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March 29, 2002

The Honorable John D. Rockefeller IV  
Chairman  
Committee on Veterans' Affairs  
United States Senate

The Honorable Lane Evans  
Ranking Democratic Member  
Committee on Veterans' Affairs  
House of Representatives

Subject: VA Long-Term Care: Implementation of Certain Millennium Act Provisions Is Incomplete, and Availability of Noninstitutional Services Is Uneven

The Department of Veterans Affairs (VA) spent about \$3.1 billion on long-term care in fiscal year 2001, an amount that is likely to increase in the coming years as the veteran population ages. VA provides or pays for long-term care in institutional settings such as nursing homes and through noninstitutional care in veterans' own homes and other locations in the community. VA generally provided or contracted for long-term care on a discretionary basis until passage of the Veterans Millennium Health Care and Benefits Act in November 1999.<sup>1</sup> The Millennium Act required VA to offer certain long-term care services to eligible veterans, including care in noninstitutional settings. As part of our ongoing work addressing the availability of noninstitutional long-term care in VA, you asked us to provide the information we have obtained to date on (1) VA's efforts to expand noninstitutional long-term care in response to the act's requirements and (2) the noninstitutional long-term care services that VA's medical facilities offer. As agreed with your offices, we are also providing data on the number of institutional services offered by VA's facilities, and their utilization, to place the noninstitutional services in perspective.

In summary, more than 2 years after the act's passage VA has not completely implemented its response to the act's requirement that all eligible veterans be offered adult day health care, respite care, and geriatric evaluation. Although VA published draft regulations that would make these three services available in noninstitutional settings to eligible veterans, the regulations had not been made final as of March 19, 2002. To be responsive to the act's requirements before its draft regulations were finalized, VA issued a policy directive requiring that these three services be available in noninstitutional settings. At the time of our review, however, access to these

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<sup>1</sup>Pub. L. No. 106-117, 113 Stat. 1545 (1999).

services was far from universal in VA. More generally, the availability of all VA noninstitutional long-term care services, including the newly required services, is uneven across the VA system. In commenting on a draft of this letter, VA officials generally agreed with our assessment.

To determine the status of VA’s efforts to expand noninstitutional long-term care in response to the Millennium Act’s requirements, we interviewed officials in VA’s Geriatrics and Extended Care Strategic Healthcare Group and evaluated directives, regulations, and other guidance that had been prepared in response to the act. To determine which long-term care services are offered by each of VA’s 139 facilities,<sup>2</sup> we compiled a list of the services as identified by VA officials and in VA documents. We subsequently used a survey instrument to collect data on the types of services offered at each of VA’s 139 facilities and the utilization of these services. In constructing this survey, we consulted with VA headquarters officials and pretested it with VA field staff to ensure that it would be clear to the respondents. We received responses for all 139 VA facilities. However, we did not conduct site visits or otherwise attempt to verify any of the data provided to us in the surveys. Our work was conducted from September 2001 through March 2002 in accordance with generally accepted government auditing standards.

## Background

VA served about one-third of its fiscal year 2001 long-term care workload, or average daily census, in noninstitutional settings (see table 1). Noninstitutional care accounted for about 8 percent of VA’s long-term care costs during the same year.

**Table 1: VA Long-Term Care Workload and Costs, by Care Setting, Fiscal Year 2001**

Long-term care setting	Average daily census <sup>a</sup>	Total cost
Institutional <sup>b</sup>	45,033	\$2,888,659,000
Noninstitutional	23,205	239,939,000
<b>Total</b>	<b>68,238</b>	<b>\$3,128,598,000</b>

Source: VA.

<sup>a</sup>The average daily census represents the total number of days of inpatient care for institutional care and the total number of outpatient encounters for noninstitutional care, each divided by the number of days in the year. Although these figures represent VA’s average daily census during the year, they are not an unduplicated count of veterans in these settings because some veterans receive more than one service.

<sup>b</sup>Institutional long-term care includes care that VA provides or pays for in nursing homes and other residential settings.

VA is not alone among federal agencies in spending a relatively small percentage of its long-term care dollars in noninstitutional settings. Noninstitutional care also accounts for a relatively small percentage of long-term care expenditures under Medicaid, the nation’s largest purchaser of long-term care. In 2000, for example, about 27 percent of Medicaid’s long-term care spending was devoted to noninstitutional care.

<sup>2</sup>Although VA has 172 medical centers, in some instances two or more medical centers have consolidated into health care systems. Counting health care systems and individual medical centers that are not part of a health care system as single facilities, VA has 139 facilities.

## VA's Response to the Millennium Act Is Not Fully Implemented

The Millennium Act requires VA to provide adult day health care—health maintenance and rehabilitative services provided to frail elderly veterans in an outpatient day setting. The act also requires that VA provide two additional services—geriatric evaluation (evaluation of veterans with particular geriatric needs, generally provided by VA through one of two services, geriatric evaluation and management or geriatric primary care) and respite care (brief periods of care provided to veterans in order to give veterans' regular caregivers a period of respite)—but does not specify whether these services must be provided in institutional or noninstitutional settings.<sup>3</sup> (Descriptions of these and other VA long-term care services are provided in enclosure I.) The Millennium Act's long-term care provisions were written partly in response to the 1998 report of the Federal Advisory Committee on the Future of VA Long-Term Care.<sup>4</sup> The committee's report stated that VA long-term care was “marginalized and unevenly funded” and recommended that noninstitutional long-term care become the preferred option, when clinically appropriate, for veterans needing long-term care.

More than 2 years after the act's passage, however, VA has not completely implemented its response to the act's requirement that all eligible veterans be offered adult day health care, respite care, and geriatric evaluation. In October 2001, VA published draft regulations to add the three required services in noninstitutional settings to its medical benefits package, the standard health plan available to all veterans enrolled in VA's health care system. As of March 19, 2002, final regulations had not been published, although VA officials told us that VA sent the regulations to the Office of Management and Budget for approval on March 14, 2002.

To be responsive to the act's requirements before its draft regulations were finalized, however, VA issued a policy directive in October 2001 requiring medical facilities to ensure that veterans have access to adult day health care, respite care, and geriatric evaluations in noninstitutional settings. VA's directive—as well as its draft regulations—specifies that respite care and geriatric evaluation be provided in noninstitutional settings even though the act does not state whether these two services must be provided in institutional or noninstitutional settings. (Adult day health care is by definition a noninstitutional service.) VA officials told us that VA made this decision because respite care and geriatric evaluation were already widely offered in institutional settings. A VA headquarters official told us that VA headquarters will soon begin monitoring field facilities to ensure that they provide access to these three services in noninstitutional settings.

