Quarterly Highlight:
The National Intrepid Center of Excellence

The National Intrepid Center of Excellence (NICoE) is one of six DCoE component centers. NICoE, located on the National Naval Medical Center (NNMC) campus in Bethesda, Maryland, held a ribbon cutting ceremony on June 24, 2010. They began seeing patients in October of this year. For more information, and to receive e-newsletter updates from NICoE, please visit the website.

Initially there will be two or three military treatment facilities chosen as designated referral source centers as the NICoE begins services. The number of service members and their families will be less than the targeted 20 during the initial operating phase. Services are outpatient only. There are two Fisher Houses, which were recently built on the NNMC campus, to serve the warriors and their families who will be seen at NICoE.

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About the Quarterly Newsletter

The Military TBI Case Management Quarterly Newsletter is published by the Defense Centers of Excellence for Psychological Health and Traumatic Brain Injury (DCoE). The quarterly newsletter is intended for case managers and other providers who support warriors with traumatic brain injury (TBI) and their families. Additionally, this quarterly newsletter is not intended to make more work for anyone, but to offer a means to share ideas, best practices and resources among the military TBI case management community."

The content will speak to the very best of TBI case management with the hopes of identifying and sharing best practices across the military.

Content suggestions, thoughts and ideas for future editions of quarterly newsletter can be sent to Susan.Kennedy.CTR@tma.osd.mil.
Letter from the Editor

Hello to all. I hope you’ll enjoy the first publication of the Military TBI Case Management Quarterly Newsletter. As the editor and an experienced health care provider, I look forward to getting to know many of you over the coming year.

In this edition I am providing introductory information to those who are not familiar with Defense Centers of Excellence for Psychological Health and Traumatic Brain Injury (DCoE) about how we can help you, the frontline TBI case manager, with information, resources and educational opportunities. Together we can highlight success stories, share with each other how we overcame obstacles, identify best practices and resources for those warriors who return to homes far from base amenities.

Over the next year, each quarter will highlight something new or different. There will be listings of local and nationally available educational programs and updates from national case management organizations. Additionally, with the help of the National Center for Telehealth and Technology (T2), we will soon have a TBI CM specific resource directory which will have DoD, VA and civilian TBI resources. You will be able to suggest resources to be added — right online!

As for myself, I have been an RN for more than 27 years and a CCM since 1996. Prior to nursing, I was an EMT, then a paramedic. After ten years in mostly ER Nursing, I made the change to Case Management. I have worked in various Case Management settings, but found my heart in TBI case management having worked at an acute rehabilitation hospital. I have been at DCoE since November 2009 as the case management consultant for the TBI Clinical Standards of Care Directorate. I am currently working on the SOP for mild TBI case management and developing a MHS-wide TBI case management community of interest.

Thank you for your interest in this exciting new endeavor and please feel free to provide comments or suggestions.

Sue Kennedy, RN BSN CCM
Quarterly Highlight:  
The National Intrepid Center of Excellence  

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The Defense Centers of Excellence for Psychological Health and Traumatic Brain Injury (DCoE) opened its doors in November 2007 as a result of a congressional mandate to establish a center of excellence to address psychological health and traumatic brain injury issues. DCoE’s mission is to assess, validate, oversee and facilitate prevention, resilience, identification, treatment, outreach, rehabilitation, and reintegration programs for psychological health and traumatic brain injury to ensure the Department of Defense meets the needs of the nation’s military communities, warriors and families.

DCoE has eight directorates that are dedicated to fulfilling the above mission:

- The Strategy, Plans and Programs Directorate
- The Clearinghouse, Outreach and Advocacy Directorate
- The Psychological Health Clinical Standards of Care Directorate
- The Traumatic Brain Injury Clinical Standards of Care Directorate
- The Education Practice and Promotion Directorate
- The Research Directorate
- The Resilience and Prevention Directorate
- The Communications Directorate
DCoE Website

The DCoE website provides resources that are helpful to TBI case managers and providers. There are pages dedicated to warriors, their families and providers. Content includes news stories, blogs, videos, events, podcasts and links to other helpful websites. The Real Warriors Campaign, an anti-stigma public education initiative sponsored by DCoE, encourages help-seeking behavior among servicemembers. The campaign website allows servicemembers to contribute their stories, their trials and successes. There are publications that can be downloaded for free, you can sign up for a free newsletter and e-mail updates. The DCoE Speakers Bureau can be found here.

The Eight Directorates

The Strategy, Plans and Programs Directorate provides direct oversight and facilitation of the day-to-day operations of DCoE to ensure an entire spectrum of care for servicemembers and their families.

