



South Dakota Department of Veterans Affairs Annual Benefits School

August 16, 2021

Spencer Mion, Associate Director
VA Black Hills Health Care System

VA Mission and Values



Honor America's Veterans by providing exceptional health care that improves their health and well-being.

- Integrity
- Commitment
- Advocacy
- Respect
- Excellence

VA Black Hills Leadership



Sandra Horsman
Director



Donna Schnider
ADPCS/ Nurse Executive



Dr. Brian Bowers
Chief of Staff



Spencer Mion
Associate Director

VA Black Hills Health Care System

- 2 Hospitals at Fort Meade and Hot Springs (48 Acute Care Beds)
- 8 other geographically separated points of care
- Services to Veterans include:
 - Primary Care using the personalized, proactive PACT model of care
 - Mental health care including Veteran-specific treatment for PTSD, homelessness, and substance abuse
 - Preventative care including screening for TBI, MST, and PTSD
 - Social support services
 - Specialty care
 - Inpatient and outpatient pharmacy
 - Long and short-term rehabilitation care
 - Telehealth



Construction/Rapid City CBOC

- **Rapid City Community Based Outpatient Clinic**
 - Groundbreaking held July 2, 2021
 - Moving from 11k to 45k of sqft useable space
 - First patient day expected early 2023
- **Hot Springs Projects**
 - Renovate Building 8 (RRTP) to provide private and semiprivate rooms. Construction in FY2023
- **Fort Meade Projects**
 - Completed the relocation of SPS to 1st floor of Surgical and remodel the old surgery space into two Endoscopy and two Special Procedure rooms.



Black Hills Fast Facts

	Inpatient					
	CWT/TR bed days of care	DOM bed days of care	Inpatient bed days of care	Psychiatry bed days of care	Surgery bed days of care	CLC bed days of care
FY18	6953	30579	4180	1172	254	17642
FY19	6260	25956	3285	1237	68	17213
FY20	5171	15211	2653	960	45	14964
FY21	2248	4816	1484	601	26	6406

FY20 Data

Budget	\$190,988,283
Veterans Enrolled	22,370
Veterans Users	18,261
Women Veterans	1,941
Employees	1,184 FTE
Outreach Events	12 events (10 events - year to date in 2021)
States in catchment	5
Square Miles	100,000

Veteran Experience

OVERALL RATINGS OF PATIENT EXPERIENCE



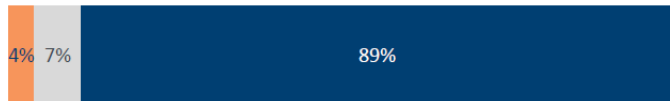
89%

Of Black Hills, SD Veterans were "Satisfied" or "Very Satisfied" with the health care they received in the last 6 months at their VA facility for FY2021 Q1

OVERALL SATISFACTION

Q48. Overall, how satisfied are you with the health care you have received at your VA facility during the last 6 months? | n = 1,234

- Very Dissatisfied + Dissatisfied
- Somewhat Dissatisfied + Somewhat Satisfied
- Satisfied + Very Satisfied



Current Year: FY2021 Q1 Rolling 4 Quarters



Previous Year: FY2020 Q1 Rolling 4 Quarters

VHA National Avg.

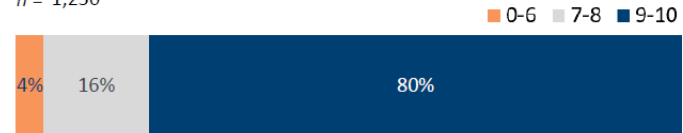
82%

82%

OVERALL RATING OF PROVIDER

Q32. Using any number from 0 to 10, where 0 is the worst provider possible and 10 is the best provider possible, what number would you use to rate this provider?

n = 1,250



Current Year: FY2021 Q1 Rolling 4 Quarters



Previous Year: FY2020 Q1 Rolling 4 Quarters

VHA National Avg.

