



Task Force Subgroup Report: Sensory and Physical Rehabilitation Services (SPRS)

VA New Hampshire VISION 2025 Task Force

Erik Sargent and Lauren Russell

November 1, 2017



Membership

- Eileen Bayer, Speech (Maine)
- Ann Hogan, Audiology (Boston)
- Stephen Imbruno, Prosthetics (VISN 1)
- Kristine Incandella-Lucas, Audiology (Maine)
- Kelly Jarosz, Blind Rehab (CWM)
- Catherine Kelly, Physical Therapy (PT) (Boston)
- Katherine Langille, Occupational Therapy (OT) (Boston)
- Lauren Russell, Presidential Management Fellow (PMF) (VISN 1)
- Erik Sargent, Lead/VISN 1 SPRS Service Line Director (Maine)
- Nadene Stillings, Recreation (Bedford)
- Deidre Tukey, Pain (Maine)
- Randi Woodrow, Amputation Care (Boston)

Process

Data reviewed:

- Monthly Management Report (MMR)
- Provider Profile – Summary of Measures
- Service Line Subject Matter Experts
- VSSC Encounter Cube

Site visits completed:

- September 12, 2017

On-Site Staff Listening Sessions:

- September 22, 2017
- October 5, 2017
- October 10, 2017

Process

Manchester VAMC staff one-on-one listening sessions completed:

- Dr. Grigory Chernyak, Anesthesiologist
- Mr. Paul Galante, Registered Nurse
- Dr. Ed Kois, Psychiatrist
- Ms. Patricia Kulhoff, Chief of Prosthetics
- Ms. Abby LaRock, Occupational Therapist
- Dr. Dan Plante, Audiologist
- Dr. Tom Provost, Anesthesiologist
- Dr. Claire Tenny, Chief of Mental Health
- Ms. Julie Vose, Occupational Therapist

Process

Other resources considered:

- Blind Rehabilitation Center Program Procedures (Veterans Health Administration Handbook 1174.04; December 2, 2009)
- Blind Rehabilitation Outpatient Specialist Program Procedures (Veterans Health Administration Handbook 1174.01; February 19, 2016)
- Commission on Accreditation of Rehabilitation Facilities (CARF): Medical Rehabilitation Standards Manual (CARF International; July 1, 2017 – June 30, 2018)
- Denver VA Prosthetics/Orthotics Lab Blueprint
- Ernest Bland and Associates
- National Program Consultant / Melissa Morley
- Outpatient Blind and Vision Rehabilitation Clinic Procedures (Veterans Health Administration Handbook 1174.05; July 1, 2011)
- Polytrauma System of Care (Veterans Health Administration Handbook 1172.01; March 20, 2013)
- Prosthetics and Sensory Aids Service (VA Space Planning Criteria (308); March 2008)
- SCIP
- Spinal Cord Injury and Disorders System of Care (Veterans Health Administration Directive 1176; October 1, 2010)
- Tampa Organizational Chart
- Tampa Pain Clinic / Jen Murphy
- Veterans Health Administration Eye Care (Veterans Health Administration Handbook 1121.01; March 10, 2011)
- VISN I PH II Integrated Planning (Manchester Master Plan by Ernest Bland and Associates)

Sensory and Physical Rehabilitation Services (SPRS)

Background Information
to support Options and Discussion

Functions/Services

Audiology

Outpatient, Comp and Pen, Hearing Tests, Hearing Aid Fitting/Checks, Advanced Diagnostics (OAE, ABR, ECoG, CAPD), Vestibular Diagnostics (VHIT, VNG, Rotary Chair), Cochlear Implants, TRT, CLC

Speech-Language Pathology

Inpatient, Outpatient, CLC, Modified Barium Swallow Studies, Voice Therapy including Transgender Voice Treatment, ALS Clinic, Polytrauma Clinic, Assistive Technology, Head and Neck Cancer