When VA issued its policy directive in October 2001, it was far from its goal of universal access to these three noninstitutional services, as shown in figure 1. Among the three services, respite care was most widely available, although at most facilities this care was still offered only in institutional settings. According to VA officials, noninstitutional respite care is not widely offered because until the Millennium Act

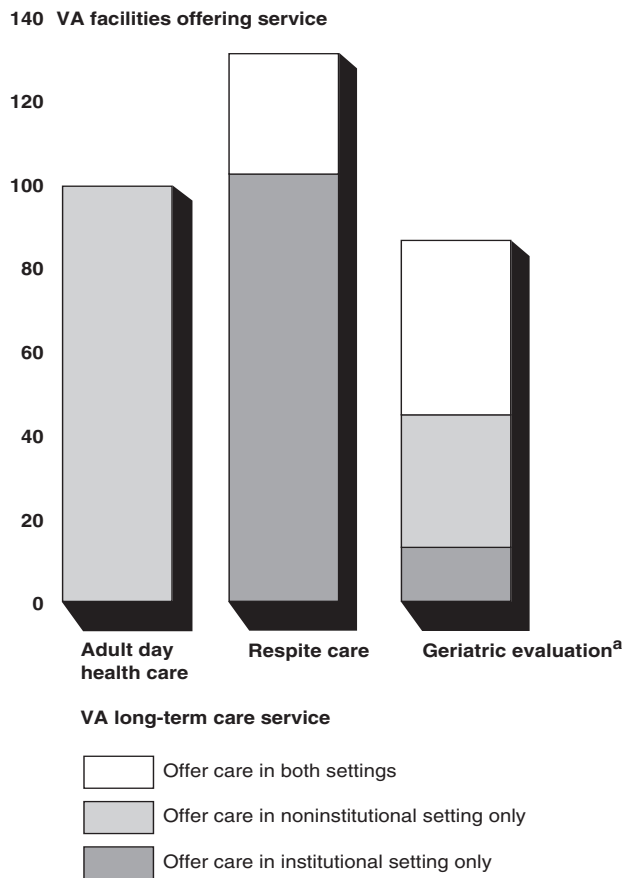
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<sup>3</sup>Although nursing home care and domiciliary care are also required by the act, we do not address these requirements.

<sup>4</sup>Department of Veterans Affairs, *VA Long-Term Care At The Crossroads: Report of the Federal Advisory Committee on the Future of VA Long-Term Care* (Washington, D.C.: June 1998).

VA was not authorized to provide respite care in noninstitutional settings. Second to respite care in availability was adult day health care, followed by geriatric evaluation.

**Figure 1: Number of 139 VA Facilities Offering Certain Long-Term Care Services Required by the Millennium Act and Available in Noninstitutional Settings, During September and October 2001**



Source: GAO survey of VA facilities; VA headquarters data.

<sup>a</sup>Includes facilities reporting geriatric evaluation and management services in our survey and additional facilities reported by VA headquarters as offering geriatric primary care.

### Availability of Other Noninstitutional Services Is Uneven

Uneven availability of noninstitutional services is not limited to the three services that VA requires its facilities to offer in response to the Millennium Act. Although at least nine different noninstitutional long-term care services are provided or paid for by VA (including the three services that VA requires as a result of the act), considerable unevenness exists in the number of these services offered by individual facilities and their utilization. For example, 123 VA facilities reported offering skilled home health care,<sup>5</sup> while about half as many facilities—63—reported offering community residential care. These results are similar to the distribution of services noted by the 1998 Advisory Committee on the Future of VA Long-Term Care, which

<sup>5</sup>Skilled home health care consists of professional home health care services, mostly nursing services, purchased by VA and delivered by non-VA health care providers.

stated that VA long-term care—institutional as well as noninstitutional—was not available universally and that access to long-term care was often restricted. Similarly, a VA headquarters official we spoke with noted that VA's noninstitutional long-term care services are not equally accessible across the country. The services offered by each VA facility during the September and October 2001 period, along with the number of veterans served in each, are shown in enclosure II.

### **Agency Comments**

We provided a draft of this letter to VA officials for comment and received oral comments on March 19, 2002. In providing comments, VA's acting chief consultant, Geriatrics and Extended Care Strategic Healthcare Group, stated that VA agrees that its efforts to provide certain noninstitutional long-term care services in response to the Millennium Act's requirements are not complete, and that the availability of noninstitutional services is uneven. The acting chief consultant also noted that VA's home health care programs are widely available as shown in our survey results. This official also provided technical comments that we have incorporated as appropriate.

As arranged with your offices, unless you publicly announce this letter's contents earlier we will make no further distribution until 30 days after its date. At that time, we will send copies to the secretary of veterans affairs and interested congressional committees. The letter will also be available on GAO's home page at <http://www.gao.gov>. If you have questions, please contact me at (202) 512-7101 or James Musselwhite at (202) 512-7259. Joe Buschy, Steve Gaty, and Stefanie Weldon also made key contributions to this letter.



Cynthia A. Bascetta  
Director, Health Care—Veterans'  
Health and Benefits Issues

Enclosures - 2

## **VA LONG-TERM CARE SERVICES**

### **Noninstitutional Services**

- Adult day health care: health maintenance and rehabilitative services provided to frail elderly veterans in an outpatient day setting.
- Alzheimer's/dementia care: specialized outpatient services such as behavioral and medical management provided to veterans with Alzheimer's disease or related dementias.
- Community residential care: a service in which veterans who do not require hospital or nursing home care—but who (because of medical or psychosocial health conditions) are unable to live independently—live in VA-approved community residential care facilities; VA pays administrative costs only.
- Geriatric evaluation: evaluation of veterans with particular geriatric needs, generally provided by VA through one of two services: (1) geriatric evaluation and management (GEM), in which interdisciplinary health care teams of geriatric specialists evaluate and manage frail elderly veterans, and (2) geriatric primary care, in which outpatient primary care, including medical and nursing services, preventive health care services, health education, and specialty referral, is provided to geriatric veterans.<sup>6</sup>
- Home-based primary care: primary medical care provided in the home by VA physicians, nurses, and other VA healthcare professionals to severely disabled, chronically ill veterans whose conditions make them unsuitable for management in outpatient clinics.
- Homemaker/home health aide: home health aide and homemaker services, such as grooming, housekeeping, and meal preparation services.
- Home respite care: home-based services provided to veterans on a short-term basis to give veterans' caregivers a period of relief or respite.
- Hospice care: home-based palliative and supportive services for veterans in the last phases of incurable disease so that they may live as fully and as comfortably as possible.
- Skilled home health care: medical services provided to veterans at home by non-VA health care providers.

