



## ***Collaborating with the U.S. Veterans Health Administration—New Opportunities***

Indianapolis VA Medical Center  
Suicide Prevention Program & Fiscal Service

2019

Confidential help for Veterans and their families

1

1-800-273-8255 **PRESS 1**



# Overview

- What We Know
- VA Suicide Prevention – crisis intervention and programming
- VA Suicide Prevention – public health approach to community outreach
- Becoming a Community Partner
- Questions?

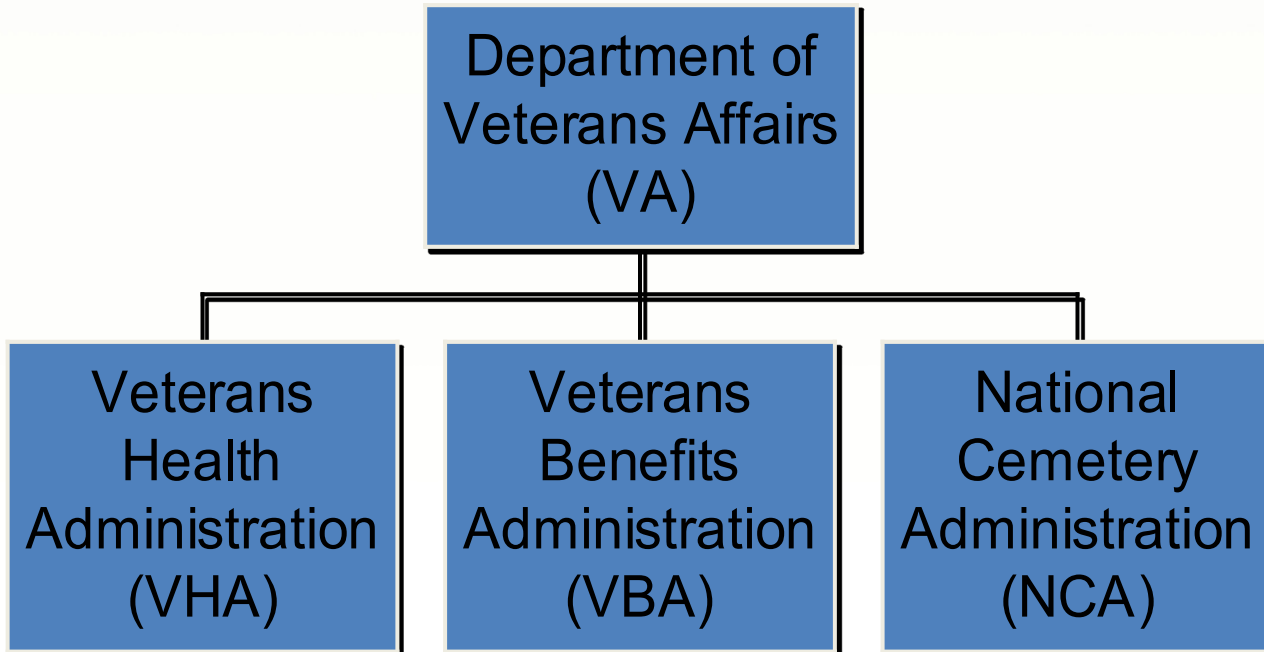
DEPARTMENT OF  
VETERANS AFFAIRS

TO CARE FOR HIM WHO SHALL  
HAVE BORNE THE BATTLE AND  
FOR HIS WIDOW, AND HIS ORPHAN  
A. LINCOLN

# Who are Veterans?

- Federal definition:
  - Any person who served honorably on active duty in the Armed Forces of the United States