The Clearinghouse, Outreach and Advocacy Directorate provides relevant information, tools and resources about psychological health (PH) and traumatic brain injury (TBI) to warriors, families, leaders, clinicians and the community.

The directorate oversees the DCoE Outreach Center, which provides tools, information and resources to military service members, veterans, their families and others who have questions or concerns about PH and TBI.

The Psychological Health Clinical Standards of Care Directorate establishes and maintains a consistent standard of excellence across the Military Health System (MHS) for PH treatment. The directorate’s priority is to disseminate clinical practice guidelines with appropriate consultation and support to MHS for implementation.

The Traumatic Brain Injury Clinical Standards of Care Directorate develops clear and concise TBI clinical standards of care including clinical tools, algorithms for care, identification of best practices and clinical practice guidelines to help optimize care. The directorate also disseminates clinical standards of care in collaboration with a number of other directorates and develops comprehensive and universal clinical practice guidelines for use by providers in the field.

The Education Practice and Promotion Directorate assesses the training and educational needs of varied audiences, identifies and evaluates training and educational programs to fill these needs, develops guidelines for the effective delivery of these programs and works with partners to develop new training and education programs. The directorate also works to disseminate effective training and education programs and to expand awareness of these programs.

The Research Directorate collaborates with numerous federal and non-federal partners and a network of other civilian agencies, community leaders, professional societies, academia, industry and the scientific community.

The Resilience and Prevention Directorate is responsible for supporting DoD and other federal and civilian agencies’ resilience and prevention efforts, programs and initiatives. To accomplish its mission, the R&P Directorate connects with a broad range of subject matter experts and support.

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The Eight Directorates

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agencies to assess and monitor needs; identify and disseminate best practices, innovative programs, and practical tools; and develop and integrate robust communities of practice.

The Communications Directorate responds to queries from the news media, facilitates interviews, and reaches-out to the media to disseminate information. The directorate also provides information to the public through the DCoE website, blog, social media, speeches, presentations and other informational products.

DCoE has six component centers:
• Deployment Health Clinical Center
• Center for Deployment Psychology
• Defense and Veterans Brain Injury Center
• National Center for Telehealth and Technology
• Center for the Study of Traumatic Stress
• National Intrepid Center of Excellence.

For additional information on the component centers, check out the DCoE website.

Conferences and Educational Opportunities

October 31–November 5
The Society of the Federal Health Agencies (AMSUS) Conference
Phoenix, AZ

December 7 – 8, 2010
0800–1730 hrs.
The Third Annual Trauma Spectrum Conference: Emerging Research on Polytrauma, Recovery and Reintegration of Servicemembers, Veterans and their Families
Natcher Conference Center, National Institutes of Health
Bethesda, Maryland

Learn more about upcoming webinars and conferences.

If you know of continuing education events, local CMSA or other case management conferences, e-mail Susan.Kennedy.CTR@tma.osd.mil for inclusion in the next issue!

Resources for the National Guard and Reserve

The Yellow Ribbon program is a DoD-wide effort to support National Guard and reserve servicemembers and their families with information on benefits and referrals before, during and after deployments. There are Yellow Ribbon events for pre-deployment, deployment, re-deployment and after-deployment. For a calendar list of events and sign up information, go to the website and click on “Find an Event.” Encourage servicemembers to sign up early as space is already full for most fourth quarter 2010 events.

For POC information for each service branch, go to the program website.
Questions from the Field

Q: Why is a thorough knowledge of TBI Case Management so essential?

A: The chart to the right breaks down the severity of TBI for fiscal year 2010 from the OEF and OIF conflicts. Most warriors with mild TBI will not have lingering symptoms but an estimated 10-15 percent will have symptoms that do not resolve within the expected time frames and may require referrals to multiple specialists for further evaluation and diagnoses. Ensuring that those treatments are facilitated and complied with, in addition to fully assessing, understanding, planning, guiding, following up and continually evaluating the success of the servicemembers' (and their families') journey toward wellness, is the realm of the case manager, who assists those with concussion/mild TBI.

A thorough knowledge of TBI case management is essential. Here are the stats from the DVBIC website.

<table>
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Coming Up in the Next Issue

Quarterly Highlight: Digging deeper into DCoE
Update: NICoE
Resources: Where do I send servicemembers?

If you have information about resources you would like to share with our case management colleagues, please feel free to e-mail me at Susan.Kennedy.CTR@tma.osd.mil.