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<sup>6</sup>Geriatric primary care was not among the services included in our survey of VA facilities.

## Institutional Services

- Alzheimer's/dementia care: specialized inpatient services such as behavioral and medical management provided to veterans with Alzheimer's disease or related dementias.
- Community nursing home care: nursing home care provided to veterans in community nursing facilities.
- Domiciliary care: residential rehabilitation and health maintenance services provided to veterans who do not require hospital or nursing home care but are unable to live independently because of medical or psychiatric disabilities; may be provided in VA domiciliaries or in state-owned and operated veterans' domiciliaries.<sup>7</sup>
- Geriatric evaluation and management (GEM): evaluation and management of frail elderly veterans by interdisciplinary health care teams of geriatric specialists; may be provided in a distinct GEM unit or in existing nursing home or hospital beds.
- Hospice care: palliative and supportive inpatient services for veterans in the last phases of incurable disease so that they may live as fully and as comfortably as possible; may be provided in a distinct hospice unit or in existing nursing home or hospital beds.
- Respite care: hospital or nursing home care provided to veterans on a short-term basis to give veterans' caregivers a period of relief or respite; may be provided in a distinct respite unit or in existing nursing home or hospital beds and may be provided in VA hospitals, VA nursing homes, or community nursing homes.
- State veterans' nursing home care: nursing home care provided to veterans in state-owned and operated veterans' nursing homes, for which VA pays a portion of daily costs.
- VA nursing home care: nonacute nursing care services, variously referred to as subacute, skilled, intermediate, or custodial nursing care, provided to veterans in a VA facility's nursing home care unit.

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<sup>7</sup>Because VA does not actively place veterans in state veterans' domiciliaries or state veterans' nursing homes (rather, veterans must apply to the facilities for admission, and admission requirements vary by state), state veterans' domiciliary and state veterans' nursing home services were not included in our survey of VA facilities.

**VA LONG-TERM CARE SERVICES BY VA FACILITY**

This enclosure provides information on the types and utilization of long-term care services, both institutional and noninstitutional, that VA's 139 facilities reported as of the September and October 2001 time frame. Each table contains service utilization data for all VA facilities in one of the 22 VA health care networks existing at the time of our survey.<sup>8</sup> Following are the key methods we used to collect and present the data. Because of differences in the way utilization is calculated, the numbers in this enclosure should not be compared to those presented in table 1.

- We obtained data on the number of veterans receiving or authorized to receive services from each VA facility on the day the survey was completed.<sup>9</sup> For example, if a veteran was receiving homemaker/home health aide services 3 days per week at the time of our survey, that veteran would have been counted in the utilization total even if the veteran was not receiving services on the particular day the survey was filled out. As a result, the utilization we report may exceed the average daily census for individual services, particularly in noninstitutional services, because on a given day the number of veterans authorized to receive services may be greater than the number who actually receive services.
- Several facilities indicated they had "other" services—that is, services other than those we specifically asked about in our survey. In instances in which facilities reported "other" services with utilization of greater than 1,000 veterans, we note the types of "other" services these facilities reported.

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<sup>8</sup>In 1995, VA created 22 Veterans Integrated Service Networks, a new management structure to coordinate the activities of and allocate funds to VA hospitals, outpatient clinics, nursing homes, and other facilities in each region. In January 2002, VA announced the merger of networks 13 and 14 into a single organization known as network 23. In this enclosure, we report on these two networks separately because at the time of our survey they were operating as individual networks.

<sup>9</sup>Although the surveys were sent out simultaneously, surveys for each facility were not completed on the same day.



**Table 2: Long-Term Care Services Offered by VA Facilities in Network 1, Boston, Mass. (Fall 2001)**

VA service	Number of veterans in each service, by facility or health care system (HCS)								Total <sup>a</sup>
	Bedford	Boston HCS	Connecticut HCS	Manchester	Northampton	Providence	Togus	White River Junction	
<b>Noninstitutional long-term care services</b>									
Adult day health care	68	80	49	13	19	4		48	281
Alzheimer's/dementia care	200						125		325
Community residential care	202				85		75		362
Geriatric evaluation and management	25		0				28	94	147
Home-based primary care	15		132	--		63			210
Homemaker/home health aide	45	235	52	28	115	12	42	13	542
Home respite care									
Hospice care							--		--
Skilled home health care	1	68	29	--	40	30	90	37	295
Other noninstitutional			368				0		368
<b>Institutional long-term care services</b>									
Alzheimer's/dementia care	110						50		160
Community nursing home care	32	95	62	15	34	53	23	11	325
Domiciliary care	42								42
Geriatric evaluation and management	24		13			0	4		41
Hospice care	2	5	3	10	1	1	6	2	30
Respite care	122	9	3	40	0	3	2	46	225
VA nursing home care	152	146	9	70	59		38		474
Other institutional									

Source: GAO survey of VA facilities.

Notes: Responses to our survey were submitted in September and October 2001.

Empty cells indicate that a facility did not report offering the service at the time of our survey. Dashes indicate that a facility reported the service but did not report the service's utilization.

<sup>a</sup>We did not calculate the total number of veterans receiving services at each facility because veterans may be authorized to receive more than one service. Some veterans may thus appear in several services at one facility.

**Table 3: Long-Term Care Services Offered by VA Facilities in Network 2, Albany, N.Y. (Fall 2001)**

VA service	Number of veterans in each service, by facility or health care system (HCS)					Total <sup>a</sup>
	Albany	Bath	Canandaigua	Syracuse	Western New York HCS	
<b>Noninstitutional long-term care services</b>						
Adult day health care	123	10	29	107	80	349
Alzheimer's/dementia care	100		49	318	222	689
Community residential care	0	68	--	--		68
Geriatric evaluation and management			--		62	62
Home-based primary care	140	160	109	762	259	1,430
Homemaker/home health aide	60	104	211	129	261	765
Home respite care						
Hospice care			1	1		2
Skilled home health care	21		0	5	168	194
Other noninstitutional	2				13	15
<b>Institutional long-term care services</b>						
Alzheimer's/dementia care			24			24
Community nursing home care	50	5	8	32	25	120
Domiciliary care		203				203
Geriatric evaluation and management						
Hospice care	2	7	0	3	3	15
Respite care	1	4	1	4	6	16
VA nursing home care	28	147	80	30	111	396
Other institutional						

Source: GAO survey of VA facilities.

Notes: Responses to our survey were submitted in September and October 2001.