# Organizational Structure of VA



# WHAT WE KNOW

# SUICIDE IN INDIANA REPORT 2011-2015

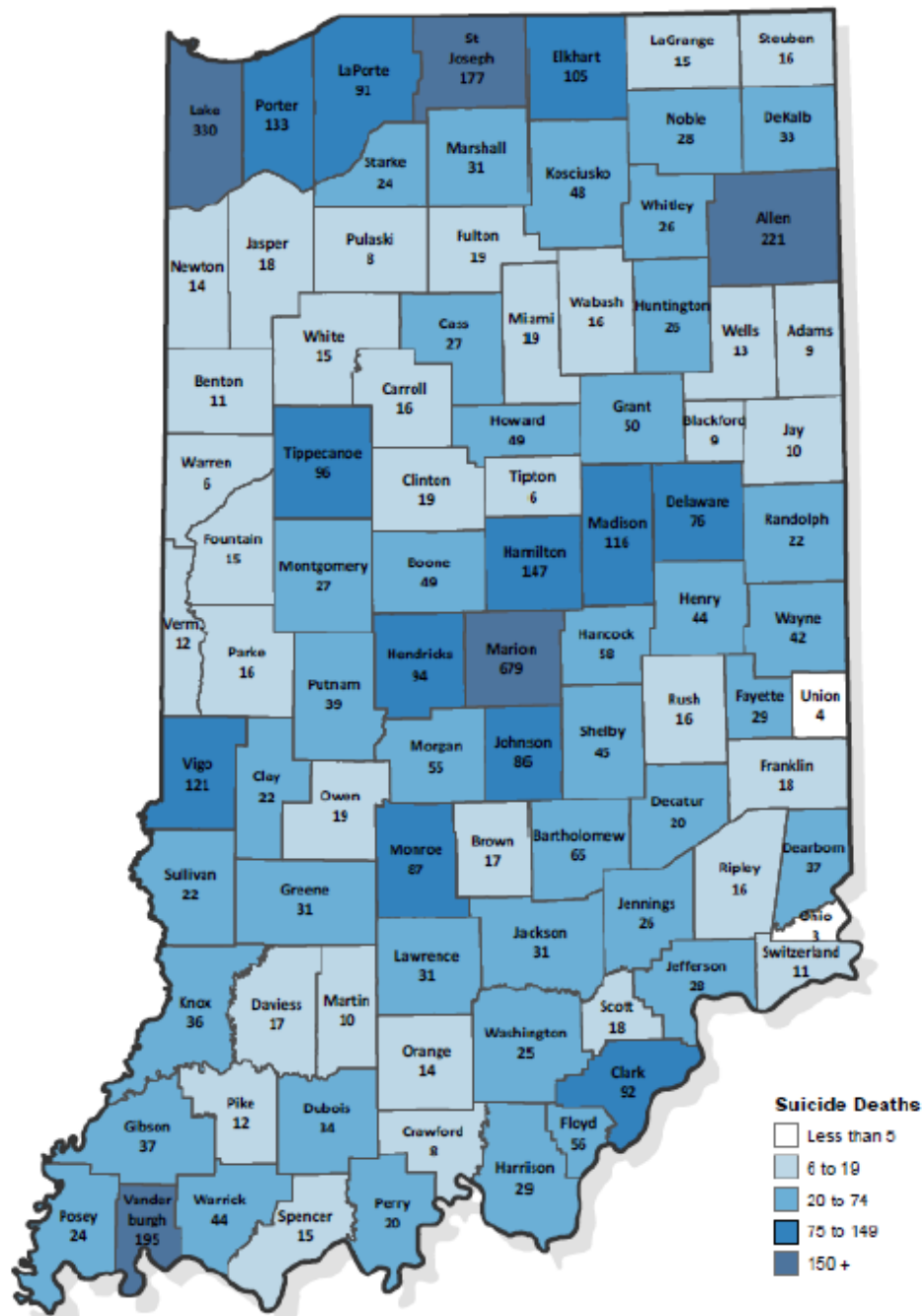
March 2017



# *Indiana*

## Veteran Suicide Data Sheet, 2016

Figure 21. Suicide deaths by county of residence, Indiana, 2011-2015



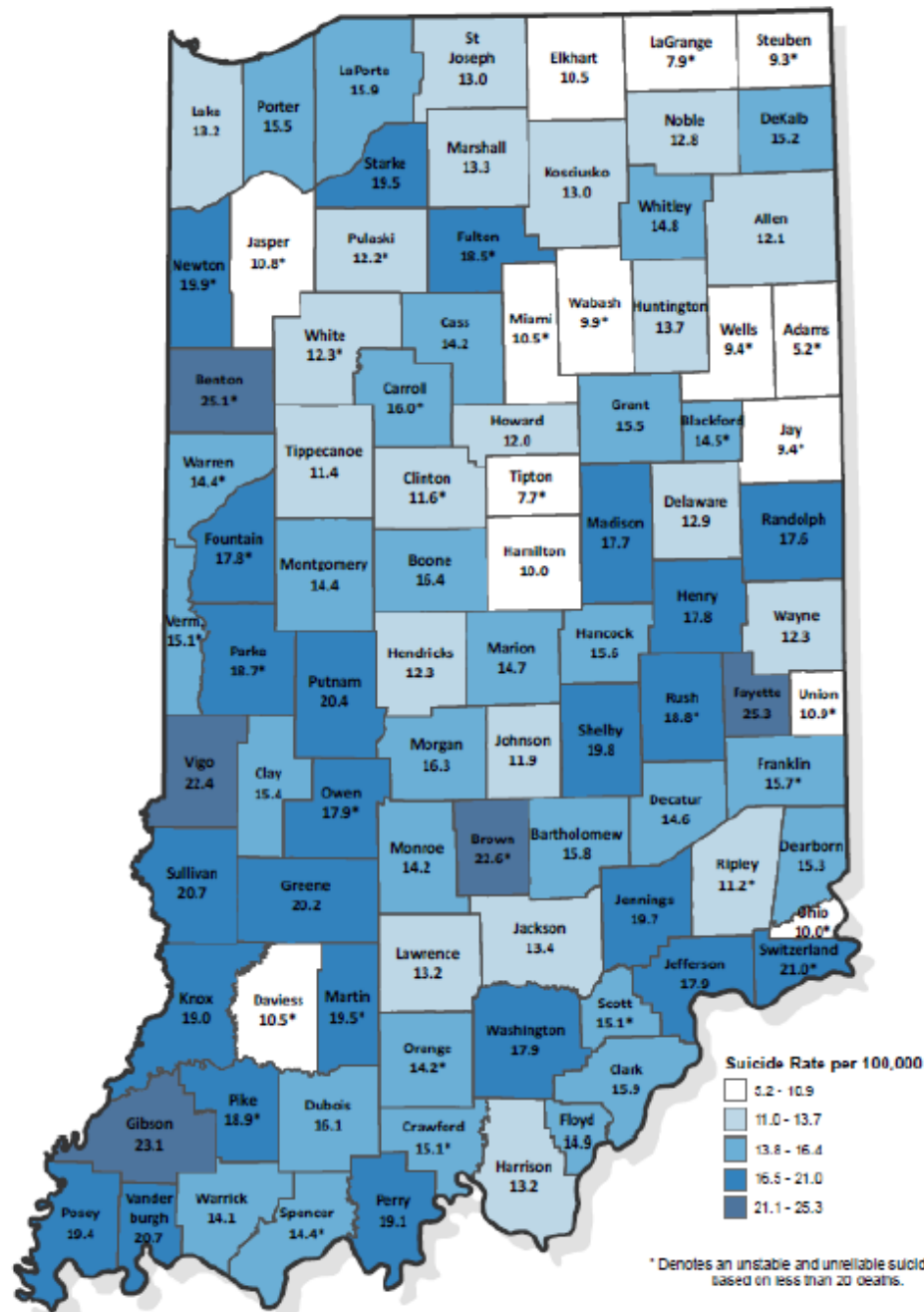
1-800-273-8255 PRESS 1



Source: Indiana State Department of Health, Epidemiology Resource Center, Map Author: ISDH ERC PHG, Feb 2017



Figure 22. Suicide rates (age-adjusted) by county of residence, Indiana, 2011-2015

