)

VA Employee Education System is accredited as a provider of continuing nursing education by the American Nurses Credentialing Center's Commission on Accreditation.

***Note:*** *ANCC continuing nursing education contact hours are not accepted by the California Board of Registered Nursing (CA BRN) toward license renewal for CA-licensed registered nurses (RNs) and advanced practice nurses (APNs), unless the CA-licensed nurse-participants are physically outside of the state of CA when they start and complete activities sponsored by an ANCC accredited provider of continuing education for nurses.*

**Continuing Education Credit**

## Accreditation Council for Continuing Medical Education (ACCME)

The VA Employee Education System designates this live activity for a maximum of 11 *AMA PRA Category 1 Credit(s)* ™. Physicians should claim only credit commensurate with the extent of their participation in the activity.

This course provides *Category 1 AMA Physicians Recognition Award*™ CME credit (ACCME) for physicians. **ACCME – NP (or ACCME-Non-Physician)** may be used to provide attendees other than MDs, DOs a certificate that documents their attendance, and indicates that the accredited provider offered *Category 1 AMA Physicians Recognition Award*™ CME credit for the course or activity. ACCME – Non-Physician refers to nurses, physician assistants, and healthcare professionals other than physicians.

***American Nurses Credentialing Center (ANCC)***

VA Employee Education System designates this educational activity for 11 contact hours in continuing nursing education.

**Note:** ANCC continuing nursing education contact hours are not accepted by the California Board of Registered Nursing (CA BRN) toward license renewal for CA-licensed registered nurses (RNs) and advanced practice nurses (APNs), unless the CA-licensed nurse-participants are physically outside of the state of CA when they start and complete activities sponsored by an ANCC accredited provider of continuing education for nurses.

**Statement of Participation**

A certificate of completion will be awarded to participants and accreditation records will be on file at the Employee Education System. In order to receive a certificate of completion from EES, you must register in the TMS, attend 100% of the program and complete the evaluation as directed in EES, and then: go into your Completed Work, hover over the title, and choose View Details to print your accredited certificate. For ACPE accreditation, participants must provide their Birthdates (month and date) and their NABP e-Profile ID numbers in their Personal Profiles in TMS.

**Report of Training**

It is the program participant’s responsibility to ensure that this training is documented in the appropriate location according to his/her locally prescribed process.

# Program Schedule

Program Schedule Date: 5/7/2014

Live Broadcast and Face-to-Face

**NOTE: Nurse Pharmacotherapeutic Credit: \_0\_ hr**

**May be offered for this course**

| **Time** | **Topic/Title** | **Faculty** |
| --- | --- | --- |
| 07:45 – 08:00 am | Registration | WRIISC Staff |
| 08:00 – 08:10 | Welcome/Introductions* Introductions from Acting Chief Consultant, Post-Deployment Health, Dr. Terry Walters
 | Drew Helmer Matt Reinhard |
| 08:10 – 09:15 | OverviewWhy is this training important? Expected Outcomes* Review VHA mission
* Military history, deployments, and deployment-specific health implications of Veterans
* VHA deployment health “system of care” – from PACT to WRIISC and OPH and everything in between, includinng PDICI champs
* Exercise/discussion of Role of PDH Champ – Opportunities and Challenges. Each PDH Champ will give a 2-minute status of PD case and identify key gaps and needs in their facility/VISN.
 | Drew Helmer Matt ReinhardStephen HuntLucille Burgo  |
| 9:15 – 10:30 | WRIISC: A National Post-Deployment Resource* Overview of Clinical, Education, Research Services
* How to refer and who should be referred
* Deployment Health Surveillance Research – the role of the WRIISC and its relevance to clinical deployment health
* Role of PDICI CHAMP in WRIISC referrals
 | Brenda Jasper Drew Helmer Matt Reinhard |
| 10:30 – 10:45 | Break |  |
| 10:45-11:45 | Exposure Assessment Issues* Understanding and assessing deployment related exposure concerns (how to elicit, assess, find information, and make recommendations)
* When to refer to Environmental Health Clinician, WRIISC
* U.S. Public Health Command Environmental Medicine Program
 | Sheila Butler Colleen BairdDeanna Hawkins |
| 11:45- 12:30 pm | Reintegration (Psychosocial Factors)The importance of identifying and addressing psychosocial factors as part of clinical care: strategies for addressing | Katharine Bloeser |
| 12:30 – 01:30 | Lunch Veteran Talk |  |
| 1:30 – 03:00 | **Case of the Gulf War Veteran****Group Discussion:*** What are the typical problems Veterans from this era present with?
* Who would you need to want/involve in a case like this?
* How have you handled such cases?

