

Evaluation of a Military Informed Care Training with Private Sector Healthcare Providers (2021)

Authored By: Elisa Borah, Valerie Rosen, Jessica Fink, and Christopher Paine

RESEARCH BRIEF

Over 22 million veterans receive their healthcare outside of the Department of Veteran Affairs indicating the need for Military Informed Care (MIC)

WHY IS THIS RESEARCH IMPORTANT?

- Recent legislation has **expanded veteran's access to care outside of the VA** creating a need to ensure that health care providers' have the necessary military cultural knowledge to deliver high quality care to veterans.
- **Military-informed care (MIC)**, a term coined by Kreimeyer and Huntington (2018), defines healthcare practices informed by knowledge of a patient's military background and relevant details of their military service and medical history.
- Research indicates that the **relationship between MIC providers improves trust with veteran's** resulting in better health outcomes.
- Providing culturally competent care to veterans requires an understanding of their **unique needs**.

WHO WAS INVOLVED AND HOW WAS THE RESEARCH CONDUCTED?

- To **create the MIC training** for providers, the researchers conducted a focus group with 10 veteran patients (8 male, 2 female). They represented the Army, Navy, and Marines.
- Training topics that emerged from the focus group include Military training, **military identity formation**, modern warfare, the **deployment cycle**, **warrior ethos**, **military trauma**, **stressors of military life**, process to access the VA healthcare and outside providers, and the need for local statistics about veterans.
- This study evaluated how well the **2-hour training in MIC impacted the military cultural knowledge and attitudes among 77 healthcare providers** (physicians, nurses, social workers, and staff from other specialties) in a private healthcare system using the Assessment of Military Cultural Competence (AMCC).

WHAT DID WE FIND?

Providers who received the training showed statistically significant improvements in military cultural knowledge after the training.

For example, understanding/looking up unfamiliar cultural phrases or military terms and screening for diseases/disorders based on prevalence within a culture or within the military. Of these providers **91.4% intended to make changes to their practice.**

ACTION STEPS

- Providers caring for veterans in non-VA healthcare settings have a responsibility to **increase their cultural knowledge about veterans** to ensure culturally-responsive care.
- There is a **need for widespread continuing education** around knowledge, attitudes, and skills related to delivering military-informed care in non-VA healthcare systems.
- Any military culture trainings offered to health care providers, should be **evaluated for effectiveness** in improving knowledge.