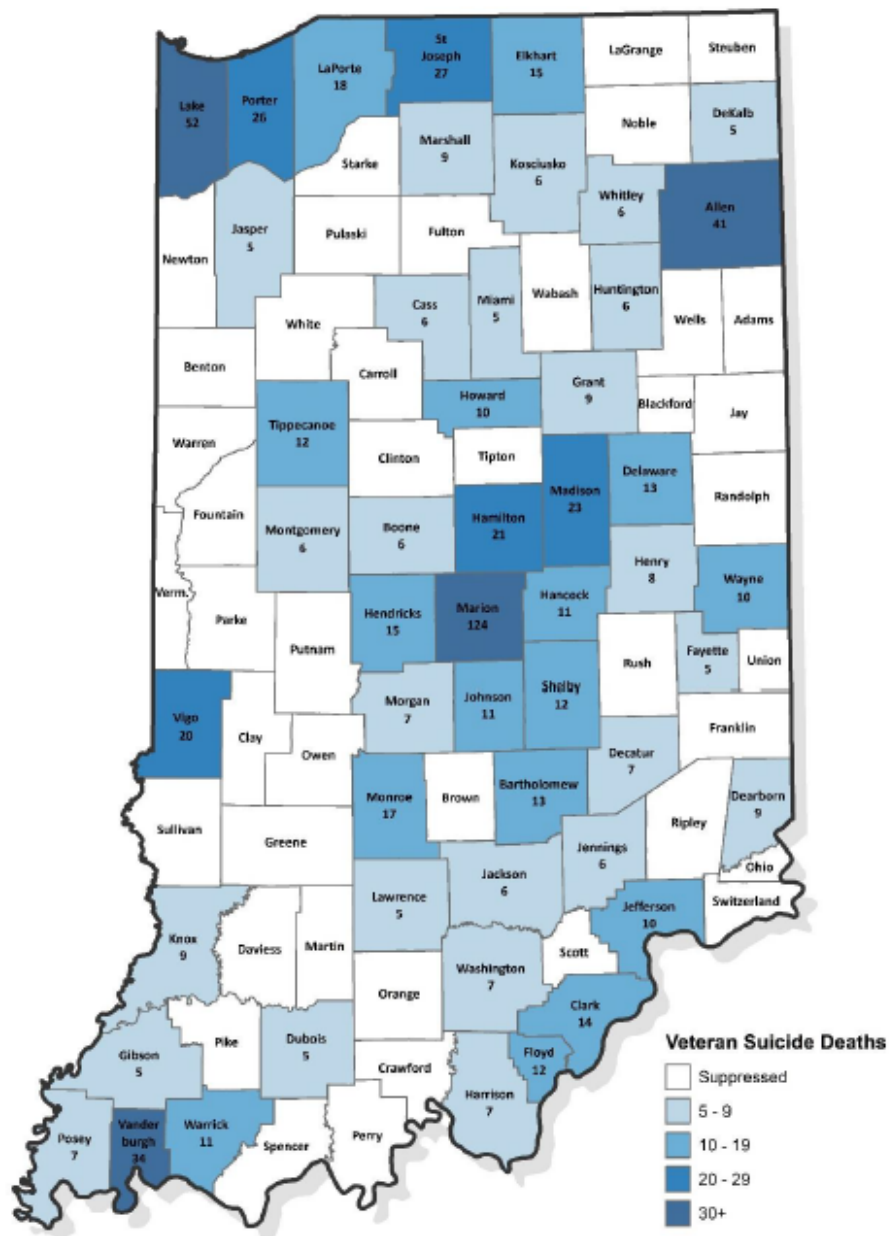


\* Denotes an unstable and unreliable suicide rate based on less than 20 deaths.

1-800-273-8255 PRESS 1



Figure 27. Veteran\* suicides by county of residence, Indiana, 2011-2015



\*Veteran as reported on the death certificate

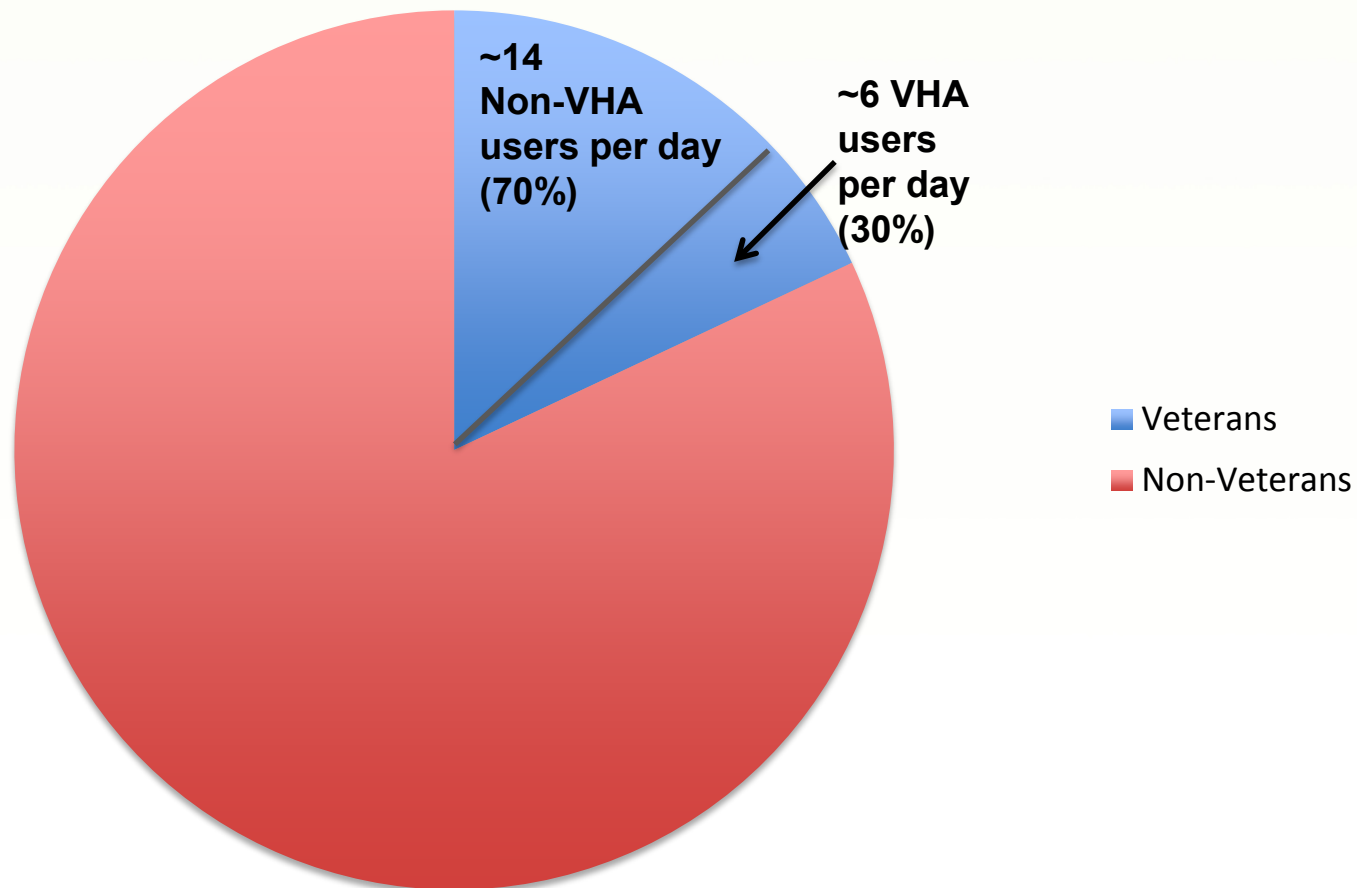
\*\*The number of suicide deaths was less than 5 and is suppressed to protect confidentiality.

