

# CAREPARTNERS PLUS: A Digital Service Platform

PROBLEM	The VA's decentralized communication structure creates a "silo of services" placing great burden on Veterans to access health care and benefits.
SOLUTION	Deploy "Get Vets Help", a centralized communication platform "safety net" for vulnerable Veterans that organizes and transparently addresses their need.
RESULT	Veterans, no longer "falling through the cracks", receive the care they deserve, and trust in the VA's ability to provide health services to Veterans is restored.

## PRODUCT DESCRIPTION

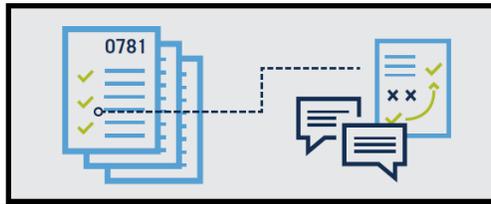
WHAT		An easy-to-use centralized communication platform that connects Veterans with providers to detect, analyze, intervene, validate, and confirm a wide array of issues.
WHO		Users include Veterans, Veteran Families, Veteran Service Providers, VA Administrators, White House Administrators and all relevant stakeholders.
WHERE		The secure, HIPAA compliant, cloud-based structure of the platform allows for access to services anywhere through any internet-connected device.
WHEN		Available anytime, the platform is connected 24/7/365 to VA services in real-time, allowing for unprecedented responsiveness and continuity of care over time.
WHY		Best-In-Class health services for our Veterans will rebuild trust in the VA's ability to adequately honor and care for those who have served.
HOW		System architecture was developed to be open and interoperable, making it both flexible and adaptive so that a wide array of Veteran needs can be addressed.

## IMPACT

- A CPP platform-empowered VA signals a turning point in government modernization setting the foundation for unparalleled efficiency and effectiveness of services directly available to Veterans.
- This digital solution can address multiple challenges: Suicide, Homelessness, Opioid Abuse, etc.
- Facilitates industry collaboration through open API integration and support for diverse applications.
- Promotes cross-agency shared-services as performance tracking and compliance transparency metrics can be employed for accountability in government-wide reforms.

## Use Case: VA Homelessness

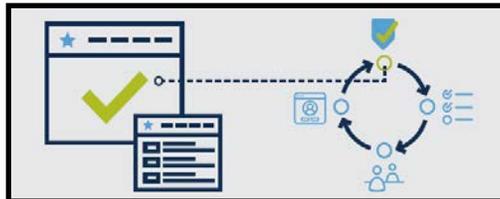
### “Centralizing Communication”



PROBLEM	Andy is a homeless Veteran. Although he is enrolled in the VA system, he is not aware of the services which are available to him. Further, Andy’s providers use a decentralized communication systems that does not track his needs adequately.
SOLUTION	Andy utilizes “Get Vets Help” (GVH), a web-based app for the Veteran to access VA entitlements and resources for his emergency/life threatening and urgent needs. These needs are electronically captured and routed in real-time to VA and VA sanctioned providers who are registered on the platform for intervention and follow-up. All members of the problem-solving team are connected on the same system and can communicate with Andy and each other regarding his issue status for increased service efficiency. They can view Andy’s specific request and related information. Andy is notified of his issue status and once service is provided; he verifies the service was performed and satisfaction with the service.
RESULT	Andy can receive services and the care he needs, at his convenience, while feeling connected and supported by the VA.

## Use Case: VA Suicide Prevention

### “Completing the Mental Health Cycle”



PROBLEM	Tom is a Veteran at risk of suicide. While suicide prevention coordinators could get him through his acute crisis, they are not able to facilitate Tom’s navigating the VA mental health system to access therapy. Though he has used the normal channels for support, he is still vulnerable to relapse and a worsening mental health condition while he waits for an appointment.
SOLUTION	Tom utilizes the “Get Vets Help” platform indicating he is at risk for a mental health crisis and needs an urgent appointment. He can record symptoms and directly express needs to a mental health coordinator who monitors Tom’s mental health risk state (generated by predictive modeling of his health data), provides general supportive counseling, facilitates an earlier an appointment, and connects Tom to additional resources, such as online support communities – all through GVH.
RESULT	Tom knows that he will be given the mental health treatment he needs and not “fall through the cracks”, either when he is in crisis or transitioning to longer term treatment. He experiences a continuity of care over time that helps him feel that he is connected to the VA and the VA is working to help him.