



Intermediate Care Technician (ICT)

ICT Program Mission Statement:

To augment the VA workforce with former military medics and corpsmen in a unique health care role that:

- Utilizes their vast array of clinical skill-sets for Veteran care;
- Decreases overall visit waiting times and improve access to healthcare to make the VHA the “treatment of choice;” and,
- Improves the transition of this highly trained and skilled work force from DoD to Veteran care with a career pathway for professional healthcare roles.



Functions of ICTs:

- Force Multipliers
- Provider Extenders
- Patient Navigators
- Care Coordinators

Innovations:

- Specialty Care
- Geriatric Medicine
- Primary Care
- Emergency Medicine

Return of Investment (ROI) ED:

- Decrease ED Length of Stay (LOS)
- Decrease Door-to-Doc Times
- Decrease Return ED Visits for Elderly Patients
- Connect Veterans back to VA Medical Centers
- Veterans Serving Veterans



ICT Population Data:

Number of VISNs: ALL

Number of Facilities: 82

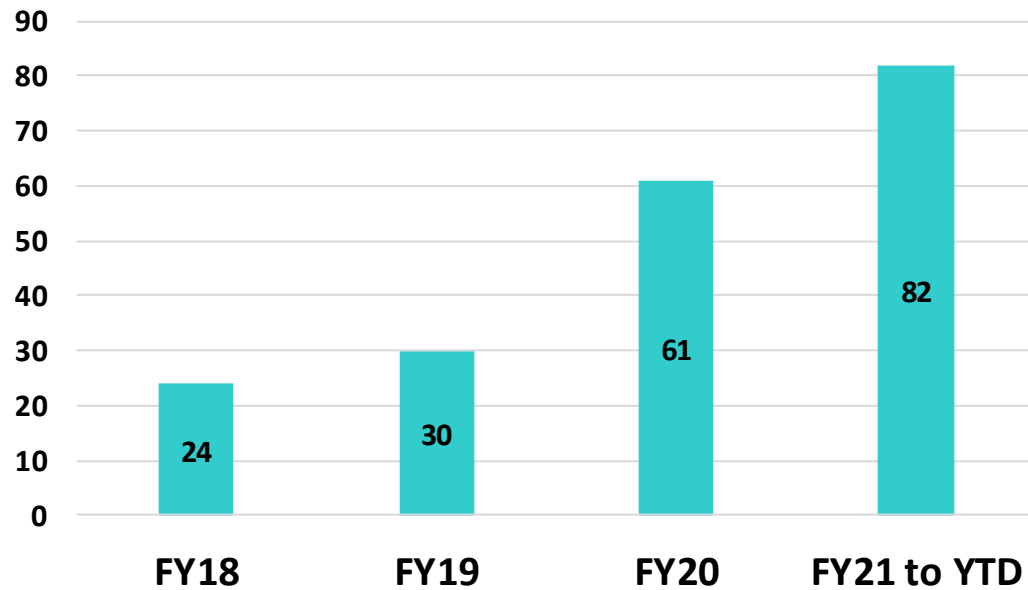
Number of ICTs Hired: 400

Number of Approved FTE: 597

Operational Areas / Departments: 17



VA MEDICAL CENTER GROWTH PER FISCAL YEAR



VA ICT HIRES BY FISCAL YEAR



Clinical Locations/ Departments:

- Emergency Department
- EMS Campus Response
- Primary Care & VARC Primary Care
- Specialty/Surgery Clinics:
 - Women's Health
 - Occupational Health
 - Podiatry
 - Dermatology
 - Urology
 - Orthopedics
 - General Surgery Clinic
 - Ambulatory Procedure Clinic (APC)
- Intensive Care Unit (ICU)
- Stepdown Unit
- Post-anesthesia Care Unit (PACU)
- Mobile Medical Units (MMU)
- Clinical Resource Hubs (CRH)





ICT Return on Investment (ROI):

The **ROI team** examined six EDIS times as a proxy for utilization to measure the impact of having ICTs working in the ED.

Example Measure: “Door to Triage” time for intervention sites decreased 2.45 minutes after the implementing ICTs from 7.56 to 5.1, compared with 0.67 minutes from 10.18 to 9.52 in the control sites who did not have ICTs.