**Key Clinical Issues:*** What is the appropriate work up for this Veteran in terms of: Psychological trauma and coping mechanisms (PTSD, substance abuse); Physical trauma (musculoskeletal injuries, amputations, TBI) chronic pain; sleep issues; fatigue; exposure concerns (agent orange); and Psychosocial issues.

**Treatment and Management Issues****Implementation Issues and Group Discussion:*** What does the team need to know to respond to this Veteran and take care of their concerns?
* What does the team need to do if they can’t answer the Veterans questions or concerns?
* How/where can you get the help/information/resources needed?
 | Michelle Kennedy PriscoSheila ButlerChristopher HansenKatharine Bloeser Stephen HuntLucille Burgo  |
| 03:00 – 03:15 | Break |  |
| 03:15 – 04:30 |  Day 1 Concluding Remarks* Most important things to bring back to team; issues, concerns.
* Begin to create an action plan
* Evaluation
 | Matt ReinhardStephen HuntLucille Burgo |

Program Schedule Date: 5/8/2014

| **Time** | **Topic/Title** | **Faculty** |
| --- | --- | --- |
| 08:00 – 08:15 am | Review of Day 1Questions from Day 1 | Matt Reinhard |
| 08:15 – 09:45 | **Case of OEF/OIF/OND Veteran****Group Discussion:*** What are the typical problems Veterans from this era present with?
* Who would you need/want to involve in a case like this?
* How have you handled such cases?

**Key Clinical Issues:*** What is the appropriate work up for this Veteran in terms of: Psychological trauma and coping mechanisms (PTSD, substance abuse); Physical trauma (musculoskeletal injuries, amputations, TBI, skin problems), chronic pain; exposure concerns; Psychosocial issues; sleep issues; and fatigue.

**Treatment and Management Issues****Implementation Issues and Group Discussion:*** What does the team need to know to respond to this Veteran and take care of their concerns?
* What does the team need to do if they can’t answer the Veteran’s questions or concerns?
* How/where can you get the help/information/resources needed
 | Michelle Kennedy PriscoJennifer Lipkowitz-EatonChristopher HansenKatharine BloeserStephen HuntDrew Helmer |
| 09:45 – 10:15 | Working with PACT and Communicating with Patients* Importance of Risk Communication
* Communicating within a PACT team model
 | Susan Santos  |
| 10:15 – 10:30 | Break |  |
| 10:30 – 11:15 | Developing an Effective Team in Implementing Deployment Health* Creating an action plan to address gaps
* How to educate your teams and move forward
 | Stephen HuntLucille Burgo  |
| 11:15– 12:30 pm | Concluding RemarksEvaluation of Train the Trainer and Next Steps for Roll-out* How best to transfer the knowledge learned
* Needs, use of COP, other
 | Matt ReinhardDrew Helmer Stephen HuntLucille Burgo  |