Physical Therapy

Acute Care, Outpatient, CLC, Home Care, PACT/COE, Bone and Joint Clinic, Wheelchair Clinic, ALS Clinic, Cancer Center, Parkinson Consortium, Falls Prevention Committee, Pain Rehab School, Clinical Education, Pulmonary Rehab, Lymph Edema; *assessments for CHOICE program.*

Occupational Therapy

Acute Care, Outpatient, CLC, Mental Health, SCI Clinic, Stroke Clinic, Certified Hand Therapy, Clinical Education, HBPC

Recreational Therapy

Cancer Center, MOVE, CLC-Adaptive Sports, Blind Center, Substance Abuse Day Program (SADP), Mental Health; Giant Steps, PTSD FIRM, CRP Community Reintegration Program, 8E Inpatient Psych, Golden Age Games, Creative Arts, Northeast Passage Grant

Spinal Cord Injury

Blind Rehabilitation

Eastern Blind Rehabilitation Center (Inpatient Rehab CARF), Visual Impairment Service Team (VIST), Blind Rehabilitation Outpatient Specialists

Physiatry

Integrative Pain Clinic, Ultrasound Guided Injections, Fluoroscopic Guided Procedures, Spinal Cord Stim trails and implants, Pain Mini Residency, Residency Teaching (Rheum, Chiro, Anesthesia, Geriatrics), Acupuncture, Research

Polytrauma/Traumatic Brain Injury (TBI)

Chiropractic Care

Residency Program, Acupuncture, Research

Amputation System of Care

Tele Health, Peer Support, Brace Clinic

Wheel Chair Clinic

Home Modifications, Stair Glides/Lifts, Adaptive Driving, Van Modifications, Advanced Seating, Environmental Controls

Complimentary Integrative Medicine

Pilates, Yoga, Bowenwork

Inpatient Rehab (CARF)

Chronic Pain Rehabilitation (CARF)

VISN 1 Rehab Choice Numbers

VISN 1 Facility Name	Rehab Choice Numbers by Facility
CONNECTICUT	52
CENTRAL WESTERN MASS	66
BOSTON HCS	118
BEDFORD	279
PROVIDENCE	364
TOGUS	743
WHITE RIVER JCT	2,552
MANCHESTER	10,110

Manchester VAMC Projection Data

	FY2021 Modeled Utilization	FY2026 Modeled Utilization	FY2036 Modeled Utilization
Acute Inpatient Medicine	3,196	3,175	2,735
Acute Inpatient Mental Health	51	44	33
Acute Inpatient Surgery	973	905	674
Inpatient Blind Rehab			
Inpatient LTSS	35,756	40,702	44,848
Inpatient Residential Rehab			
Inpatient Spinal Cord Injury			
IP Professional Services	16,317	16,294	13,885
Amb Dental Clinic	21,048	23,127	23,063
Amb LTSS Home and Community Based	80,753	91,850	110,444
Amb Medical Specialties	124,912	134,177	129,486
Amb Mental Health Programs	66,140	71,970	72,574
Amb Pathology	372,814	395,159	372,869
Amb Primary Care	113,126	120,808	117,588
Amb Radiology	23,161	24,721	24,392
Amb Rehab Therapies	33,576	36,810	37,340
Amb Surgical Specialties	34,665	37,541	37,780

Manchester VAMC SPRS Projection Data

	FY2021 Modeled Utilization	FY2026 Modeled Utilization	FY2036 Modeled Utilization
Amb Rehab: Audiology (Service)	13,636	14,679	14,433
Amb Rehab: Blind Rehabilitation (Service)	278	310	410
Amb Medical: Chiropracty (Service)	19,159	21,535	22,447
Amb Rehab: Occupational Therapy (Service)	3,414	3,813	4,012
Amb Medical: Pain Medicine (Service)	310	343	349
Amb Medical: Physical Medicine & Rehabilitation (Service)	8,003	9,095	9,817
Amb Rehab: Physical Therapy (Service)	14,881	16,607	17,183
Amb Rehab: Recreational Therapy (Service)	796	757	648
Amb Rehab: Speech Language Pathology (Service)	476	539	542

