

VETERANS HEALTH ADMINISTRATION

VA Fisher House Program

Fisher House Foundation Community Partner Face to Face Meeting

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Fisher House and Family Hospitality Program

Care Management, Chaplain and Social Work (10P4C)

Bottom Line Up Front

Fisher Houses (FH) are constructed by the Fisher House Foundation and gifted to the Department of Veterans Affairs (VA) and Department of Defense (DOD) to provide temporary accommodations, comfort and support during a period hospitalization for an unexpected illness or injury

VA Fisher House Program promotes the highest level of community engagement at all levels of the organization

The VA Fisher House Program is one of the largest healthcare hospitality programs in the country with 36 houses.

The National Fisher House and Family Hospitality program is responsible for all aspects of the VA Fisher House program and con-clinical temporary lodging

The VA facility is responsible funding and completing FH construction site prep.

The VA facility is responsible for funding FH operations including staffing, maintenance and ongoing refurbishment

Fisher Houses are Federal Buildings



What is a Fisher House?

A “Home Away From Home” for visiting families and Caregivers of hospitalized Veterans and Active Duty Servicemembers

Foster a healing environment where family members and Caregivers can support one another and actively participate in the treatment of hospitalized Veterans and Active Duty Servicemembers

Constructed on the grounds of VA Health Care Centers and Military Installations

There is no charge to stay in a VA Fisher House

There are no time limits placed on VA Fisher House stays



VA Fisher House Program Regulatory Authority

Section 221(a) of the Veterans Benefits and Health Care Improvement Act of 2000 (Public Law 106-419) gave VA authority to furnish temporary lodging in Fisher Houses constructed and donated by the Fisher House Foundation to Veterans, families and Caregivers in connection with the Veterans' examination, treatment or care. This provision addresses temporary lodging and VA Fisher House eligibility criteria. This provision has been codified at 38 U.S.C. 1708 and is administered by the Veterans Health Administration (VHA).

VHA Directive 1107: VA Fisher Houses and Other Temporary Lodging provides guidance for the VA Fisher House and Temporary Lodging Programs. The Directive includes criteria for new VA Fisher House site selection and information on the Fisher House application process.

VA Fisher House Eligibility Criteria

Commute at least 50 miles to the VA Health Care Center

Must be engaged in the hospitalized Veteran or Active Duty Servicemember's treatment; May stay if the Veteran is receiving care in a community hospital coordinated by VA.

Veterans/Active Duty Servicemembers undergoing long-term outpatient treatment may stay at the Fisher House **only** if accompanied by a family member/Caregiver

Must be medically stable and capable of self care

Fisher House is a non-clinical environment

Must have stable housing and not homeless



National VA Fisher House Program Status

36 active VA Fisher Houses located at **33** VA Facilities

25,419 families accommodated in VA Fisher Houses

36,686 individual guests were accommodated in VA Fisher Houses

Over 16 million dollars in lodging costs saved for VA Fisher House Guests

81% average VA Fisher House occupancy rate

7.18 days average VA Fisher House length of stay

11,218 volunteers provided **54,051** hours of service to support VA Fisher Houses



*FY2017 national program statistics

VA Fisher House Program Locations

Albany, NY.
Augusta, GA .
Bay Pines, FL.
Boston, MA.
Charleston, SC.
Chicago, IL.
Cincinnati, OH.
Dallas, TX.
Dayton, OH.
Denver, CO.
Gainesville, FL.
Greater Los Angeles, CA.

Houston, TX. (3 houses)
Las Vegas, NV.
Long Beach, CA.
Miami, FL.
Minneapolis, MN.(2 houses)
Milwaukee, WI.
Murfreesboro, TN.
Orlando, FL.
Palo Alto, CA.
Pittsburgh, PA.
Portland, OR.

Richmond, VA.
Salt Lake City, UT.
San Antonio, TX.
Seattle, WA.
St. Louis, MO.
Tampa, FL.
Tucson, AZ.
Washington, DC.
West Haven, CT.
West Palm Beach, FL.



FISHER HOUSE

VA Fisher Houses: Breaking Ground



VA Maine HCS Groundbreaking



Tampa II Groundbreaking



West Haven Groundbreaking



Orlando Groundbreaking

VA Fisher House Program Expansion 26 Priority Sites

Fisher Houses Under Construction

Bronx VAMC, NY. (2 houses)

Tampa VAMC (2nd house), Tampa, FL.

