



# Military TBI Case Management Quarterly Newsletter

TBI Case Management Community of Interest

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## 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](mailto:Susan.Kennedy.CTR@tma.osd.mil).



DCoE  
Real Warriors Campaign



DCoE  
Real Warriors Campaign



DCoE Outreach Center: Available 24/7 | 866-966-1020 | [resources@dcoeoutreach.org](mailto:resources@dcoeoutreach.org) | [www.dcoe.health.mil/24-7help.aspx](http://www.dcoe.health.mil/24-7help.aspx)

2345 Crystal Drive | Crystal Park 4, Suite 120 | Arlington, Virginia 22202 | 877-291-3263  
1335 East West Highway | 9th Floor, Suite 640 | Silver Spring, Maryland 20910 | 301-295-3257

[www.dcoe.health.mil](http://www.dcoe.health.mil)

# Military TBI Case Management Quarterly Newsletter

## TBI Case Management Community of Interest

### 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.

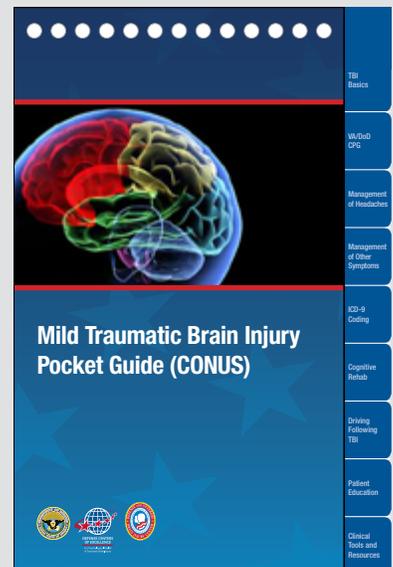
Thank you for your interest in this exciting new endeavor and please feel free to provide comments or suggestions.

*Sue Kennedy, RN BSN CCM*

### Hot Off the Press

#### ICD-9 References

Two new provider tools were distributed at the Defense and Veterans Brain Injury Center (DVBIC) Conference in Washington, DC on August 30–31. Pocket-sized cards with TBI specific ICD-9 codes and a pocket reference guide for the care of mild TBI. If you didn't make it to the conference and would like a copy of either of these, please go to the DVBIC [website](#) for ordering information.



To see a variety of TBI resources downloadable online, please visit DCoE [website](#).

E-mail [info@dvbic.org](mailto:info@dvbic.org) or call 800-870-9244.

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### Quarterly Highlight:

### The National Intrepid Center of Excellence

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NICoE is designed to provide the most advanced services for advanced diagnostics, initial treatment plans, family education, introduction to therapeutic modalities, referral and reintegration support for military personnel and veterans with TBI, post traumatic stress, and/or complex psychological health issues. Further, NICoE will conduct research, test new protocols and provide comprehensive training and education to patients, providers and families while maintaining ongoing telehealth, follow-up care across the country and throughout the world.



### About DCoE

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

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### DCoE Website

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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

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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.

## 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](mailto:Susan.Kennedy.CTR@tma.osd.mil) for inclusion in the next issue!

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](#).

## 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](#).

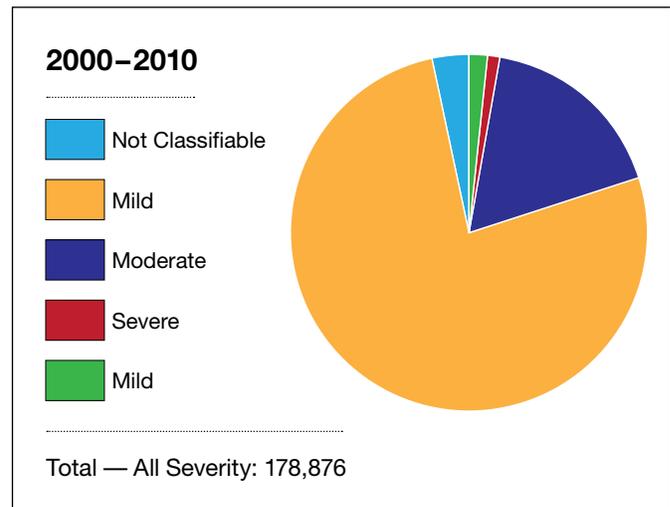
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### Questions from the Field

**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.



Courtesy of DVBIC

A thorough knowledge of TBI case management is essential. Here are the stats from the DVBIC [website](#).

2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010Q1	TOTAL
10,963	11,830	12,470	12,898	13,312	12,192	16,946	23,160	28,555	28,946	7,604	178,876

### 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](mailto:Susan.Kennedy.CTR@tma.osd.mil).

"Military TBI Case Management Quarterly Newsletter" is a publication of the Defense Centers of Excellence for Psychological Health and Traumatic Brain Injury. Our mailing address is 2345 Crystal Drive, Crystal Park 4, Suite 120, Arlington, VA 22202. Phone: 877-291-3263.

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