Source: Indiana State Department of Health, Epidemiology Resource Center, Map Author: ISDH ERC PHG, Feb 2017

1-800-273-8255 PRESS 1



## Veterans accounted for 18% of U.S. Adult Suicides in 2016 = ~20 per day



### Indiana, Midwestern Region, and National Veteran Suicide Deaths by Age Group, 2016<sup>c</sup>

Age Group	Indiana Veteran Suicides	Midwestern Region Veteran Suicides	National Veteran Suicides	Indiana Veteran Suicide Rate	Midwestern Region Veteran Suicide Rate	National Veteran Suicide Rate
Total	70	1,202	6,079	16.7	28.0	30.1
18-34	11	179	893	26.8*	45.2	45.0
35-54	12	333	1,648	11.5*	33.4	33.1
55-74	32	448	2,259	17.1	23.6	25.9
75+	15	242	1,274	17.0*	24.2	28.3

### Indiana Veteran and Total Indiana, Midwestern Region, and National Suicide Deaths by Age Group, 2016<sup>c</sup>

Age Group	Indiana Veteran Suicides	Indiana Total Suicides	Midwestern Region Total Suicides	National Total Suicides	Indiana Veteran Suicide Rate	Indiana Suicide Rate	Midwestern Region Suicide Rate	National Suicide Rate
Total	70	1,001	9,422	43,427	16.7	19.8	18.0	17.5
18-34	11	286	2,759	11,997	26.8*	18.8	17.9	16.1
35-54	12	380	3,445	15,467	11.5*	22.7	20.1	18.6
55-74	32	263	2,473	12,162	17.1	18.2	16.3	17.3
75+	15	72	745	3,801	17.0*	17.4	16.5	18.5

\* Rates calculated from suicide counts lower than 20 are considered unreliable.

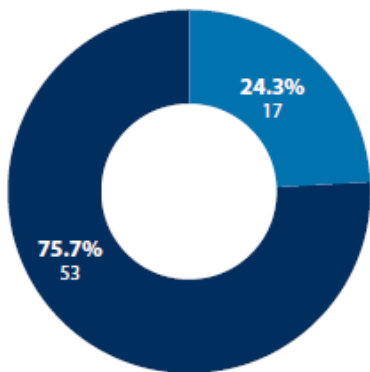
# Veteran Suicide Data Sheet, 2016

## Indy VA SPC summary notes:

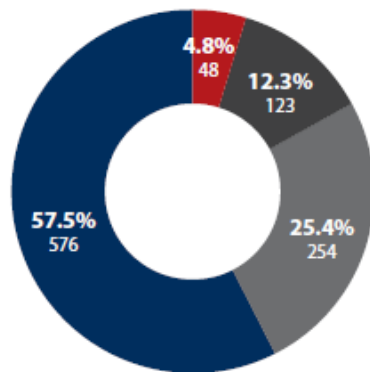
- **Indiana** Veterans age 18-34 have **higher** rates of suicide (26.8) than 18-34 Non-Veterans in the Midwest Region (17.9) and Non-Veterans Nationally (16.1).
- **Indiana** Veterans age 18-34 have **higher** rate of suicide (26.8) than 18-34 Non-Veterans in **Indiana** (18.8).
- In 2016 the suicide rate was 1.5 times greater for Veterans than for non-Veteran adults, after adjusting for age and gender.
- In 2016, the suicide rate for women Veterans was 1.8 times greater than the suicide rate for non-Veteran women.
- In 2016, 71% of male Veteran suicides (nationally) resulted from firearm injury, compared to 41% of female Veteran suicides.
- In **Indiana**, 75.7% of Veteran suicides were by firearm injury.

### Indiana Veteran and Total Indiana, Midwestern Region, and National Suicide Deaths by Method,<sup>d</sup> 2016

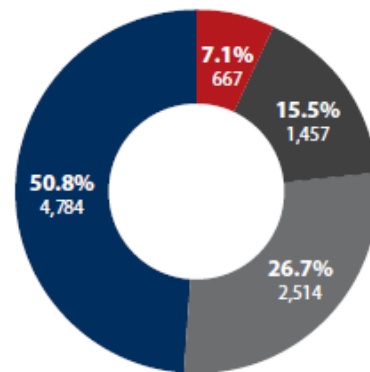
- Firearms
- Suffocation
- Poisoning
- Other Suicide
- Other and Low-Count Methods<sup>e</sup>



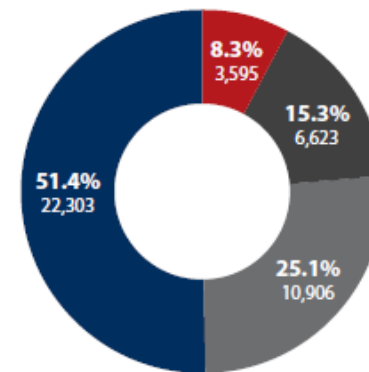
*Indiana Veteran Suicides*



*Indiana Total Suicides*



*Midwestern Region Suicides*



*National Suicides*



# Community Mental Health

# Veteran Affairs









# Help us identify the 20 and locate the 14



# VA SUICIDE PREVENTION – CRISIS INTERVENTION AND PROGRAMMING

# VA Medical Center Initiatives

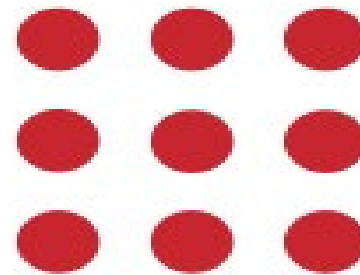
Beginning in 2007, VA **Mental Health Expansion:**