Palo Alto (2nd house), Palo Alto, CA.

Cleveland VAMC, Cleveland, OH. (2 houses)

VA Maine HCS, Togus ME.

Fisher House Proffers Accepted

Hunter Holmes Maguire VA Medical Center
(2nd house), Richmond, VA.

Huntington VA Medical Center, Huntington, WV.

New Mexico HCS, Albuquerque, NM.



Tampa VAMC Fisher House II Construction

VA Fisher House Program Expansion cont.

Bay Pines VA Healthcare System
(2nd house), Bay Pines, FL.

Nebraska/Western Iowa HCS, Omaha, NE.

Lexington VAMC, Lexington, KY.

Birmingham VAMC, Birmingham, AL.

Harry S. Truman Memorial Veterans' Hospital,
Columbia, MO.

South Texas Veterans Healthcare System (second
house) San Antonio, TX.

Overton Brooks VA Medical Center,
Shreveport, LA.

Eastern Colorado HCS, Denver, CO.

Southeast Louisiana Veterans Health Care System,
New Orleans, LA.

VA Ann Arbor Healthcare System, Ann Arbor, MI.

VA Hudson Valley Health Care System,
Montrose, NY.

White River Junction VA Medical Center,
White River Junction, VT.

Perry Point VA Medical Center- VA Maryland
Health Care System, Perry Point, MD.

William Jennings Bryan Dorn VA Medical Center,
Columbia, SC.

John D. Dingell, VAMC, Detroit, MI.

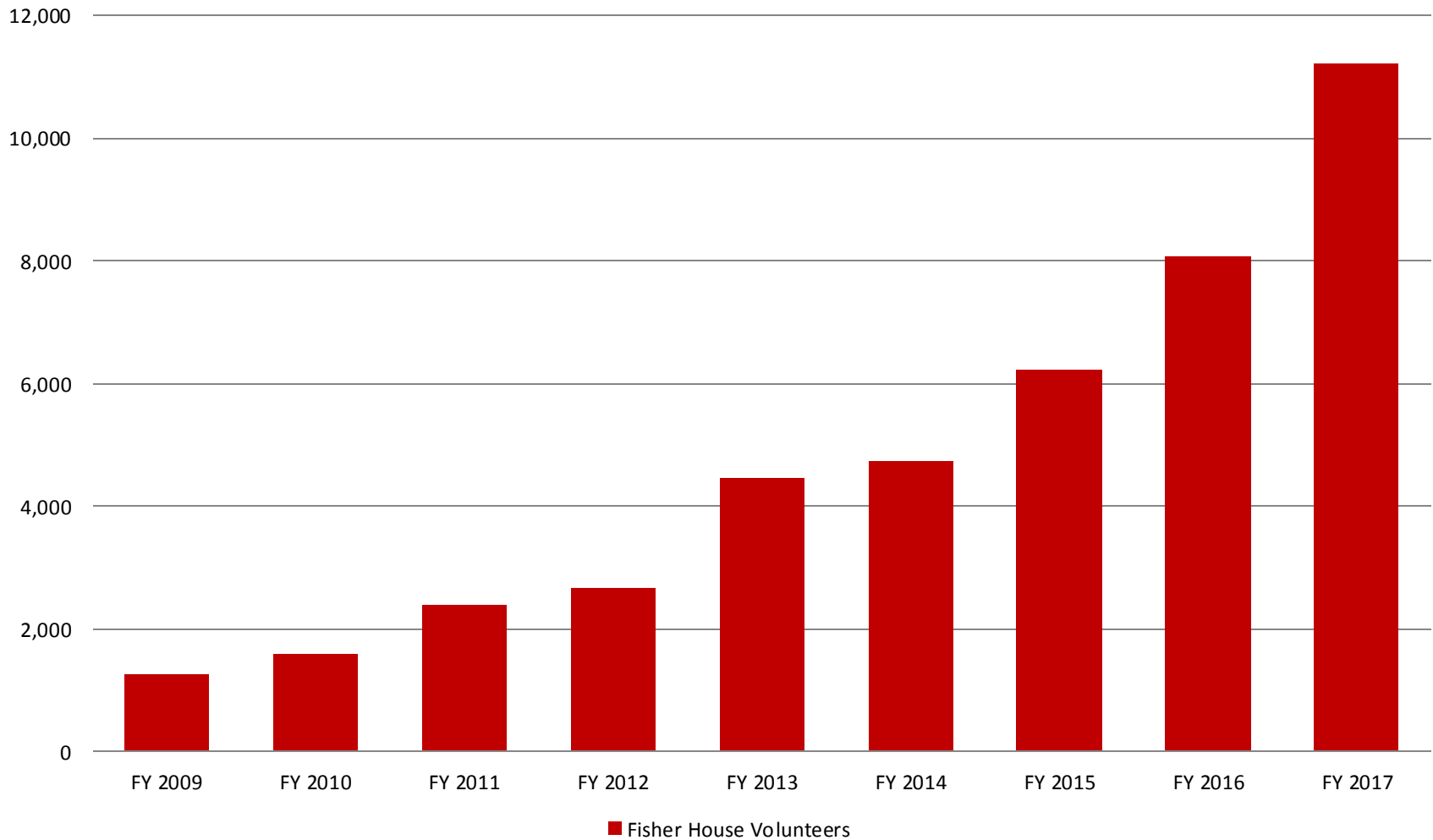
Lovell FHCC, North Chicago, IL.