**Faculty and Planning Committee Listing**

\* Denote planning committee member

+ Denotes faculty

|  |  |
| --- | --- |
| + Coleen Baird, MD, MPH, FACOEMEnvironmental Medicine Physician-Program Manager US Army Public Health Command (USAPHC)Aberdeen Proving Ground, MD | +Katharine Bloeser, MSW, LICSWSocial Worker – War Related Illness and Injury Study Center (DC WRIISC)Washington DC VA Medical CenterWashington, DC |
| +\*Lucille Burgo, MDNational Co-Director Post-Deployment Integrated Care InitiativeVA Connecticut Healthcare System West Haven, CT | +\*Sheila Butler, MD, MPHOccupational and Environmental Medicine physician- War Related Illness and Injury Study Center (NJ WRIISC) VA New Jersey Health Care SystemEast Orange, NJ |
| +\*Jennifer Lipkowitz-Eaton, MD, MPHMedical Advisor for Occupational Health Surveillance & EvaluationVACO Office of Public HealthWashington, DCPlanning Member for ACCME  | +Christopher Hansen, PhDNeuropsychologist – War Related Illness and Injury Study Center (DC WRIISC)Washington DC VA Medical CenterWashington, DC |
| +Deanna Harkins, MD, MPHMedical Officer, US Army Public Health Command (USAPHC) Occupational/Environmental Medicine ProgramsAberdeen, MD | +\*Drew Helmer, MD, MSDirectorWar Related Illness and Injury Center (NJ WRIISC)VA New Jersey Health Care System East Orange, NJ |
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| +Matthew Reinhard, PsyDDirector-War Related Illness and Injury Study Center (DC WRIISC)Washington DC VA Medical CenterWashington, DC | +\*Susan Santos, PhDAssociate Director of Education and Risk Communication-War Related Illness and Injury Study Center NJ WRIISC East Orange, NJ |

# EES Program Staff for Trace Code: 14.F2F.MA.PDH.A

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CC EERC Arlington, VA

# Donna Austin

Program Support Assistant

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CC EERC

Arlington, VA

# Deadline Date

## Face-to-Face Conference:

Please register by 11:59 pm on 5/6/2014. Information on participation may be obtained from Paz Susan Cabanero-Johnson, Project Manager, Employee Education Resource Center, Arlington, VA, phone: 410-642-2411 x 5455, or e-mail: Paz.Cabanero-Johnson@va.gov .

# Cancellation Policy

Those individuals who have been accepted to attend and need to cancel: log into TMS, hover over the registered title and withdraw themselves at least two weeks prior to the program.

# Accessibility Statement: (Reasonable Accommodation)

The U.S. Department of Veterans Affairs (Employee Education System) is committed to providing equal access to this meeting (or event) for all participants. If you need alternative formats or services because of a disability, please contact Paz Susan Cabanero-Johnson, Project Manager, Employee Education Resource Center, Arlington, VA, phone: 410-642-2411 x 5455, or e-mail: Paz.Cabanero-Johnson@va.gov with your request by close of business 4/21/2014.

# Disclosure Statement

The VA Employee Education System (EES) must ensure balance, independence, objectivity, and scientific rigor in all of its individually sponsored or jointly EES sponsored educational activities. All prospective faculty and planning committee members participating in an EES activity must disclose any relevant financial interest or other relationship with: (a) the manufacturer(s) of any commercial product(s) and / or provider(s) of commercial services discussed in an educational presentation, and (b) any commercial supporters of the activity. Relevant financial interest or other relationship includes, but is not limited to, such things as personal receipt of grants or research support, employee or consultant status, stockholder, member of speakers’ bureau, within the prior 12 months. EES is responsible for collecting such information from prospective planners and faculty, evaluating the disclosed information to determine if a conflict of interest is present and, if a conflict of interest is present, to resolve such conflict. Information regarding such disclosures and the resolution of the conflicts for planners and faculty shall be provided to activity participants. When an unlabeled use of a commercial product or an investigational use not yet approved by the FDA for any purpose is discussed during an educational activity, EES shall require the speaker to disclose that the product is not labeled for the use under discussion or that the product is still investigational.

The faculty and planning committee members reported that they had no relevant financial relationships with commercial entities in any amount that occurred within the past 12 months that create a conflict of interest.

This activity includes no discussion of uses of FDA regulated drugs or medical devices which are experimental or off-label.

\* The ACCME defines “relevant financial relationships” as financial relationships in any amount occurring within the past 12 months that creates a conflict of interest.