Empty cells indicate that a facility did not report offering the service at the time of our survey. Dashes indicate that a facility reported the service but did not report the service's utilization.

<sup>a</sup>We did not calculate the total number of veterans receiving services at each facility because veterans may be authorized to receive more than one service. Some veterans may thus appear in several services at one facility.

**Table 4: Long-Term Care Services Offered by VA Facilities in Network 3, Bronx, N.Y. (Fall 2001)**

VA service	Number of veterans in each service, by facility or health care system (HCS)					Total <sup>a</sup>
	Bronx	Hudson Valley HCS	New Jersey HCS	Northport	New York Harbor HCS	
<b>Noninstitutional long-term care services</b>						
Adult day health care		3	4	34	67	108
Alzheimer's/dementia care			321		29	350
Community residential care		272	230	215		717
Geriatric evaluation and management						
Home-based primary care	107	65	143	45	137	497
Homemaker/home health aide		35	196	159	127	517
Home respite care						
Hospice care						
Skilled home health care	22	6	38	35	19	120
Other noninstitutional				241		241
<b>Institutional long-term care services</b>						
Alzheimer's/dementia care					14	14
Community nursing home care		19	36	47	4	106
Domiciliary care		133	165		50	348
Geriatric evaluation and management	2			2	3	7
Hospice care	7	2	4	7	5	25
Respite care	2	3	2	1	6	14
VA nursing home care	69	180	260	101	153	763
Other institutional				11		11

Source: GAO survey of VA facilities.

Notes: Responses to our survey were submitted in September and October 2001.

Empty cells indicate that a facility did not report offering the service at the time of our survey. Dashes indicate that a facility reported the service but did not report the service's utilization.

<sup>a</sup>We did not calculate the total number of veterans receiving services at each facility because veterans may be authorized to receive more than one service. Some veterans may thus appear in several services at one facility.

**Table 5: Long-Term Care Services Offered by VA Facilities in Network 4, Pittsburgh, Pa. (Fall 2001)**

VA service	Number of veterans in each service, by facility or health care system (HCS)										Total <sup>a</sup>
	Altoona	Butler	Clarksburg	Coatesville	Erie	Lebanon	Philadelphia	Pittsburgh HCS	Wilkes-Barre	Wilmington	
<b>Noninstitutional long-term care services</b>											
Adult day health care		26	6	46	1			44	2	0	125
Alzheimer's/dementia care				200							200
Community residential care	0		32	115		181	--		91	4	423
Geriatric evaluation and management								24	5	925	954
Home-based primary care		31				0	56	123			210
Homemaker/home health aide		78	139	94	82	7	30	113	39	13	595
Home respite care		--	0								0
Hospice care					0				1	--	1
Skilled home health care	7	15	37	3	15	5	76	28	16	22	224
Other noninstitutional		50			2	0		26	1		79
<b>Institutional long-term care services</b>											
Alzheimer's/dementia care				36		17		50			103
Community nursing home care	10	6	29	1	3	13	12	97	6	6	183
Domiciliary care		47		229				74			350
Geriatric evaluation and management						6					6
Hospice care	0		1		6	20		6	7	4	44
Respite care	1	4	0	3	1	40	4	8	60	2	123
VA nursing home care	40	70		217	32	74	208	336	0	56	1,033
Other institutional						38	12		0		50

Source: GAO survey of VA facilities.

Notes: Responses to our survey were submitted in September and October 2001.

Empty cells indicate that a facility did not report offering the service at the time of our survey. Dashes indicate that a facility reported the service but did not report the service's utilization.

<sup>a</sup>We did not calculate the total number of veterans receiving services at each facility because veterans may be authorized to receive more than one service. Some veterans may thus appear in several services at one facility.

**Table 6: Long-Term Care Services Offered by VA Facilities in Network 5, Baltimore, Md. (Fall 2001)**

VA service	Number of veterans in each service, by facility or health care system (HCS)			Total <sup>a</sup>
	Martinsburg	Maryland HCS	Washington, D.C.	
<b>Noninstitutional long-term care services</b>				
Adult day health care	7	198	81	286
Alzheimer's/dementia care		148		148
Community residential care		0	50	50
Geriatric evaluation and management		0	1,150	1,150
Home-based primary care		180	109	289
Homemaker/home health aide	18	252	117	387
Home respite care		0		0
Hospice care		10		10
Skilled home health care		180	5	185
Other noninstitutional		42	3	45
<b>Institutional long-term care services</b>				
Alzheimer's/dementia care		0		0
Community nursing home care	22	26	65	113
Domiciliary care	281	50		331
Geriatric evaluation and management		24		24
Hospice care		23	16	39
Respite care	2	10	4	16
VA nursing home care	166	200	90	456
Other institutional		101		101

Source: GAO survey of VA facilities.

Notes: Responses to our survey were submitted in September and October 2001.

Empty cells indicate that a facility did not report offering the service at the time of our survey. Dashes indicate that a facility reported the service but did not report the service's utilization.

<sup>a</sup>We did not calculate the total number of veterans receiving services at each facility because veterans may be authorized to receive more than one service. Some veterans may thus appear in several services at one facility.

**Table 7: Long-Term Care Services Offered by VA Facilities in Network 6, Durham, N.C. (Fall 2001)**

VA service	Number of veterans in each service, by facility or health care system (HCS)								Total <sup>a</sup>
	Asheville	Beckley	Durham	Fayetteville (N.C.)	Hampton	Richmond	Salem	Salisbury	
<b>Noninstitutional long-term care services</b>									
Adult day health care	61			16	18		70	14	179
Alzheimer's/dementia care	150				38		125		313
Community residential care		21			30		200		251
Geriatric evaluation and management			374						374
Home-based primary care	33		36						69
Homemaker/home health aide	76		33	0	60		40	43	252
Home respite care									
Hospice care	4	1		2	--		5		12
Skilled home health care	94	8		70	21		65	--	258
Other noninstitutional	--								--
<b>Institutional long-term care services</b>									
Alzheimer's/dementia care									
Community nursing home care	7	11	22	33	26	9	5	41	154
Domiciliary care					151				151
Geriatric evaluation and management			3	--	--	13	10		26
Hospice care	5	3	10	5	4	10	2	8	47
Respite care	2	2	4	4	0		5	4	21
VA nursing home care	98	36	98	37	72	71	80	204	696
Other institutional								18	18

Source: GAO survey of VA facilities.

Notes: Responses to our survey were submitted in September and October 2001.

Empty cells indicate that a facility did not report offering the service at the time of our survey. Dashes indicate that a facility reported the service but did not report the service's utilization.

