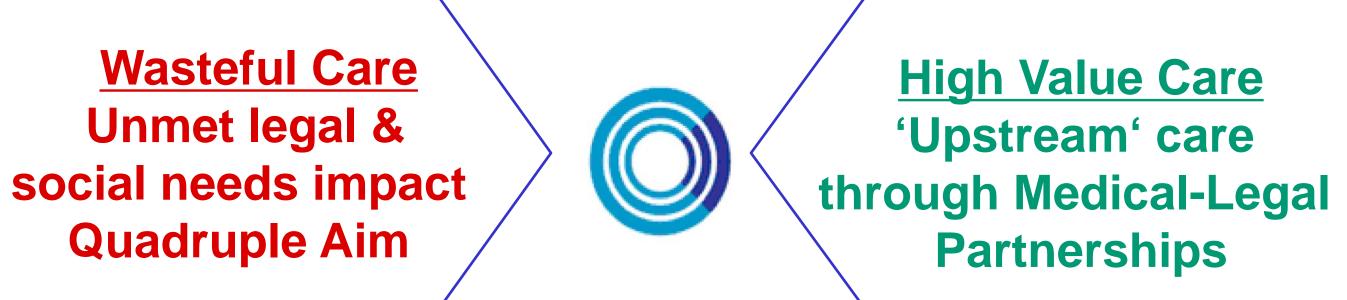
Unmet legal and social needs: Healthcare's blind side

Homeless Veterans experience poor health and housing outcomes due to lack of effective legal assistance.

- Nationally, at least eight of the top ten unmet needs among homeless Veterans seeking VA care are related to legal barriers, including*
 - Prevention of eviction/foreclosure; outstanding warrants/fines; child support issues; reinstatement of driver's licenses; family reconciliation issues; financial guardianship; housing for registered sex offenders; and military discharge upgrades.
- Nearly 6000 homeless Veterans in Greater Los Angeles on any given night, with growing demand for legal services and major cost drivers due to avoidable ED and inpatient care.
- Nearly 300 hospitals nationwide employ a Medical-Legal Partnership (MLP) model to address unmet legal needs, but the VA lacks a systematic approach to address civil legal needs. *2013 VA CHALENG survey)



Project: A Medical-Legal Partnership to advance Quadruple Aim in the VA

This project will improve outcomes, value, patient and provider experience for high utilizer, high need homeless Veterans in the Greater Los Angeles VA Healthcare System using a Medical-Legal Partnership (MLP) model and an "upstream quality improvement" approach developed by HealthBegins.

Project Goals and Objectives

Goal: Improve value of care and outcomes for high utilizer, highneed homeless Veterans in the Greater Los Angeles VA Healthcare System through a Medical-Legal Partnership (MLP)

Output-oriented Objective:

By April 2014, an MLP will be established within an intensive multidisciplinary homeless primary care team structure.

Outcome-oriented Objective:

By Jan 2015, demonstrate 10% reduced ED utilization, 10% improvement in legal outcomes, and at least \$1000 value generated per high-need Veteran engaged in the MLP pilot.

California Health Improvement Project (CHIP) The Lawyer Will See You Now: Implementation of a Medical-Legal Partnership (MLP) for High Utilizer Patients in the Veterans Administration

Rishi Manchanda, MD, MPH VA Greater Los Angeles Healthcare System

Outputs & Outcomes

Outputs: Implementation of ML

- Established first MOU between GLA VA and firm despite a contentious political environme
- Fully integrated MLP with 1.2 FTE laywer with intensive caring unit (AICU) program for high homeless Veterans.
- Provided full case representation to 139 Veter month pilot period.
- Expanded MLP legal capacity for over 2500 using a lawyer - social worker "specialty cha

Outcomes Achieved:

Veterans Served with Full Representation

ER encounters % change *pre/post 6 months in AICU clinic

Average VA Cost Per Veteran

Average Legal Aid Cost Per Veteran

Average Total Cost Per Veteran

Estimated Legal Value of Services (Annualized)

Average Yield Per Veteran* *excluding value associated with changes in healthcare utilization

