Please remember to mute your speakers.

VA Mobile Discussion Series

For audio, please dial in using VANTS: 1-800-767-1750 pc: 43950#

Thank you for joining. We will begin shortly.
Caring for the Caregiver

Mental Health

Hollie-Lyn James, LMSW
Caregiver Support Coordinator
Overview

• The following tools will be discussed
  – Internal VA resources
    • VA Caregiver Website: www.caregiver.va.gov
    • MyHealthE Vet
    • VA Video Connect
  – External VA resources
    • Make the Connection
    • Psycharmor Institute
Overview (Con’t)

• VA Telephone Applications (Apps)
  – Mindfulness Coach App
  – Mood Coach App
  – Moving Forward App

• External Telephone Applications (Apps)
  – 2-1-1 App
  – Glimpses App
  – Journey App
  – Diary App
  – Tactical Breather App

• Additional Applications (Apps) that may be of benefit
Introduction

• This presentation will provide Staff and Caregivers with additional resources for not only taking care of the Veteran that they serve, but the Caregivers as well.

• These tools can be used in the Caregiver’s spare time. They require no referrals and can be used as needed for the brief few minutes of time available in an already busy day.
VA Caregiver Website

www.caregiver.va.gov
Support for the Caregivers includes several programs:

- **Care for the Caregivers**
  - Caregiver Support Line: 1-855-260-3274
  - Peer Support Mentoring
  - Building Better Caregivers
  - Caring for Post-9/11 Veterans
  - REACH

- **Connect with Others**
  - Peer Support Mentoring
  - Caregiver Support Coordinator
  - Caregiver Support Line Monthly Educational Calls
  - Caregiver Stories
  - Self-care Workshops
• Support for the Caregivers provides specific education:

  – **Tips by Diagnosis**
    - Dementia and Alzheimer’s Disease
    - Post Traumatic Stress Disorder (PTSD)
    - Traumatic Brain Injury (TBI)
    - Parkinson’s Disease
    - Multiple Sclerosis (MS)
    - Amyotrophic Lateral Sclerosis (ALS)
• Support for the Caregivers also ensures there are services available to provide the caregiver some relief:
  – **VA In-Home & Support Services** for
    • Adult Day Health Care Centers
    • Home-Based Primary Care
    • Skilled Home Care
    • Homemaker & Home Health Aides
    • Respite
• Support for the Caregivers:
  
  – **Tips and Tools**
    • Managing Medicines
    • Talking with Providers
    • Caring for Oneself
    • Plan Ahead for Disasters
  
  – **Publications and Resources**
    • Seriously Injured Post-9/11 Veterans
    • Understanding Diagnoses
    • Managing Demands, Stress & Emotions
    • Maintaining Relationships
Support for Caregivers

Caregivers play an important role in the health and well-being of Veterans. The Caregiver Support Program offers training, educational resources, and multiple tools to help you succeed. Please contact our Caregiver Support Line for advice on being a caregiver.

Care for Caregivers
- Caregiver Support Line
- Peer Support Mentoring
- Building Better Caregivers
- Caring for Post-9/11 Veterans

VA In-Home & Support Services
- Adult Day Health Care Centers
- Home-Based Primary Care
- Skilled Home Care
- Homemaker & Home Health Aides

Tips by Diagnosis
- Alzheimer's Disease
- Posttraumatic Stress Disorder (PTSD)
- Traumatic Brain Injury (TBI)
- Parkinson's Disease

Connect with Others
- Peer Support Mentoring
- Caregiver Support Coordinator
- Caregiver Support Line Monthly Calls
- Caregiver Stories

Need Help?
- Caregiver Support
- 855-260-3274
- MyHealthVet
- Veterans Crisis Line 1-800-273-8255
- Connect with VHA
  - Facebook
  - Twitter
  - YouTube
  - Flickr
MyHealtheVet

https://www.myhealth.va.gov/mhv-portal-web/home
• Per the website – Offers you tips and tools to help Veteran/Caregiver partner with their health care team so you may work together to manage your health.

