

# Veteran Engagement Systems Assessment

Item	Yes	No	Notes
<b>Organization</b>			
Does our board include any veterans?			
Do we have an employee resource group that supports staff members that are veterans or allies to veterans?			
Does our organization have any existing relationships with veteran service organizations, the US Department of Veterans Affairs (VA), or other national veteran agencies?			
Does our organization have any existing relationships with medical or nursing schools that include military cultural competence in their curriculum?			
Does our organization provide extra support or alternative accommodations for veterans who typically would have service/support animals accompany them in public?			
Does our organization allow appointment schedules to be adjusted so the provider has extra time to listen to the veteran's health needs?			
Do any veterans sit on our Patient and Family Advisory Council?			
<b>Physical Environment</b>			
Are the exam rooms quiet, private, and conducive to a conversation?			
Does the furniture in the exam room allow providers and veterans to have an eye-level, face-to-face conversation?			
<b>Tasks and Processes</b>			
Do we ask for and document patient's veteran or service status?			
Do we have a process to screen veterans for any service-related health conditions?			
Do we have a process to ask veterans about their health goals?			
Do we provide education for healthcare providers on veteran or military service-related health needs?			
Do we provide education for healthcare providers on unconscious bias and the impact of treating veterans?			
Do we provide patient education targeted to veterans in the community?			
Do we have a process to measure and act on diagnostic safety failures?			
Do we have diagnostic testing protocols in place for certain conditions?			
<b>Tools and Technology</b>			
Does our EHR have a place to document veteran status?			
If so, is veteran status easily visible (e.g., flagged) for healthcare providers, clinical staff, and care coordinators?			
Do we utilize technology to communicate with veterans before and after appointments (e.g., patient portal, text messages)?			
Does our EHR allow for the addition of veteran health clinical decision support materials?			
Does our EHR allow for additional documentation of veteran health goals and care planning?			
Do we have a repository that any team member involved in a veteran's care or care coordination can access to provide veteran health resources, benefits information, or referral sources?			
<b>People</b>			
Do we have any physicians, nurses, or other care team members that are veterans and could serve as a SALUTE clinical champion?			
Do we have patient advocates that have served in the military or have an interest in supporting veteran health?			