New Hampshire Map



Key



Manchester VAMC



Community Based
Outreach Clinic
(CBOC)

Initial Options Considered

Option 1: Expand outpatient services to meet current demand at Manchester VAMC: close existing space, staff, and equipment gaps

Option 2: Expand outpatient services to meet current demand at Manchester VAMC and enhance Community Based Outpatient Clinic (CBOC) capacity: meet the needs of enrolled veterans at Manchester VAMC and New Hampshire CBOCs

Option 3: Develop a comprehensive experience to address current needs with emphasis on special populations: reduce the need to use community resources, and provide services to eligible veterans throughout New Hampshire

Option 1

On Manchester Campus

- Continue with current Audiology construction plan
- Remodel current space for Blind Rehab; create additional storage space for essential equipment; should be conveniently located for visually impaired veterans
- Add 1 – 2 exam rooms for Chiro
- Add 2 treatment rooms and 1 group room for Complementary Integrated Health (CIH)
- Renovate current space and create space for wheelchair clinic for Occupational Therapy (OT)
- Add 4 exam rooms and add 2 interventional rooms for Pain Clinic
- Continue with current plan for Pain Rehab
- Renovate current space and create 2 additional exam rooms for Physical Medicine and Rehabilitation (PM&R)
- Renovate current space; create dedicated space for group clinic and amputation clinic care for Physical Therapy (PT)
- Renovate current space to create 2 – 3 additional exam rooms for Polytrauma / Traumatic Brain Injury (TBI)
- Renovate entire space for proper short- and long- term storage of inventory and separation of clean and used/return items for Prosthetics
- Dedicated space for inpatient recreation clinic for Recreation Therapy
- Increase and renovate current space for Speech Language Pathology
- Renovate current space to create 2 – 3 additional exam rooms for Spinal Cord Injury (SCI)

Option 2

On Manchester Campus

- Create three exam rooms for Chiro
- Add telehealth room and capabilities for Pain Clinic
- Develop an enhanced wellness center with space for residential Commission on Accreditation of Rehabilitation Facilities (CARF) rehab program for Pain Rehab
- Design patient-centered space where all Polytrauma/Traumatic Brain Injury (TBI) and Spinal Cord Injury (SCI) staff are located in the same area
- Dedicated space for adaptive sports clinic for Recreation

At Community Based Outpatient Clinic

- Add 1 – 2 sound booths for Audiology
- Create space for Blind Rehab
- Establish space for Complementary Integrated Health (CIH)
- Create space for Occupational Therapy (OT)
- Add 1 exam room for Physical Medicine and Rehabilitation (PM&R)
- Allocate exam and treatment space for Physical Therapy (PT)
- Create inventory space for Prosthetics
- Administrative and clinical space for Speech Language Pathology

Option 3

On Manchester Campus

- Add room(s) for otolaryngology (ENT) under Audiology
- Create space for intermediate low vision clinic under Blind Rehab
- Develop enhanced wellness center for Complementary Integrated Health
- Allocate space to provide platelet-rich plasma (PRP) treatment and ketamine infusions for Pain Clinic
- Create enhanced wellness center with space for inpatient Commission on Accreditation of Rehabilitation Facilities (CARF) rehab program; develop space for addiction and detox for Pain Rehab
- Establish inpatient capability for Physical Medicine and Rehabilitation (PM&R)
- Dedicated telehealth and peer support capabilities for Polytrauma/Traumatic Brain Injury (TBI)
- Add space for certified Prosthetics lab
- Develop space in an enhanced wellness center for Recreation
- Create additional clinical space for Speech Language Pathology
- Dedicated telehealth and peer support capabilities for Spinal Cord Injury (SCI)

At Community Based Outpatient Clinic

- Add 2 exam rooms for Chiro
- Allocate space for administrative purposes for Occupational Therapy (OT)

Questions and Discussion