• Support on this website includes the following:
  – Pharmacy – Allows the Veteran to refill VA prescriptions, track delivery, view a list of VA Medications and more.
  – Appointments – Allows the Veteran to keep track of upcoming VA Appointments and to opt in for email reminders.
  – Messages – Allows the Veteran to email their VA Health Care Team securely about non-emergency information and questions.
  – Health Record – Allows the Veteran to view, print or download a copy of their VA Medical Record or to enter their own health information.
• Additional Resources on the site include the following:
  – Benefits
  – Mental Health
  – Veterans Health Library
  – Healthy Living
  – Community
  – HealtheLiving Assessment
• Some of the support offered by My HealtheVet are available in Telephone Applications format. They will be discussed in the Telephone Applications Section below.

• A word about Authentication: For this site, there are 2 levels of authentication.
  
  – Advanced Level Authentication: This allows the Veteran to see basic information regarding their care. For example, in Pharmacy Section, it will only show the prescription number, not the names of the medications.
  
  – Premium Level Authentication: This allows the Veteran to see detailed information regarding their care. In the Pharmacy Section, it will show the name of the medications instead of only a prescription number.
MyHealtheVet (Con’t)

Login to Manage Your Healthcare

Pharmacy
Refill your VA prescriptions, track delivery, view a list of your VA medications and other details.
Read More

Appointments
Keep track of your upcoming VA medical appointments and get email reminders.
Read More

Messages
Communicate securely online with your VA health care team and other VA staff about non-emergency information or questions.
Read More

Health Records
View, print, or download a copy of your VA medical record information, or enter your own health information.
Read More

Resources

- Benefits
- Veterans Health Library
- Community
- Mental Health
- Healthy Living
- HealtheLiving Assessment
VA Video Connect

https://mobile.va.gov/app/va-video-connect
VA Video Connect

- Connects Veteran to the participating VA Health Care Team Members from anywhere.
- Uses a secure and private “Virtual Medical Room” in order for the Veteran to have a video visit with the provider when a hands-on physical exam is not required.
- Why use VA Video Connect: Because the Veteran can choose where to access services from, reducing travel time and wait times.
• Equipment needed for a VA Video Connect visit:
  – Provider will need a computer with a web camera and microphone
  – Veteran and/or Caregiver will need the following:
    • A stable internet connection, web camera, microphone and speakers (or head set), and a web browser
    • VA Video Connect will work on Computers, Laptops, Apple mobile devices (iPhones/iPads); Android mobile devices, and Windows mobile devices
    • If you do not have any of the above and will be needing regular more frequent appointments, speak to your provider about availability of a VA issued iPad.
• Who can use VA Video Connect:
  – Veterans already enrolled in VA Health Care
  – Veterans who have an email account
    • An email with a link to the VA Video Connect appointment will be sent here to start the appointment
  – Apple users will have to download a free app in order to get started:
    • iOS (Apple) VA Video Connect App Site
VA Video Connect connects Veterans with their health care team from anywhere, using encryption to ensure a secure and private session. It makes VA health care more convenient and reduces travel times for Veterans, especially those in very rural areas with limited access to VA health care facilities, and it allows quick and easy health care access from any mobile or web-based device.

Veterans and their health care providers jointly decide whether to use VA Video Connect for a medical visit. Please speak with your VA care team if you are interested in potentially receiving care through VA Video Connect. Ahead of a VA Video Connect appointment, you will receive an email or calendar invite with a link to launch the session.

VA Video Connect works on nearly any device that has an internet connection and a web camera. For example, it works on Windows-based PCs and laptops, Windows mobile devices, iOS mobile devices, Android mobile devices, etc.