Kansas City VA Medical Center, Kansas City, MO.

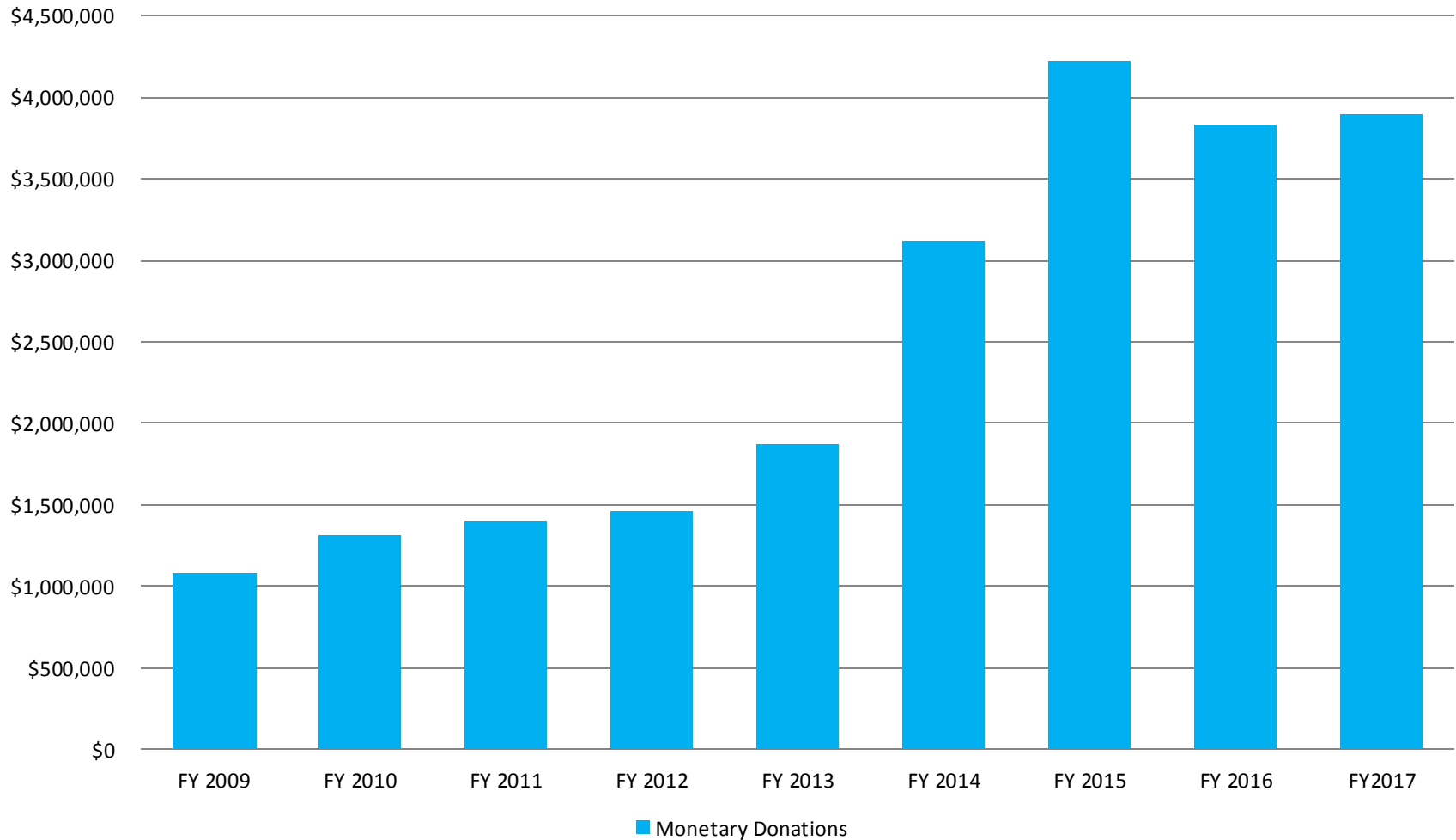
VA Caribbean VCS, San Juan, PR.