- OEF/OIF Seamless Transition Services
- Polytrauma/Rehabilitation
- Specialized PTSD Programming
- Expanding Homeless services
- Integration of Mental Health and Primary Care
  - Primary Care Clinical Psychologists
- Suicide Prevention Coordinators & Case Managers

# VA Suicide Prevention – Universal Strategies

- Veterans Crisis Line
- Community outreach and education
  - Advertising
  - Public service announcements
  - Community events
    - arranged by Suicide Prevention Coordinators
- S.A.V.E. suicide awareness training
  - VA Staff (clinical and non-clinical)
  - Community organizations
- Screening for Mental Health and Substance Use Disorder conditions
- Promoting lethal means safety (i.e., free gunlocks)
- Collecting and reporting attempt & completion data

# Veterans Crisis Line



**1-800-273-8255**

**PRESS 1**



**NATIONAL**

**SUICIDE**

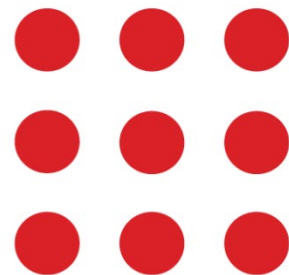
**PREVENTION**

**LIFELINE**<sup>TM</sup>

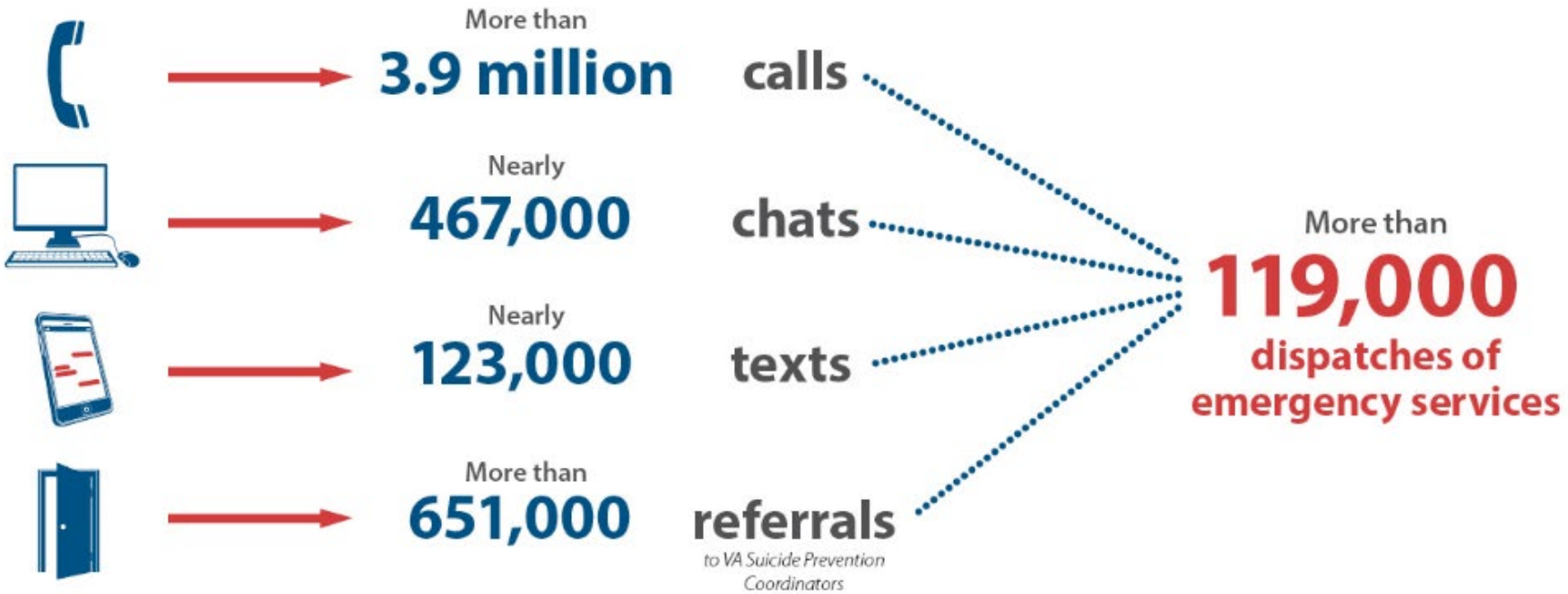
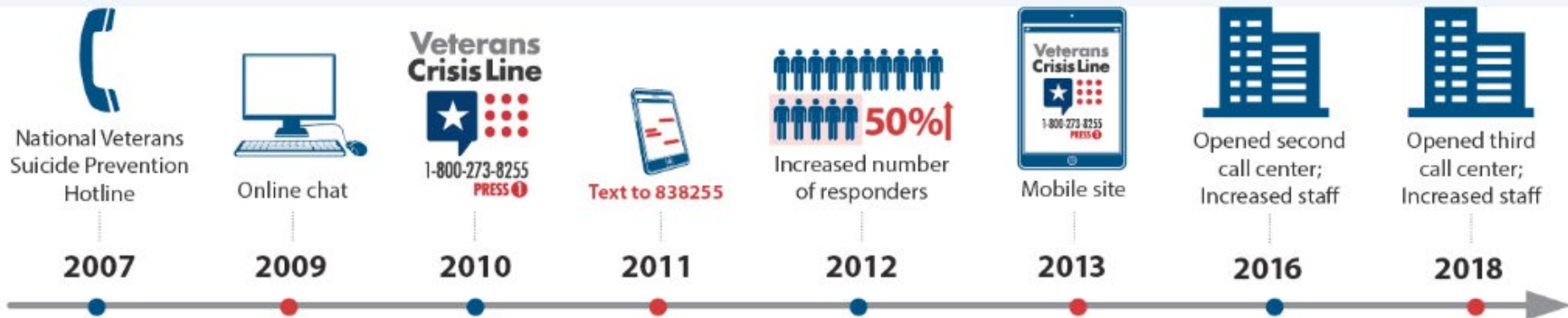
**1-800-273-TALK (8255)**

[suicidepreventionlifeline.org](http://suicidepreventionlifeline.org)

# Veterans Crisis Line



**1-800-273-8255**  
**PRESS 1**



Immediate  
24/7/365 crisis  
response

Indy VA response,  
within 24 business  
day hours

Indy VA same-day  
access, if clinically  
indicated

**Veterans  
Crisis Line**



1-800-273-8255  
**PRESS 1**

Local SPC  
follow-up  
outreach

Link to  
Mental  
Health  
services



# VA Suicide Prevention – Basic Strategy

- Suicide prevention requires ready access to high quality mental health services
  - Supplemented by Programs designed
    - To help individuals or families engage in care
    - To address suicide prevention in high risk patients