Note: To test whether your personally owned device is compatible with VA Video Connect, visit the VA Video Connect test site on your mobile device.
Make the Connection

https://maketheconnection.net/
Make the Connection

- Make the Connection is a website with videos and information for the Veteran and Caregivers.
- Areas of focus can be selected from a wide range of topics:
  - Information for...
  - Life Events & Experiences
  - Signs & Symptoms
  - Conditions
  - Videos
  - Resources
• Videos can be filtered by the following:
  – Service Era
  – Branch
  – Experience
  – Gender
HEAR STORIES OF RECOVERY
FROM VETERANS LIKE YOU.
• This site has information for all levels of support to Veterans:
  – Caregiver
  – Employer
  – Educator
  – Healthcare Provider
  – Volunteer
  – Government
• Per their website: PsychArmor Institute is a national nonprofit that provides FREE Online Education and support to all Americans who work with, live with, or care for Military Service Members, Veterans and their families.

• The online education topics can range from under 10 minutes to about 30 minutes providing Caregivers essential information in smaller “chunks” that fit into their schedules.
For Caregivers, some of the topics include:

- 15 Things Veterans Want You to Know
- Good Grief
- How to Be a Mental Healthcare Advocate
- Intimacy Issues for Caregivers
- Invisible Wounds of War at Home (Multiple topics in this series)
- Stress First Aid (Several different topics in this series)
PsychArmor Institute (Con’t)

How Do You Support Veterans?

- CAREGIVER
- EMPLOYER
- EDUCATOR
- HEALTHCARE PROVIDER
- VOLUNTEER/NON-PROFITS
- GOVERNMENT

Featured Courses

- Military Culture
- Invisible Wounds
- Caregiver Self-Care
- Supporting Veterans
VA Mobile Apps

https://mobile.va.gov/appstore/all
Mobile Apps

• Telephone Applications (Apps) are an easy way for many to get access to specific information to improve the health of Veterans.
• They are meant to expand clinical care beyond the traditional office visit.
• Apps are NOT meant to take the place of care, but to support care with the guidance of a provider.
Mindfulness Coach App

- Focus of app: Noticing what is going on in the present moment and not passing judgment on it.
- Effective for: Reducing stress, improving emotional balance, increasing self awareness and helping with anxiety, depression, and pain coping skills.
- Developed by VA National Center for PTSD
Mood Coach App

- Mood Coach App
  - Focus of App: Learning and Practicing Behavioral Activation
  - Effective for: Boosting mood through participation in positive activities
  - Developed by: VA National Center for PTSD
Moving Forward App

- **Moving Forward App**
  - Focus of App: Teaching problem solving skills; can be used in conjunction with the [Moving Forward Online Course](#)
  - Effective For: Dealing with stressful situations and managing challenges
  - Developed by: Department of Veterans Affairs and the Department of Defense
RX Refill App

• RX Refill App
  – Focus of App: Requesting refills of VA Prescribed Medications that are able to be refilled.
  – Effective For: Appropriate refills of medications and medication tracking
  – Developed by: Department of Veterans Affairs

- Required: Premium Level Account
VA Online Scheduling App

- Focus of App: Scheduling appointments with VA Provider
- Effective For: Scheduling appointments, tracking the status of requests, receiving notifications about appointments and more
- Developed by: Department of Veterans Affairs

- Required: Premium Level Account
- Check with the link above to make sure your site participates.
External Mobile Applications (Apps)
2-1-1 App

- Focus of App: Access to health and human services resource information
- Effective For: Resource Acquisition for health resources
• Glimpses App
  – Focus of App: Journaling app for Windows
  – Effective For: Stress management, depression, anxiety
• Journey App
  – Focus of App: Journaling app most devices
  – Effective For: Stress management, depression, anxiety
• Diary App
  – Focus of App: Journaling app most devices
  – Effective For: Stress management, depression, anxiety
Additional Apps

- Additional Apps that may be helpful
  - Virtual Hope Box
  - Breathe2Relax
  - Tactical Breather
  - And MANY more!

Additional Applications
In closing...

Tell me and I forget, teach me and I may remember, involve me and I learn.

Benjamin Franklin

The resources in this document will help you become more involved. More involved in your Veterans care and more involved in your own self care. This, in turn, will help you learn more about yourself, your family members, and what each can accomplish alone, and together.
QUESTIONS?

Please use the chat feature on the right to submit your questions.
What future topics would you like to discuss?

Let us know by providing feedback at this link: https://www.surveymonkey.com/r/CZB7FDC