land acquisition in process

Community Support for VA Fisher Houses



Community Support for VA Fisher Houses



VA Fisher Houses Supporting Veteran Centered Care

Promote access to care for Veterans/Active Duty Servicemembers traveling long distances to VA medical facilities

Provide a mechanism for family and Caregivers to participate and maintain a consistent presence at the bedside

Decrease the financial burden related to out of town accommodations for those traveling to visit hospitalized loved ones

Improve patient outcomes and reduce inpatient length of stay

- Accommodate Caregivers while they receive training to support transition to home
- Consistent Caregiver/family presence positively impacts patients' ability to cope with illness and hospitalization



VA Fisher House Construction



West Palm Beach VA Fisher House



South Texas VA Fisher House

VA Fisher House Construction

Fisher House Foundation (FHF) offers a Proffer to SECVA

The Fisher House is accepted by SECVA as a gift to the Federal Government from FHF

FHF builds the house with their General Contractor. VA issues a revocable license for construction

FH G.C. builds the house and turns it over to VA. It becomes a Federal Building

Facility is responsible for funding all site prep. to support the Fisher House construction

- Land acquisition/due diligence
- Pulling utilities to the site
- Grading/retaining walls when required
- NEPA/NHPA (Section 106 Consultation)
- backup generator (if applicable)
- Installation of all IT: Phones, security cameras, cable and Wi-Fi service, water monitoring system



Establishing A Facility Fisher House Program

Identify Fisher House Program Alignment within the organization

Establish a Fisher House Steering Committee

Hire a Fisher House Manager and support staff

Educate VA staff and community about Fisher House

Community Engagement and Media

Fisher House TMS Web Course availability for all staff

Maintain Temporary Lodging or Hoptel Program

Develop a local Fisher House policy



VA Fisher House Operations

Each VA Fisher House must have a full time Manager to oversee the functions of the local Fisher House Program. FH staff are VA employees

VA Medical Facility is responsible for providing appropriate number of staff to support FH operations (i.e. Housekeeping, Program Support, Asst. Manager)

The VA Medical Facility funds day-to-day operation costs, including utilities, appropriate number of staff and general upkeep

VA is committed to maintaining Fisher Houses in pristine condition

VA Facility commits to fund annual refurbishment projects to maintain the houses in the condition they were gifted



General Post Funds

All VA Fisher Houses are required to establish a Fisher House GPF for the purpose of accepting donations for the local Fisher House. GPF accounts are those accounts which have been established for monetary donations.

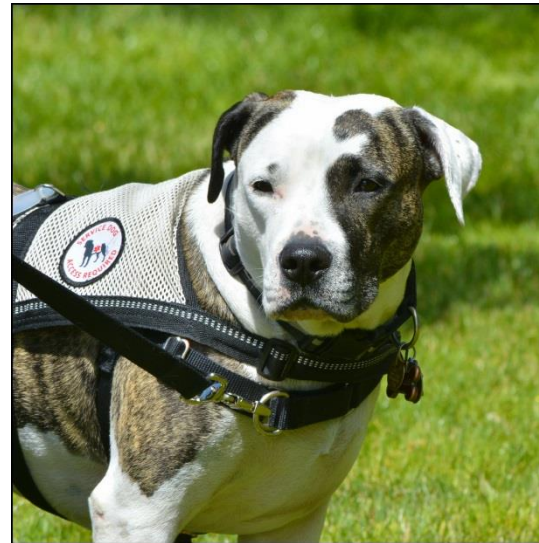
Established ***after*** the house is turned over to VA

Fisher House GPF accounts are earmarked accounts set up to receive donations specifically to support the needs of the Fisher Houses and Fisher House families only. They cannot be used to support other facility programs.