74%

72%



80%

Of Black Hills, SD Veterans rated their provider with a 9 or a 10 in FY2021 Q1

Data Source: Survey of Healthcare Experiences of Patients

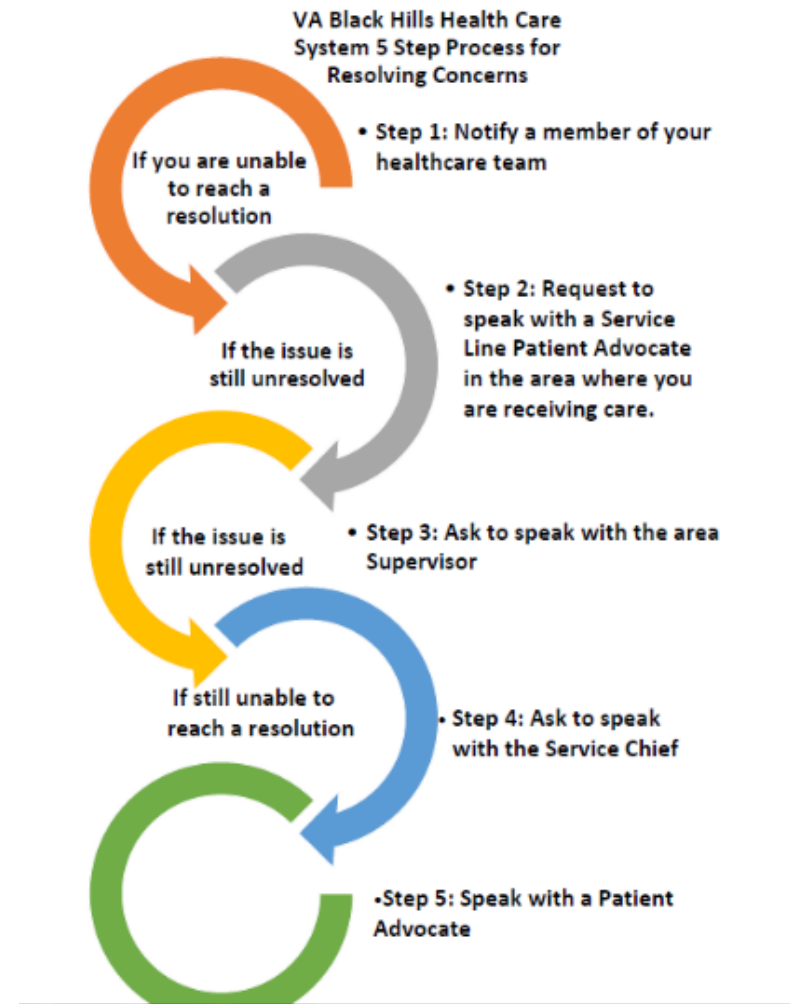
VA Black Hills Patient Advocates

Victor Irizarry, Hot Springs Patient Advocate

- Phone: 605-745-2060

Antonio Kelley, Fort Meade Patient Advocate

- Phone: 605-720-7179



Whole Health Philosophy

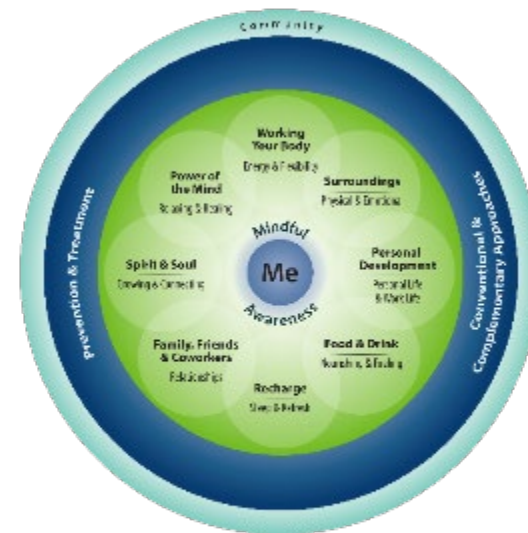
An approach to health care that empowers and equips Veterans to take charge of their health and well-being and live their lives to the fullest.

Many chronic diseases can be prevented or improved through healthy lifestyle choices. VA Black Hills has many resources to help Veterans improve their health.



Whole Health Programs

- Yoga
- Tai Chi
- MOVE! Program
- Intro to Whole Health Class
- Taking Charge of My Life and Health Group
- Behavioral Health Groups
- Battlefield Acupuncture
- Diabetes Class
- Tobacco Cessation Group
- Caregiver Groups
- COPD Class
- Healing Waters
- Life Skills Group
- Spirituality and Recovery Group



Beneficiary Travel Self-Service System

The Beneficiary Travel Self-Service System (BTSSS) is VA's preferred method to receive claims & supporting documentation for reimbursement of general health care travel. This includes regular transportation, like car, plane, train, bus, taxi, or light rail.

Top reasons to use BTSSS

- Access 24/7/365 portal from your PC, tablet or smart phone
- Get faster payments & direct deposit
- Check the status of your claim anytime, anywhere
- Save time with prefilled appointments, mileage, & other information

Need Help?

- Contact Richard Zerbst at 605-347-2511 ext 17550
- Call the Beneficiary Travel Help Desk: 855-574-7292 or DS Logon Support Center: 800-477-8227
- Learn more on VA's YouTube Channel – search BTSSS

Caregiver Support Program

Program of Comprehensive Assistance for Family Caregivers

- Requires 70% service connection
- Veteran needs moderate to severe caregiving support; assessment is conducted.
- Must have some service connection either before May 7, 1975, or after Sept. 11, 2001.
- The 1975 to 2001 Era will be eligible in Oct. 2022.
- Caregivers can receive a stipend, and regular Wellness Visits are required to help our program support caregiver and Veteran.
- Annual reassessments are required to maintain eligibility.

Program of General Caregiver Support Services

- Minimal eligibility - Veteran must be enrolled in VA Black Hills and have any level of need for a caregiver.
- All services offered in PGCSS are also offered to PCAFC:
 - Caregiver Support Groups & education on mental health and medical topics,
 - Mental health services,
 - Call support & crisis stabilization,
 - Regular visits with Caregiver staff,
 - Referrals & guidance in working with medical team.

For questions please call 605-720-7031 or
email VHABHHCSBlackHillsCaregiverSupport@va.gov

Veterans Crisis Line

HOW TO CONNECT WITH A RESPONDER

Call

1-800-273-8255

and Press 1

Chat

Connect online



Text

838255


Support for deaf and
hard of hearing

Learn More

This free support is

-  Confidential
-  Available every day, 24/7

And serves

- ★ All Veterans
- ★ All Service members
- ★ National Guard and Reserve
-  Their family members and friends



<https://www.veteranscrisisline.net/>

VA



U.S. Department of Veterans Affairs
Veterans Health Administration
National Health Care System



Choose VA

Thank you for your service to our Heroes

VA Black Hills Health Care System

113 Comanche Road

Fort Meade, SD 57741

605-720-7170

Call Center 1-877-339-6837

www.blackhills.va.gov

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Classes and events are listed on our public calendar

<https://www.blackhills.va.gov/calendar.asp>