



Intervise Supports Defense Centers of Excellence (DCoE) 24/7 Outreach Center

Background

Today, U.S. military forces are engaged in conflicts around the world in support of the Global War on Terrorism, most prominently in Operation Iraqi Freedom (OIF) and Operation Enduring Freedom (OEF). Ongoing deployments, changing demographics, and other challenges exert considerable stress on military members, their families, leaders, clinicians, employers, and entire communities. Concern over these and other issues can adversely affect mission readiness. Further, these needs present a considerable challenge to the medical and support resources, along with the leadership response, to tackle these issues and concerns.

In recent years, there have been multiple efforts, in the form of various task forces, commissions, and work groups, to address and assess the needs of our returning warriors and their families. Many of these efforts identified inadequate resources and a paucity of programs to address the needs of warriors with Psychological Health (PH) and Traumatic Brain Injury (TBI) issues and warrior families.

In response to this, the DCoE established a 24/7 Outreach Center which provides a toll free number for service members and veterans and their families, caregivers, military leaders, clinicians, employers, researchers, educators, and community members who are seeking information on Psychological Health and Traumatic Brain Injury healthcare information and resources as well as community resources.

Services Provided

Intervise is supporting the prime contractor by providing consultants who serve as informational and referral points of contact for service members and veterans and their families, caregivers, military leaders, clinicians, employers, researchers, educators, and community members. Intervise consultants are trained and conversant in the various programs and resources currently afforded to military personnel and veterans so that they may assist patients in engaging and navigating

the healthcare system and acquiring other benefits to which they are entitled. Consultants articulate care options in an effort to assist the patient in his/her decision making process. In addition, Intervise consultants counsel patients on the differences across and within mental health disciplines, the practice scope/levels of providers, and any relevant competencies or abilities of specific mental health practitioners.

Specifically, Intervise Consultants provide required levels of service to the caller and possess the following skills:

- Fluency in the English language, both oral and written.
- Handling inquiries and requests in a courteous and professional manner.
- Listening to and empathizing with beneficiaries and acknowledging their concerns.
- Gathering information to determine a beneficiary's needs, applying problem-solving skills, and resolving the inquiry/request effectively.
- Communicating information to the beneficiaries clearly, accurately, and completely.
- Recording the inquiry type accurately and efficiently.
- Handling crisis calls in a professional and effective manner.
- Controlling the pace and flow of the inquiry/request and managing call time effectively.

Outcome

Under the leadership of Brigadier General Loree K. Sutton, Special Assistant to the Assistant Secretary of Defense (Health Affairs) Psychological Health and Traumatic Brain Injury, the Defense Centers of Excellence leads a collaborative effort toward optimizing psychological health and traumatic brain injury (TBI) treatment for the Department of Defense (DoD). The DCoE establishes quality standards for: clinical care; education and training; prevention; patient, family and community outreach; and program excellence in support of the DCoE mission to maximize opportunities for warriors and families to thrive through a collaborative global network promoting resilience, recovery, and reintegration for PH and TBI.