<sup>a</sup>We did not calculate the total number of veterans receiving services at each facility because veterans may be authorized to receive more than one service. Some veterans may thus appear in several services at one facility.

**Table 8: Long-Term Care Services Offered by VA Facilities in Network 7, Atlanta, Ga. (Fall 2001)**

VA service	Number of veterans in each service, by facility or health care system (HCS)								Total <sup>a</sup>
	Atlanta	Augusta	Birmingham	Central Alabama HCS	Charleston	Columbia (S.C.)	Dublin	Tuscaloosa	
<b>Noninstitutional long-term care services</b>									
Adult day health care	19	0	8		10	29			66
Alzheimer's/dementia care		5							5
Community residential care	31	174		124		30			359
Geriatric evaluation and management					250	0			250
Home-based primary care	87	47	90	130	95	63			512
Homemaker/home health aide	67	149	24	46	50	62	78	104	580
Home respite care		0				0			0
Hospice care	6			0	8	5			19
Skilled home health care	62	83		21	75	60		35	336
Other noninstitutional	10	144		1,139 <sup>b</sup>	18	13			1,324
<b>Institutional long-term care services</b>									
Alzheimer's/dementia care		72		40				53	165
Community nursing home care	71	53	23	4	12	51	27	5	246
Domiciliary care		60							60
Geriatric evaluation and management		2			10	0			12
Hospice care		7		11		8	--	4	30
Respite care	0	0		4		5	--	1	10
VA nursing home care	100	53		80	28	81	115	116	573
Other institutional	0					--		20	20

Source: GAO survey of VA facilities.

Notes: Responses to our survey were submitted in September and October 2001.

Empty cells indicate that a facility did not report offering the service at the time of our survey. Dashes indicate that a facility reported the service but did not report the service's utilization.

<sup>a</sup>We did not calculate the total number of veterans receiving services at each facility because veterans may be authorized to receive more than one service. Some veterans may thus appear in several services at one facility.

<sup>b</sup>Geriatric primary care.

**Table 9: Long-Term Care Services Offered by VA Facilities in Network 8, Bay Pines, Fla. (Fall 2001)**

VA service	Number of veterans in each service, by facility or health care system (HCS)						Total <sup>a</sup>
	Bay Pines	Miami	North Florida/ South Georgia HCS	San Juan	Tampa	West Palm Beach	
<b>Noninstitutional long-term care services</b>							
Adult day health care		43	29			13	85
Alzheimer's/ dementia care							
Community residential care				90		165	255
Geriatric evaluation and management	30			300			330
Home-based primary care	100	150	195	82	143		670
Homemaker/home health aide	100	75	280	19	45	50	569
Home respite care					4		4
Hospice care					0		0
Skilled home health care	154	18	35	5	180	4	396
Other noninstitutional		1,528 <sup>b</sup>	2,239 <sup>c</sup>	373			4,140
<b>Institutional long-term care services</b>							
Alzheimer's/ dementia care			29		61		90
Community nursing home care	92	24	195	3	51	12	377
Domiciliary care	104				17		121
Geriatric evaluation and management	8	5	20			0	33
Hospice care	10	15	9	5	20	10	69
Respite care	8	4	7	5	11	3	38
VA nursing home care	102	127	116	116	161	98	720
Other institutional	24			27		17	68

Source: GAO survey of VA facilities.

Notes: Responses to our survey were submitted in September and October 2001.

Empty cells indicate that a facility did not report offering the service at the time of our survey. Dashes indicate that a facility reported the service but did not report the service's utilization.

<sup>a</sup>We did not calculate the total number of veterans receiving services at each facility because veterans may be authorized to receive more than one service. Some veterans may thus appear in several services at one facility.

<sup>b</sup>Geriatric primary care and geriatric psychiatry care.

<sup>c</sup>Geriatric primary care.



**Table 10: Long-Term Care Services Offered by VA Facilities in Network 9, Nashville, Tenn. (Fall 2001)**

VA service	Number of veterans in each service, by facility or health care system (HCS)						Total <sup>a</sup>
	Huntington	Lexington	Louisville	Memphis	Mountain Home	Tennessee Valley HCS	
<b>Noninstitutional long-term care services</b>							
Adult day health care					18	12	30
Alzheimer's/dementia care		259				100	359
Community residential care	42	96			90	213	441
Geriatric evaluation and management		338				84	422
Home-based primary care				95			95
Homemaker/home health aide	36	31	27	59	162	194	509
Home respite care							
Hospice care		4	1				5
Skilled home health care	28	65	325	214		178	810
Other noninstitutional				3	180	100	283
<b>Institutional long-term care services</b>							
Alzheimer's/dementia care		34					34
Community nursing home care	53	33	36	40	49	43	254
Domiciliary care					330		330
Geriatric evaluation and management					20	4	24
Hospice care	--	2	2		16	10	30
Respite care	4	4	2	0	5	3	18
VA nursing home care		18			63	110	191
Other institutional						43	43

Source: GAO survey of VA facilities.

Notes: Responses to our survey were submitted in September and October 2001.

Empty cells indicate that a facility did not report offering the service at the time of our survey. Dashes indicate that a facility reported the service but did not report the service's utilization.

<sup>a</sup>We did not calculate the total number of veterans receiving services at each facility because veterans may be authorized to receive more than one service. Some veterans may thus appear in several services at one facility.

**Table 11: Long-Term Care Services Offered by VA Facilities in Network 10, Cincinnati, Ohio (Fall 2001)**

VA service	Number of veterans in each service, by facility or health care system (HCS)					Total <sup>a</sup>
	Chillicothe	Cincinnati	Cleveland	Columbus	Dayton	
<b>Noninstitutional long-term care services</b>						
Adult day health care	2	85	13	26	29	155
Alzheimer's/dementia care						
Community residential care	267	22	278	19	63	649
Geriatric evaluation and management	80	201	691		197	1,169
Home-based primary care			190		45	235
Homemaker/home health aide	230	37	380	44	171	862
Home respite care						
Hospice care			1	--	3	4
Skilled home health care	235	167	175	697	180	1,454
Other noninstitutional						
<b>Institutional long-term care services</b>						
Alzheimer's/dementia care					24	24
Community nursing home care	30	13	41	16	39	139
Domiciliary care	42	66	92		100	300
Geriatric evaluation and management			126		30	156
Hospice care	7	--	14		22	43
Respite care	5	2	2		3	12
VA nursing home care	91	51	137		146	425
Other institutional						

Source: GAO survey of VA facilities.

Notes: Responses to our survey were submitted in September and October 2001.

Empty cells indicate that a facility did not report offering the service at the time of our survey. Dashes indicate that a facility reported the service but did not report the service's utilization.