Donations received by the medical facility to support the local Fisher House must be accepted in accordance with Federal Regulations and VA policy in collaboration with VA Voluntary Service (VAVS)

Donations received by VA must be deposited into the Fisher House GPF

VA Fisher Houses and Service Animals



VA Fisher House Program Service Animal Policy

VHA Directive 1188: Animals on Veterans Health Administration (VHA) Property

- Only dogs that are individually trained to perform work or tasks on behalf of an individual with a disability will be considered service animals. All other animals will not be permitted in VA facilities, unless expressly allowed as an exception under the regulation (e.g. for Animal-Assisted Activities (AAA) or Animal-Assisted Therapy (AAT), or for other reasons such as law enforcement purposes).
- VA will not require any proof of a service animal's training or certification for purposes of access. However, for Veterans with a service animal that are receiving treatment in a Veterans Health Administration (VHA) residential program, records of the service animal's vaccinations will be required.
- A service animal must be removed from VA property if the animal exhibits disruptive behavior or other signs that it is a threat to the health or safety of individuals or other service animals while on VA property. Such signs may include but are not limited to biting, snapping, or growling.
- Service animals may access VA property subject to the same terms, conditions, and regulations that govern the admission of the public to VA property, to include the exclusion of service animals from certain areas on VHA properties to ensure that patient care, patient safety, and infection control standards are not compromised (e.g., service animals will not be permitted in operating rooms or areas where medical equipment is sterilized or stored).
- At no time is any VA employee to be responsible for the control of the service animal. The owner of the service animal is responsible for cleaning animal waste, should an animal relieve itself on VA property.

Community Partnerships

This is home of our Fisher House guests. Community partner visits and activities should be scheduled in advance with the Fisher House Manager or designee; and offer minimal disruption to the house . Unannounced visits may lead to increased stress for families and take the FH Manager away from meeting the needs of guests/program management responsibilities.

Communicate requests for house access in email when possible. Clearly state the purpose for the event, anticipated number of attendees, anticipated media coverage.

FH Managers welcome suggestions for donations (e.g. pergolas, grills, gazebos, storage). The final decision on accepting the donation is made by the VA facility in collaboration with the national VA Fisher House Program.

FH Managers use a gift card tracking system and should provide use information back to the community partner.

FY 2019 Fisher House Program Initiatives

Initiate Fisher House construction for 3 additional VA facilities

Incorporate Suicide Prevention efforts into the VA Fisher House Program

Publish a National VA Fisher House Program SOP to address gift card donation acceptance, use and tracking

Develop a National Fisher House Reservation tracking application

VA Fisher House Program support for the 2019 Warrior Games

National VA Fisher House Program Resources

VA Fisher House Program Internet Page:
www.socialwork.va.gov/Fisher_House_Locations.asp

Fisher House Manager Peer Mentoring Program

VA Fisher House program Community Partner Reference Guide

VA Fisher House Program SharePoint

VA Fisher House Program PULSE Page

VA Fisher House Program Toolkit/ Community Partner Reference Guide

VA Fisher House Program TMS Training

VHA Directive 1107: VA Fisher Houses and Other Temporary Lodging

Fisher House Foundation website: www.fisherhouse.org

For More Information



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**VA Fisher House and Family Hospitality Program
Care Management and Social Work (10P4C)
VA Central Office**

Phone: 724-996-2717

www.socialwork.va.gov/Fisher_House_Locations.asp

VA



U.S. Department of Veterans Affairs

Veterans Health Administration
Patient Care Services
Care Management and Social Work



Choose VA

VA



U.S. Department
of Veterans Affairs

**On behalf of the VA Fisher House Program, and the Veterans,
Active Duty Military, Families and Caregivers we serve:**