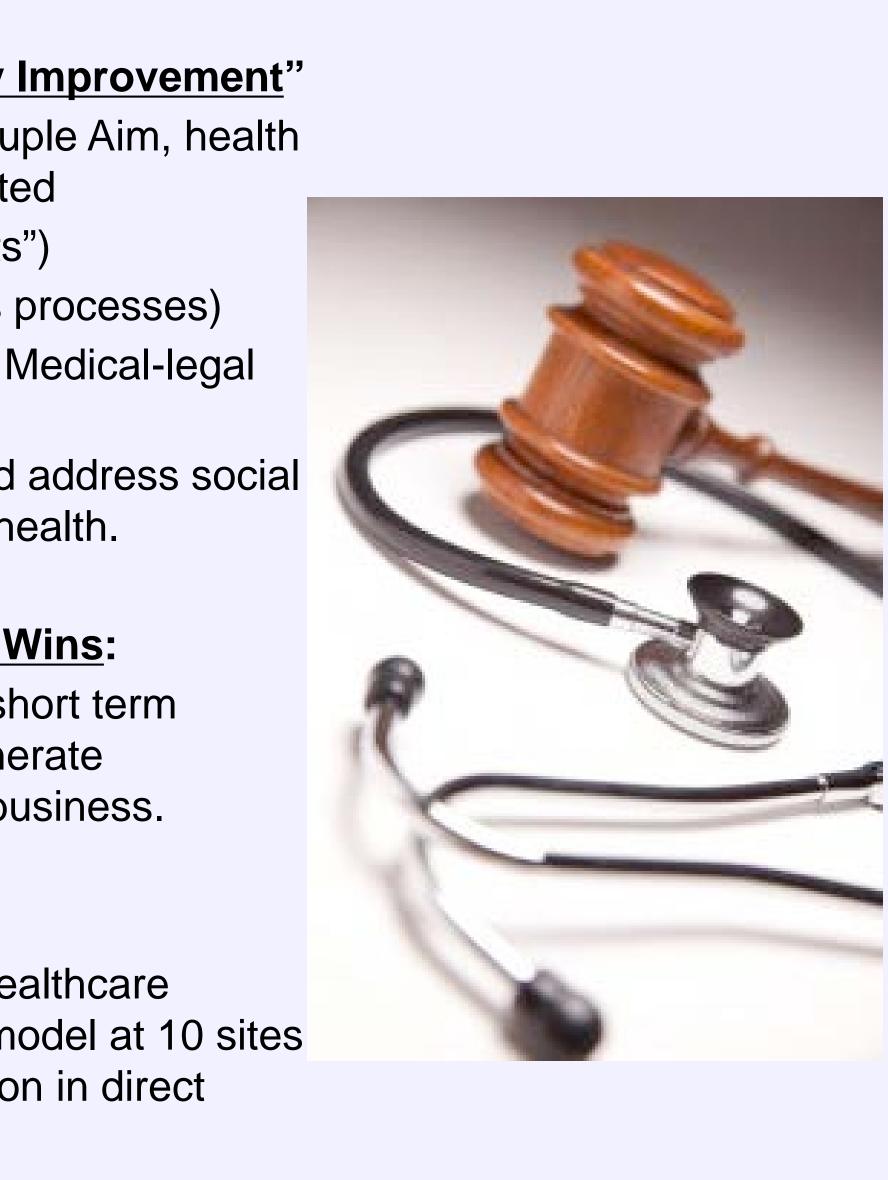
Scale & Sustainability

 Co-chaired VA Center for Innovation (VACI) MLP model to 10 VA Medical Centers to serve 12,000 Veterans over a 2.5 year time frame

> Proposed cost of expansion: \$19.4 million **Anticipated value:** \$83.9 million for Veterans



		Lessons Learned
P at GVA d a public interest law nent. Vithin ambulatory gh-utilizer, high-need terans during initial 6 D homeless Veterans ampion" model.		 Apply "Upstream Quality I To help achieve the Quadrup care systems need dedicate Staff (e.g. 'upstreamists' Systems (i.e. business p Solutions, such as the M Partnership model to routinely understand and a and legal determinants of here
139		Create & Leverage Early W Without clear, achievable sh objectives, it is hard to gene
- 24%	momentum for change in bu Make Benefits Clear:	
\$84.90		For instance, moving VA heau upstream through a MLP mo
\$439.99		would generate \$83.9 millio value for Veterans.
\$524.89		
\$503,407		About VA Greater Lo
\$3,621.63	The VA Greater Los Angeles He System (VAGLAHS) is the large healthcare system within the De of Veterans Affairs, with 3 ambu care centers, a tertiary care faci community based outpatient clir	
initiativa ta avaaad	t	serving 1.4 million Veterans resing throughout 5 counties: LA, Vent Santa Barbara, & San Luis Obis
) initiative to expand rve approximately e (2016- 2018)		U.S. DEPARTMENT OF VETE CENTER FOR INN
9.4 million		



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FERANS AFFAI NOVATION

Contact Me

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VACI identifies, tests, & evaluates new approaches to the agency's most pressing challenges, ensuring a steady flow of high value innovations from concept to implementation within the nation's largest civilian cabinet agency.

CHCF HEALTH CARE LEADERSHIP PROGRAM

Chief Medical Officer, The Wonderful Company

To learn more about CHCF go to: http://futurehealth.ucsf.edu/