<sup>a</sup>We did not calculate the total number of veterans receiving services at each facility because veterans may be authorized to receive more than one service. Some veterans may thus appear in several services at one facility.

**Table 12: Long-Term Care Services Offered by VA Facilities in Network 11, Ann Arbor, Mich. (Fall 2001)**

VA service	Number of veterans in each service, by facility or health care system (HCS)							Total <sup>a</sup>
	Ann Arbor	Battle Creek	Danville	Detroit	Indianapolis	Northern Indiana HCS	Saginaw	
<b>Noninstitutional long-term care services</b>								
Adult day health care	0	16	57	5	26	4	0	108
Alzheimer's/dementia care								
Community residential care	0	0	137	0	45	96	0	278
Geriatric evaluation and management					28			28
Home-based primary care		12	21	1	19	2		55
Homemaker/home health aide	43	79	66		48	7		243
Home respite care	0	0	0	0	0	0	0	0
Hospice care					3	4		7
Skilled home health care	1	2	6	6	17	22	1	55
Other noninstitutional								
<b>Institutional long-term care services</b>								
Alzheimer's/dementia care			23					23
Community nursing home care	19	17	34	15	54	35	5	179
Domiciliary care								
Geriatric evaluation and management	16							16
Hospice care		11	42	2		1		56
Respite care	2	3	1	2	--	1	2	11
VA nursing home care	15	86	125	62		125	70	483
Other institutional								

Source: GAO survey of VA facilities.

Notes: Responses to our survey were submitted in September and October 2001.

Empty cells indicate that a facility did not report offering the service at the time of our survey. Dashes indicate that a facility reported the service but did not report the service's utilization.

<sup>a</sup>We did not calculate the total number of veterans receiving services at each facility because veterans may be authorized to receive more than one service. Some veterans may thus appear in several services at one facility.

**Table 13: Long-Term Care Services Offered by VA Facilities in Network 12, Chicago, Ill. (Fall 2001)**

VA service	Number of veterans in each service, by facility or health care system (HCS)							Total <sup>a</sup>
	Chicago HCS	Hines	Iron Mountain	Madison	Milwaukee	North Chicago	Tomah	
<b>Noninstitutional long-term care services</b>								
Adult day health care	29	60	1	5	73	28	125	321
Alzheimer's/dementia care					73			73
Community residential care		20					0	20
Geriatric evaluation and management	440	805		300	106			1,651
Home-based primary care	92	219			115	115		541
Homemaker/home health aide	49	73	14	14	34	2	3	189
Home respite care								
Hospice care			1	6	5			12
Skilled home health care	48	87	15		37		2	189
Other noninstitutional		180		38				218
<b>Institutional long-term care services</b>								
Alzheimer's/dementia care						27		27
Community nursing home care	102	78	5	12	43	92	10	342
Domiciliary care					167	159		326
Geriatric evaluation and management	120	9		4	10	--		143
Hospice care		15	5		30	7	4	61
Respite care	12	6	2	0	4	0	2	26
VA nursing home care		75	33		93	157	200	558
Other institutional		33			--			33

Source: GAO survey of VA facilities.

Notes: Responses to our survey were submitted in September and October 2001.

Empty cells indicate that a facility did not report offering the service at the time of our survey. Dashes indicate that a facility reported the service but did not report the service's utilization.

<sup>a</sup>We did not calculate the total number of veterans receiving services at each facility because veterans may be authorized to receive more than one service. Some veterans may thus appear in several services at one facility.

**Table 14: Long-Term Care Services Offered by VA Facilities in Network 13, Minneapolis, Minn. (Fall 2001)**

VA service	Number of veterans in each service, by facility or health care system (HCS)					Total <sup>a</sup>
	Black Hills HCS	Fargo	Minneapolis	Sioux Falls	St. Cloud	
<b>Noninstitutional long-term care services</b>						
Adult day health care		2	95	6	58	161
Alzheimer's/dementia care	1	--	14			15
Community residential care				30		30
Geriatric evaluation and management				5	10	15
Home-based primary care			25			25
Homemaker/home health aide	35	49	195	5	51	335
Home respite care	0		--	1	0	1
Hospice care	4	1	12	2	0	19
Skilled home health care	49	48	229	23	94	443
Other noninstitutional						
<b>Institutional long-term care services</b>						
Alzheimer's/dementia care						
Community nursing home care	11	16	84	10	11	132
Domiciliary care	132				105	237
Geriatric evaluation and management				1		1
Hospice care	15	2	10	4	3	34
Respite care	4	1	4	3	6	18
VA nursing home care	63	31	76	30	215	415
Other institutional					41	41

Source: GAO survey of VA facilities.

Notes: In January 2002, VA announced the merger of networks 13 and 14 into a single organization known as network 23. In this enclosure we report on these networks separately because at the time of our survey they were operating as individual networks.

Responses to our survey were submitted in September and October 2001.

Empty cells indicate that a facility did not report offering the service at the time of our survey. Dashes indicate that a facility reported the service but did not report the service's utilization.

<sup>a</sup>We did not calculate the total number of veterans receiving services at each facility because veterans may be authorized to receive more than one service. Some veterans may thus appear in several services at one facility.

**Table 15: Long-Term Care Services Offered by VA Facilities in Network 14, Lincoln, Neb. (Fall 2001)**

VA service	Number of veterans in each service, by facility or health care system (HCS)			Total <sup>a</sup>
	Central Iowa HCS	Iowa City	Nebraska/ Western Iowa HCS	
<b>Noninstitutional long-term care services</b>				
Adult day health care	4	53	2	59
Alzheimer's/dementia care				
Community residential care	0			0
Geriatric evaluation and management		21	12	33
Home-based primary care	33			33
Homemaker/home health aide	8	81	32	121
Home respite care		--	2	2
Hospice care	0	6	3	9
Skilled home health care	25	243	17	285
Other noninstitutional				
<b>Institutional long-term care services</b>				
Alzheimer's/dementia care				
Community nursing home care	25	17	58	100
Domiciliary care	68		14	82
Geriatric evaluation and management	1			1
Hospice care	13	3	3	19
Respite care	1	0	2	3
VA nursing home care	179		54	233
Other institutional	14			14

Source: GAO survey of VA facilities.

Notes: In January 2002, VA announced the merger of networks 13 and 14 into a single organization known as network 23. In this enclosure we report on these networks separately because at the time of our survey they were operating as individual networks.

Responses to our survey were submitted in September and October 2001.

Empty cells indicate that a facility did not report offering the service at the time of our survey. Dashes indicate that a facility reported the service but did not report the service's utilization.