24/7  
Crisis  
Intervention

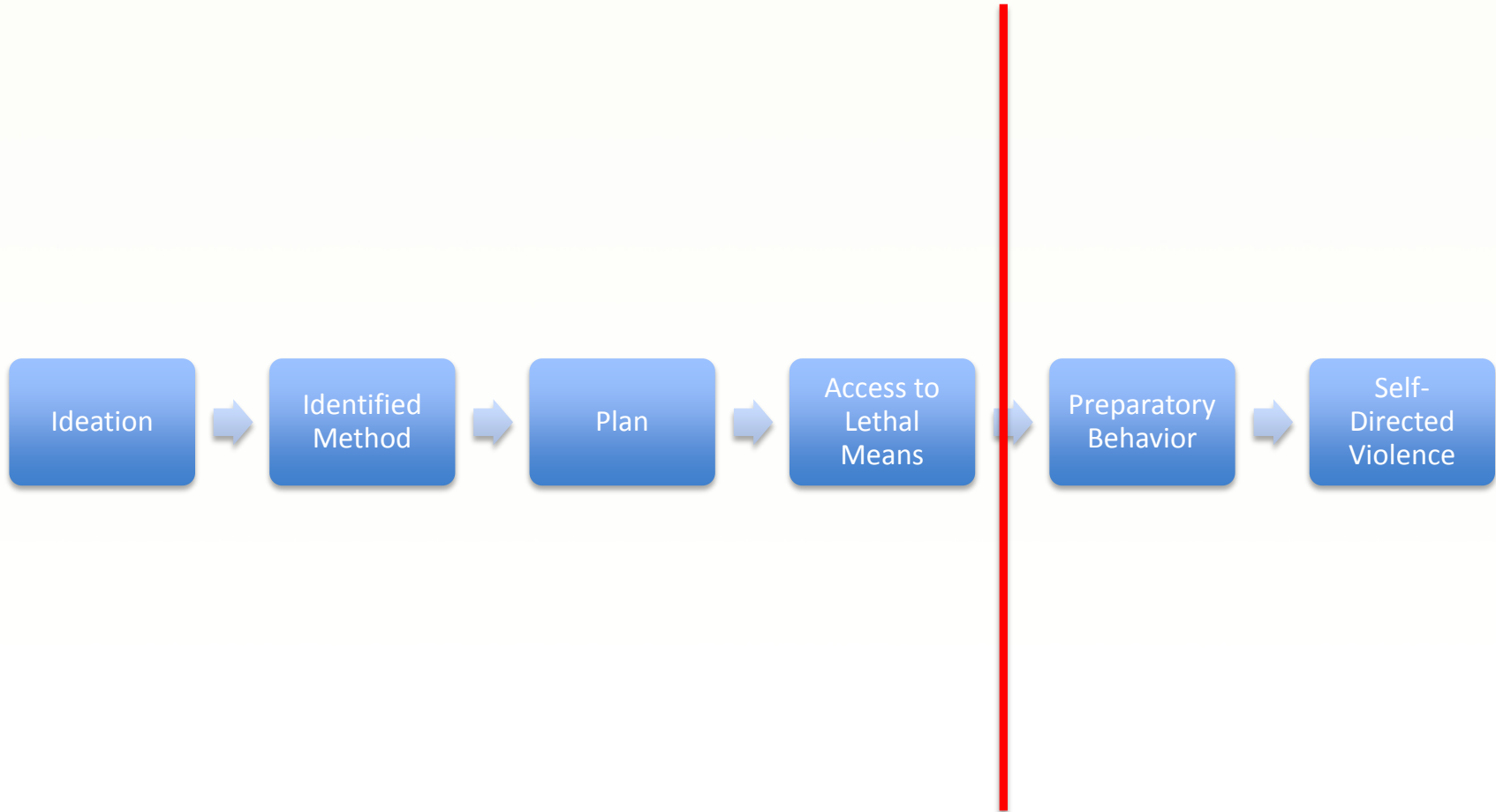
Access to high-quality  
mental health services

Clinical programs that  
specifically target those  
at high risk

Public  
Health  
approach  
to  
community  
engagement

# Indy VA Suicide Prevention Team

- **Travis Field, LCSW** – Lead Suicide Prevention Coordinator/ Supervisor, Psychiatry Outreach/Consultation Section
- **Ashley Maynard, LCSW** – Suicide Prevention Coordinator
- **Craig Lewis, LCSW** – Suicide Prevention Case Manager/ REACH VET Coordinator
- **Christa Sutton, LCSW**- Suicide Prevention Case Manager/Community Outreach Specialist
- **Brad Claypool** – Half-time SP MSA (admin support)
- **Trisha Smith-Peck, LCSW** – VA Homeless Services, Coordinated Entry Specialist,  
25% dedicated to Suicide Prevention Program
  
- **Clinical approach** – facility’s “high risk” list, responding to Veterans Crisis Line referrals, case consultation
- **Public Health approach** – involved in at least five (5) community outreach events per month
- **Training/Education** – in-services throughout the VA system and in the community



# VA Suicide Prevention Program

- Provide Enhanced Care in response to identified “high risk” suicidal behavior:
  - Maintain a “high risk” list (High Risk Suicide Flag)
  - Assign Suicide Prevention Case Manager for 90 days
    - Personal contacts—phone calls, letters, in-person as needed
    - Consultation with providers and clinical treatment teams
    - Suicide Risk Assessment and Safety Planning
    - Tracking appointments, follow up with missed appointments
    - Individualized strategies for treatment and lethal means safety
    - Coordinating referrals & services within the facility, other VA facilities, Vet Centers, or community agencies

# VA Suicide Prevention Program (cont.)

- Multi-disciplinary communication: between Mental Health, Primary Care, Pharmacy, & Case Manager
- Restrict medication orders to 14 day supply
  - at Indy VAMC
- Mail Program—7 letters over 15 months
- *Overall goal of Veteran engagement in most appropriate Outpatient mental health services*
- Postvention

# VA SUICIDE PREVENTION – PUBLIC HEALTH APPROACH TO COMMUNITY ENGAGEMENT

# Responding to this public health problem

- Veterans are at a higher risk for suicide.
- We need to do more to reduce risk.
- Suicides are preventable in most cases.
  