The **VA Northeast Ohio Healthcare System** found that when adding an ICT to the Physician in Triage (PIT) “Door to Doc / Door to Triage” time for ESI level 3 patients had an average decrease in waiting time by 33 minutes. Measures also found that on average the “Seen and Discharge” length of stay decreased for PIT patients by 32 minutes.



Geriatrics Emergency Room Innovations for Veterans (GERI-Vet): ROI

The Louis Stokes Cleveland VA Medical Center (LSCVAMC) GERI-Vet (Geriatric Emergency Room Innovations for Veterans) program identifies vulnerable older adults in the ED and utilizes ICTs (Intermediate Care Technicians) as geriatric syndrome screeners and care coordinators. To date, the program has served 1300 Veterans and shows that ICTs can accurately screen for geriatric syndromes, such as dementia, delirium, functional decline, and fall risk.

Outcomes from this experience:

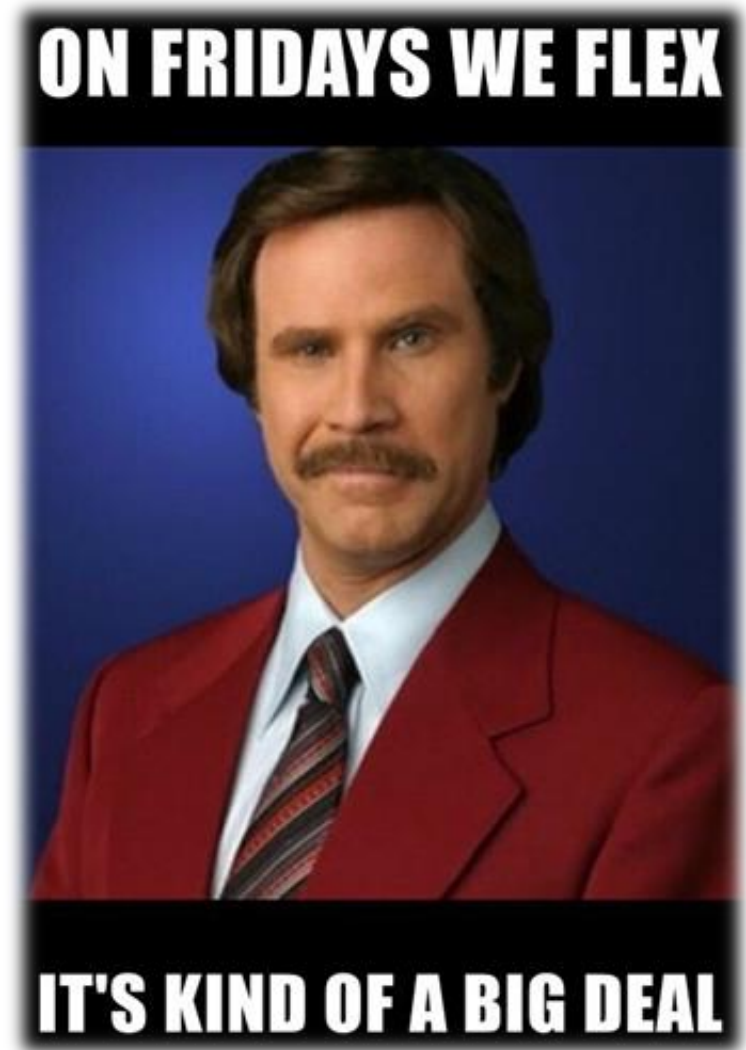
- 9.4% decrease in hospital admissions from the ED (16.2% relative reduction).
- 9.2% decrease in 30-day hospital admissions (14.2% relative reduction) compared to matched controls.
- Decreased admissions by 9.4% for a cost savings of \$3,057,900/year at LSCVAMC.
- Cost saved per veteran served is \$2,216, a 1100% return on investment.

- Intermediate Care Technicians perform Geriatric Emergency Room screens for Delirium, Dementia, Cognitive Impairment, Caregiver Burden, Falls Risk, Functional Status (ADLs), Poly Pharmacy and Elder Mistreatment as a part of the Veterans Clinical Care Team.