<sup>a</sup>We did not calculate the total number of veterans receiving services at each facility because veterans may be authorized to receive more than one service. Some veterans may thus appear in several services at one facility.

**Table 16: Long-Term Care Services Offered by VA Facilities in Network 15, Kansas City, Mo. (Fall 2001)**

VA service	Number of veterans in each service, by facility or health care system (HCS)							Total <sup>a</sup>
	Columbia (Mo.)	Eastern Kansas HCS	Kansas City	Marion (Ill.)	Poplar Bluff	St Louis	Wichita	
<b>Noninstitutional long-term care services</b>								
Adult day health care	1	7	7			13	6	34
Alzheimer's/dementia care								
Community residential care					10	172		182
Geriatric evaluation and management						1,779		1,779
Home-based primary care	104					114		218
Homemaker/home health aide	57	99	65	32	--	101	19	373
Home respite care						0	--	0
Hospice care		0		3	2	0	--	5
Skilled home health care		137	16	144	8	83	--	388
Other noninstitutional		384					--	384
<b>Institutional long-term care services</b>								
Alzheimer's/dementia care								
Community nursing home care	--	42	50	26	12	36	11	177
Domiciliary care		176				36		212
Geriatric evaluation and management	12					8		20
Hospice care	4	4		1		1	0	10
Respite care	1	1	1	2	22	9	0	36
VA nursing home care	25	139		35	39	23	--	261
Other institutional		0		20		5		25

Source: GAO survey of VA facilities.

Notes: Responses to our survey were submitted in September and October 2001.

Empty cells indicate that a facility did not report offering the service at the time of our survey. Dashes indicate that a facility reported the service but did not report the service's utilization.

<sup>a</sup>We did not calculate the total number of veterans receiving services at each facility because veterans may be authorized to receive more than one service. Some veterans may thus appear in several services at one facility.

**Table 17: Long-Term Care Services Offered by VA Facilities in Network 16, Jackson, Miss. (Fall 2001)**

VA service	Number of veterans in each service, by facility or health care system (HCS)										Total <sup>a</sup>
	Alexandria	Central Arkansas HCS	Fayetteville (Ark.)	Gulf Coast HCS	Houston	Jackson	Muskogee	New Orleans	Oklahoma City	Shreveport	
<b>Noninstitutional long-term care services</b>											
Adult day health care	14	75			11	18	43	43	7		211
Alzheimer's/dementia care									261		261
Community residential care		62			217	0		9		11	299
Geriatric evaluation and management											
Home-based primary care		185		53	150			82	40	65	575
Homemaker/home health aide	20	179		--	50	--			27	28	304
Home respite care								--			--
Hospice care						--		0	--		0
Skilled home health care	16	76		6	111	--	56	9	38	73	385
Other noninstitutional					0				236		236
<b>Institutional long-term care services</b>											
Alzheimer's/dementia care	16	32		44							92
Community nursing home care	52	44	17	17	27	22	34	17	24	25	279
Domiciliary care		--		66							66
Geriatric evaluation and management	1	18			10			0	0		29
Hospice care			--	8	5		0	1			14
Respite care	1	8	1	2	5	57	0	0	1	1	76
VA nursing home care	130	110		65	110	114		53	21		603
Other institutional					0	0					0

Source: GAO survey of VA facilities.

Notes: Responses to our survey were submitted in September and October 2001.

Empty cells indicate that a facility did not report offering the service at the time of our survey. Dashes indicate that a facility reported the service but did not report the service's utilization.

<sup>a</sup>We did not calculate the total number of veterans receiving services at each facility because veterans may be authorized to receive more than one service. Some veterans may thus appear in several services at one facility.



**Table 18: Long-Term Care Services Offered by VA Facilities in Network 17, Dallas, Tex. (Fall 2001)**

VA service	Number of veterans in each service, by facility or health care system (HCS)			Total <sup>a</sup>
	Central Texas HCS	North Texas HCS	South Texas HCS	
<b>Noninstitutional long-term care services</b>				
Adult day health care	1	11	40	52
Alzheimer's/dementia care			100	100
Community residential care		67	0	67
Geriatric evaluation and management		60	2,000	2,060
Home-based primary care		161	168	329
Homemaker/home health aide	104	77	95	276
Home respite care	0	20		20
Hospice care		8	0	8
Skilled home health care		48	65	113
Other noninstitutional	12		230	242
<b>Institutional long-term care services</b>				
Alzheimer's/dementia care	4	15	58	77
Community nursing home care	102	59	90	251
Domiciliary care	0	264		264
Geriatric evaluation and management	10	8		18
Hospice care	0	17	20	37
Respite care	0	10	10	20
VA nursing home care	379	210	214	803
Other institutional	124			124

Source: GAO survey of VA facilities.

Notes: Responses to our survey were submitted in September and October 2001.

Empty cells indicate that a facility did not report offering the service at the time of our survey. Dashes indicate that a facility reported the service but did not report the service's utilization.

<sup>a</sup>We did not calculate the total number of veterans receiving services at each facility because veterans may be authorized to receive more than one service. Some veterans may thus appear in several services at one facility.

**Table 19: Long-Term Care Services Offered by VA Facilities in Network 18, Phoenix, Ariz. (Fall 2001)**

VA service	Number of veterans in each service, by facility or health care system (HCS)							Total <sup>a</sup>
	Albuquerque	Amarillo	Big Spring	El Paso	Phoenix	Prescott	Tucson	
<b>Noninstitutional long-term care services</b>								
Adult day health care	5				42	37	25	109
Alzheimer's/dementia care	141	0					10	151
Community residential care				19	22			41
Geriatric evaluation and management	111			40		177	114	442
Home-based primary care	124		0		84		203	411
Homemaker/home health aide	174	--			57	2	138	371
Home respite care							6	6
Hospice care					15		31	46
Skilled home health care	5	5	0	12	200	74	138	434
Other noninstitutional						16		16
<b>Institutional long-term care services</b>								
Alzheimer's/dementia care						16	7	23
Community nursing home care	70	4	4		64	16	56	214
Domiciliary care						120		120
Geriatric evaluation and management		--				3	28	31
Hospice care	11	3	0		14	10	17	55
Respite care	9	0	0		4	0	6	19
VA nursing home care	3	117	40		46	57	1	264
Other institutional						4	16	20

Source: GAO survey of VA facilities.

Notes: Responses to our survey were submitted in September and October 2001.

Empty cells indicate that a facility did not report offering the service at the time of our survey. Dashes indicate that a facility reported the service but did not report the service's utilization.