- Only ~36% of Veterans utilize VA healthcare
- 14 out of 20 Veteran suicides are not VHA enrolled and those Veterans may be seeking care in their communities
- VA cannot do this alone



# Suicide Prevention Community Outreach: Public Health approach

- Expectation of at least 5 outreach events per month
- Beginning in 2019, dedicated Community Outreach Specialist
- Phase 1: Strategic goal
  - Connect with Non-VA Healthcare systems and Community Mental Health Centers across Indiana
  - Offer/provide free SAVE training to staff (targeting ED and Mental Health staff)
  - Develop Memorandums of Understanding (MOU) to enhance collaborative care of Veterans in crisis and needing mental health



# S.A.V.E.

S.A.V.E. will help you act with care & compassion if you encounter a Veteran who is in suicidal crisis.

The acronym “**S.A.V.E.**” helps one remember the important steps involved in suicide prevention:

- **S**igns of suicidal thinking should be recognized
- **A**sk the most important question of all
- **V**alidate the Veteran’s experience
- **E**ncourage treatment and **E**xpedite getting help

# Handout:

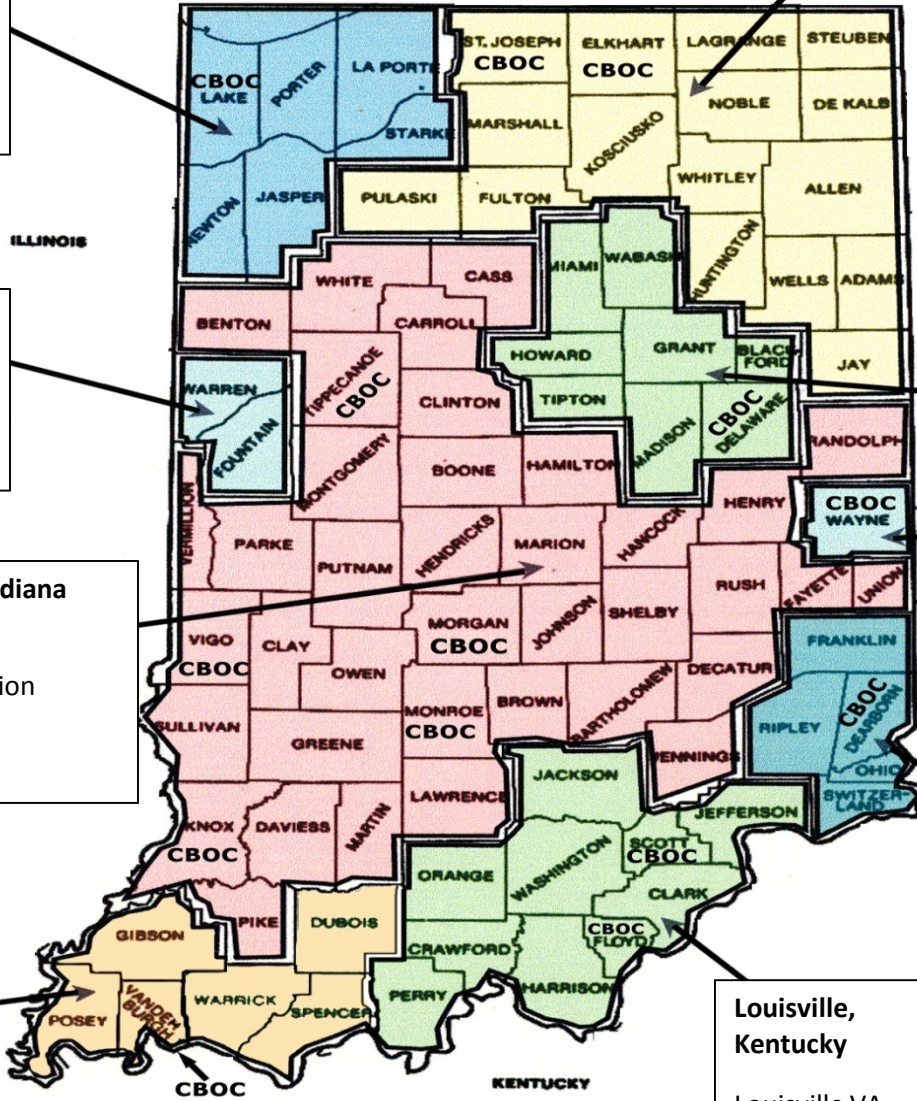
## *Indiana Veteran and Military Suicide Prevention and Mental Health Access: Quick Reference*

**Chicago, Illinois**  
Jesse Brown VA  
Suicide Prevention  
Coordinator

**Danville, Illinois**  
Danville VA  
Suicide Prevention  
Coordinator

**Indianapolis, Indiana**  
Indianapolis VA  
Suicide Prevention  
Coordinator  
317-988-3213

**Marion, Illinois**  
Marion (IL) VA  
Suicide  
Prevention  
Coordinator



**Ft. Wayne & Marion, Indiana**  
Northern Indiana  
Healthcare System –  
Ft. Wayne & Marion  
VA campuses  
Suicide Prevention  
Coordinator

**Dayton, Ohio**  
Dayton VA  
Suicide Prevention  
Coordinator

**Cincinnati, Ohio**  
Cincinnati VA  
Suicide Prevention  
Coordinator

**Louisville, Kentucky**  
Louisville VA  
Suicide Prevention  
Coordinator

# VeteransCrisisLine.net

[www.veteranscrisisline.net](http://www.veteranscrisisline.net)