Flexing the Muscle of the ICT Role:

- **Battlefield Acupuncture (BFA):** ICTs at the *John D. Dingel VA Medical Center* in Detroit, Michigan have been trained and retain competencies to administer Battlefield Acupuncture (BFA) within the Emergency Department and Walk-In Pain Clinic to Veterans. Adding innovative Whole Health practices like administering BFA to the ICTs scope have helped the facility reduce opioid prescribing by **49%** in the Emergency Department.
- **Nail Care Community Living Center (CLC):** ICTs in Podiatry help to build access to providers by providing wound care for Veterans in need of weekly and bi-weekly simple dressing changes. ICTs in Podiatry are trained and retain competencies to perform nail trimming, so when the facilities' CLC lost their Podiatrist the ICTs were able to stand in and trim the resident's nails, so there was no delay of care.
- **Mobile Medical Unit (MMU):** ICTs at the *VA Western Colorado HCS* attached to the facilities MMU serve Veterans in remote aster settings over a mountain pass 3-4 hours away from any VA hospital. ICTs augment virtual providers as Telepresenters, schedule exams, obtain diagnostic testing, perform mirror procedures, like ear irrigation, and screen for COVID related symptoms.



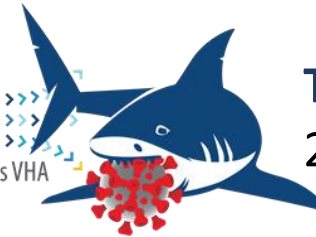


VA | Clinical Strong Practices

Solutions, techniques and resources for responding to COVID-19

Diffusion of
EXCELLENCE

Diffusing Promising Practices Across VHA



Top 100 Semifinalist in the Years 2019 & 2020 VHA Shark Tank Competition.



Spark-Seed-Spread

INNOVATION INVESTMENT PROGRAM

Powered by the VHA Innovators Network

Northeast Specialty Care Center of Innovation (SCOI)

VHA Innovation “Spread” FY18: Standardized Competency Process

VHA Innovation “Spread” FY19: Diffusion of Excellence

ICT COVID-19 Pandemic Response Contributions:

- COVID Deployments (10% of ICT Workforce)
- DEMPS Volunteers (20% of the ICT Workforce)
- Mobile Dialysis Team
- Screening and Swabbing Stations
- Critical Care
- Emergency Medicine



Accelerate Your Career as a Intermediate Care Technician (ICT)

ICT Career Advancement & Scholarship Opportunities:

Mission Act: Veterans Healing Veterans Medical Access and Scholarship Program Sec. 304

Health Professional Scholarship Program (HPSP): Medic/Corpsmen Veteran Employees seeking their profession clinical licensure as Physician Assistants and Medical Doctors will have more opportunities for scholarship funds.

EISP/ICT Pilot and Health Professionals Scholarship Program (HPSP): Work in collaboration with Workforce Management and Consulting (WMC) Scholarships & Clinical Education (S&CE) Human Capital Management office to create scholarship opportunity pathways specifically for ICTs advancing their careers within the Title 38 and Title 38 Hybrid occupations.

"The opportunity that was presented by the VANEPP scholarship worked better for my life. It gave me freedom to pursue my education. Nothing compares to it."



Jude Martinez
Cardiac Cath Lab Registered Nurse at
New Mexico VA Health Care System

SkillBridge: ICT Internship Program

SkillBridge is a Department of Defense (DOD) program that helps transitioning Service members (TSMs) gain civilian work experience through training, apprenticeships and internships during their last 180 days of military service.

While Service members participate in SkillBridge, they continue to receive their DOD salary and benefits at no cost to their VA SkillBridge program host.

In December 2019, VA and DOD entered into a Memorandum of Understanding (MOU) to expand DOD SkillBridge across VA.

As the designated executive agent, the Office of Transition and Economic Development (OTED) currently engages with VA organizations that have expressed interest in establishing and/or expanding a VA SkillBridge program.

OTED, in coordination with DOD SkillBridge, assists these programs with either identification of target vacancies, determination of training requirements, and/or establishment of a high-level program schedule.

To learn more about the VA SkillBridge Partnership program, contact VASkillBridge.VBACO@VA.Gov.



DoDSKILLBRIDGE



Questions?

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VVA



HEROES for HEROES