<sup>a</sup>We did not calculate the total number of veterans receiving services at each facility because veterans may be authorized to receive more than one service. Some veterans may thus appear in several services at one facility.

**Table 20: Long-Term Care Services Offered by VA Facilities in Network 19, Denver, Colo. (Fall 2001)**

VA service	Number of veterans in each service, by facility or health care system (HCS)							Total <sup>a</sup>
	Cheyenne	Denver	Fort Lyon	Grand Junction	Montana HCS	Salt Lake City	Sheridan	
<b>Noninstitutional long-term care services</b>								
Adult day health care		15					3	18
Alzheimer's/dementia care								
Community residential care		132	--					132
Geriatric evaluation and management		150						150
Home-based primary care		72		--		120		192
Homemaker/home health aide	82	116	0		8	60	22	288
Home respite care			0			0		0
Hospice care			--		3	2		5
Skilled home health care	3	65	172	20	11	40	26	337
Other noninstitutional			--					--
<b>Institutional long-term care services</b>								
Alzheimer's/dementia care			8					8
Community nursing home care	2	57	--	7	33	28	2	129
Domiciliary care								
Geriatric evaluation and management		4	--		--			4
Hospice care	5	10	--	--	3	1	1	20
Respite care	0	3	0	--	3	0	1	7
VA nursing home care	37	43	27	30	--		50	187
Other institutional			0			0		0

Source: GAO survey of VA facilities.

Notes: Responses to our survey were submitted in September and October 2001.

Empty cells indicate that a facility did not report offering the service at the time of our survey. Dashes indicate that a facility reported the service but did not report the service's utilization.

<sup>a</sup>We did not calculate the total number of veterans receiving services at each facility because veterans may be authorized to receive more than one service. Some veterans may thus appear in several services at one facility.

**Table 21: Long-Term Care Services Offered by VA Facilities in Network 20, Portland, Oreg. (Fall 2001)**

VA service	Number of veterans in each service, by facility or health care system (HCS)								Total <sup>a</sup>
	Alaska HCS	Boise	Portland	Puget Sound HCS	Roseburg	Spokane	Walla Walla	White City	
<b>Noninstitutional long-term care services</b>									
Adult day health care				40		15		2	57
Alzheimer's/dementia care			125	410					535
Community residential care									
Geriatric evaluation and management			175		--				175
Home-based primary care			116	137					253
Homemaker/home health aide	23	52	21	95	--	25	8	31	255
Home respite care						20			20
Hospice care	1	1	46	8		3	--		59
Skilled home health care	77	60	188	--		4	3		332
Other noninstitutional			99	3,127 <sup>b</sup>					3,226
<b>Institutional long-term care services</b>									
Alzheimer's/dementia care				18	14				32
Community nursing home care	11	17	51	150	20	40	7	9	305
Domiciliary care			192					658	850
Geriatric evaluation and management		4		8	0				12
Hospice care		6	7	6	3	4	--		26
Respite care	0	49	41	16	2	100	--		208
VA nursing home care		15	270	105	32	28	21		471
Other institutional	33				--				33

Source: GAO survey of VA facilities.

Notes: Responses to our survey were submitted in September and October 2001.

Empty cells indicate that a facility did not report offering the service at the time of our survey. Dashes indicate that a facility reported the service but did not report the service's utilization.

<sup>a</sup>We did not calculate the total number of veterans receiving services at each facility because veterans may be authorized to receive more than one service. Some veterans may thus appear in several services at one facility.

<sup>b</sup>Geriatric primary care, geriatric memory disorder care, and other services.

**Table 22: Long-Term Care Services Offered by VA Facilities in Network 21, San Francisco, Calif. (Fall 2001)**

VA service	Number of veterans in each service, by facility or health care system (HCS)						Total <sup>a</sup>
	Central California HCS	Honolulu	Northern California HCS	Palo Alto	Reno	San Francisco	
<b>Noninstitutional long-term care services</b>							
Adult day health care		2	6	20	6	6	40
Alzheimer's/dementia care	--			100		130	230
Community residential care							
Geriatric evaluation and management	300	423		100			823
Home-based primary care	39	61	117	35	7	75	334
Homemaker/home health aide	6	11	67	20	45	70	219
Home respite care							
Hospice care	2		0	5		5	12
Skilled home health care		6	20	15	3	25	69
Other noninstitutional	--			50			50
<b>Institutional long-term care services</b>							
Alzheimer's/dementia care				50			50
Community nursing home care	10	3	80	50	8	32	183
Domiciliary care				100			100
Geriatric evaluation and management	2			0			2
Hospice care	10	3	11	25	4	5	58
Respite care	300	4	5	200	3	3	515
VA nursing home care	43	41	62	343	50	75	614
Other institutional			27			0	27

Source: GAO survey of VA facilities.

Notes: Responses to our survey were submitted in September and October 2001.

Empty cells indicate that a facility did not report offering the service at the time of our survey. Dashes indicate that a facility reported the service but did not report the service's utilization.

<sup>a</sup>We did not calculate the total number of veterans receiving services at each facility because veterans may be authorized to receive more than one service. Some veterans may thus appear in several services at one facility.

**Table 23: Long-Term Care Services Offered by VA Facilities in Network 22, Long Beach, Calif. (Fall 2001)**

VA service	Number of veterans in each service, by facility or health care system (HCS)					Total <sup>a</sup>
	Greater Los Angeles HCS	Loma Linda	Long Beach	Southern Nevada HCS	San Diego	
<b>Noninstitutional long-term care services</b>						
Adult day health care	--	38			61	99
Alzheimer's/dementia care		220	225			445
Community residential care		44	0			44
Geriatric evaluation and management	350		300	53		703
Home-based primary care	--		72		70	142
Homemaker/home health aide		56			34	90
Home respite care		20				20
Hospice care		59	0			59
Skilled home health care	--	602	0	211		813
Other noninstitutional	--					--
<b>Institutional long-term care services</b>						
Alzheimer's/dementia care		28				28
Community nursing home care	64	178	48	20	73	383
Domiciliary care	247					247
Geriatric evaluation and management	7		3			10
Hospice care		10	14		6	30
Respite care	10	54	3		3	70
VA nursing home care	240	89	76		25	430
Other institutional	--		4			4

Source: GAO survey of VA facilities.

Notes: Responses to our survey were submitted in September and October 2001.

Empty cells indicate that a facility did not report offering the service at the time of our survey. Dashes indicate that a facility reported the service but did not report the service's utilization.

<sup>a</sup>We did not calculate the total number of veterans receiving services at each facility because veterans may be authorized to receive more than one service. Some veterans may thus appear in several services at one facility.

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