The screenshot shows the homepage of the Veterans Crisis Line website. At the top, there is a navigation bar with links for 'SuicidePreventionLifeline.org', 'Get Help', 'Materials', 'Get Involved', 'Crisis Centers', 'Newsroom', and 'About'. The main header features the Veterans Crisis Line logo (a star and a grid of red dots) and the phone number '1-800-273-8255 PRESS 1'. To the right of the logo are buttons for 'Text to 838255', 'Confidential Veterans Chat', and 'Support for Deaf and Hard of Hearing'. Below the header is a blue banner with the text 'Confidential Help for Veterans and Their Families' and a navigation menu with 'The Power of 1', 'Signs of Crisis', 'Resources', 'Get Help', and 'About'. The main content area is divided into several sections: 1. A large graphic with an American flag background and the text 'JOIN #ThePowerOf 1 MOVEMENT' and 'SHOW YOUR SUPPORT'. 2. A 'Welcome to the Veterans Crisis Line Website' section with a paragraph describing the service and a link for 'More about the Veterans Crisis Line'. 3. An 'Act Now' section with a 'Dial 1-800-273-8255 PRESS 1 to talk to someone NOW' button and a list of services: 'Confidential Veterans Chat', 'Text to 838255 to Get Help NOW', 'Take a Self-Check Quiz', 'Confidential Homeless Veterans Chat', and 'Support for Deaf and Hard of Hearing'. 4. A 'Learn Now' section with a list of topics: 'Identify the Warning Signs', 'Concerned About a Veteran? You Can Help', 'Suicide and Crisis Resources', and 'About the Veterans Crisis Line'. 5. A 'Resource Locator' section with a map of the United States and the text 'If you or a Veteran you know is in crisis, find a facility near you.' 6. A 'Spread the Word' section with a button to download logos and materials. 7. A video player at the bottom left with the title 'I'm Good. But are you ready to...' and a red arrow pointing to it.

# Resource Locator

## Resource Locator

### Locate Information and Resources

No matter what you are experiencing, there is support for getting your life on a better track. To find the Veteran resources most helpful for you, fill in your ZIP code or state below and check the boxes of the programs or topics you are interested in. You can also select the National Resource Directory or the SAMHSA Behavioral Health tab to find additional services.



U.S. Department of Veterans Affairs Resources



National Resource Directory Resources



SAMHSA Behavioral Health Treatment Services Locator

### 1 Select a Resource

- Suicide Prevention Coordinators**  
Specially trained Suicide Prevention Coordinators or teams are available at all VA Medical Centers across the country.
- Crisis Centers**  
Search for community-based crisis centers in your area.
- VA Medical Centers**  
VA Medical Centers offer a range of acute care and community-based outpatient services, including mental health care, diagnostics, homeless and alcohol/drug abuse programs, nursing home and respite care.
- Outpatient Clinics**  
Community Based Outpatient Clinics (CBOCs) are local VA locations that provide primary care, counseling, laboratory analysis, prescriptions and radiology services.
- Veterans Benefits Administration Offices**  
Veterans Benefits Administration Offices provide services to Veterans seeking benefits related to compensation, pension, vocational rehabilitation, home loans, death benefits, employment, and disability.
- Vet Centers**  
Vet Centers provide readjustment counseling and outreach services to all Veterans who have served in any combat zone, as well as their family members.
- All**  
See all VA and community-based services in your area.

### 2 Choose Location

Search by Zip Code  Search  OR  Search by state



### 2 Choose Location

Search by Zip Code  Search  North Dakota

Results for **Suicide Prevention Coordinators** in state **ND**

#### Monsebroten, Tammy

Fargo, ND 58102  
P: 701-239-3700x93556  
F: 701-237-2642  
[tammy.monsebroten@va.gov](mailto:tammy.monsebroten@va.gov);  
[ranae.bickett@va.gov](mailto:ranae.bickett@va.gov)

Results for **Crisis Centers** in state **ND**

#### FirstLink HotLine

Fargo, ND 58103  
P: 701-293-6462  
F: 701-235-2476  
[visit website](#)

#### --Standing Rock Line--

Fargo, ND 58103

Results for **VA Medical Centers** in state **ND**

#### Fargo VA Health Care System

2101 Elm Street N.  
Fargo, ND 58102  
P: 701-232-3241 Or 701-232-3241  
[visit website](#)

# For questions, or for a supply of Suicide Prevention Crisis Materials to distribute in your community

## Contact:

Travis Field, MA, MSW, LCSW  
Lead Suicide Prevention Coordinator

- Office: 317-988-3213

Ashley Maynard, MSW, LCSW  
Suicide Prevention Coordinator

- Office: 317-988-4327

Craig Lewis, MSW, LCSW  
Suicide Prevention Case Manager/  
REACH VET Coordinator

- Office: 317-988-3365

Christa Sutton, MSW, LCSW  
Suicide Prevention Case Manager/  
Community Outreach Specialist

- Office: 317-988-9388
- Cell: 317-997-2476

Brad Claypool  
Suicide Prevention MSA  
Available 12-4PM

- Office: 317-988-3451

# BECOMING A COMMUNITY PARTNER





# Becoming a community Partner

- Partnering with the VA through it's network
  - PC3 – Patient Centered Community Care
  - CCN – Community Care Network
  - **VCA – Veterans Care Agreement**
- How can your organization help immediately?
  - We are having difficulty placing patients for the below areas:
    - Neuro-psych evaluations; insomnia appointments; providers with evening & weekend hours
    - Rural Indiana is severely underserved

# What does a partnership with VA mean

- How to receive referral from VHA
  - How to provide services within the authorization
  - What if additional services are deemed necessary?
- Common referrals in Mental health?
  - Psychotherapy
  - Medication management
  - Opiate counseling programs (methadone)
  - Sleep disorders



# What does payment look like?

- Claims and Payment through VCAs
  - Claims accepted by Electronic Data Interchange EDI or by Mail
  - Medicare reimbursement rates. Non-Medicare services is by a VA Fee Schedule
  - Cannot bill Veteran or Veterans Insurance for authorized care.
- Status Check
  - Change Healthcare
  - Vendor Inquiry System (VIS)
- FAQ's
  - What type of information will the VAMC send to assist with scheduling?
  - Who do you contact regarding VCA's?
  - What is the process for requesting additional services?
  - Who do you contact to check status on your claims?
    - Billing Inquiries: Local or Call Center
  - Where do I submit my claims?
    - Indianapolis VAMC
    - 1481 West 10<sup>th</sup> Street, ATTN: 04FFB
    - Indianapolis, IN 46202

# Expanding community referrals

- What other resources are needed in the community for Indy VHA
  - Pain Management - Psychiatrist
  - Oculoplastic
  - Retina

# Contact information and resources

- Veterans Health Indiana
  - 1481 West 10<sup>th</sup> St. Indianapolis, IN 46202
  - Customer Service team – 317-988-2327
  - Provider Relations team – 317-517-8471
  - Community Care Referral team – 317-988-1740
  - [www.missionact.va.gov](http://www.missionact.va.gov)

# QUESTIONS?