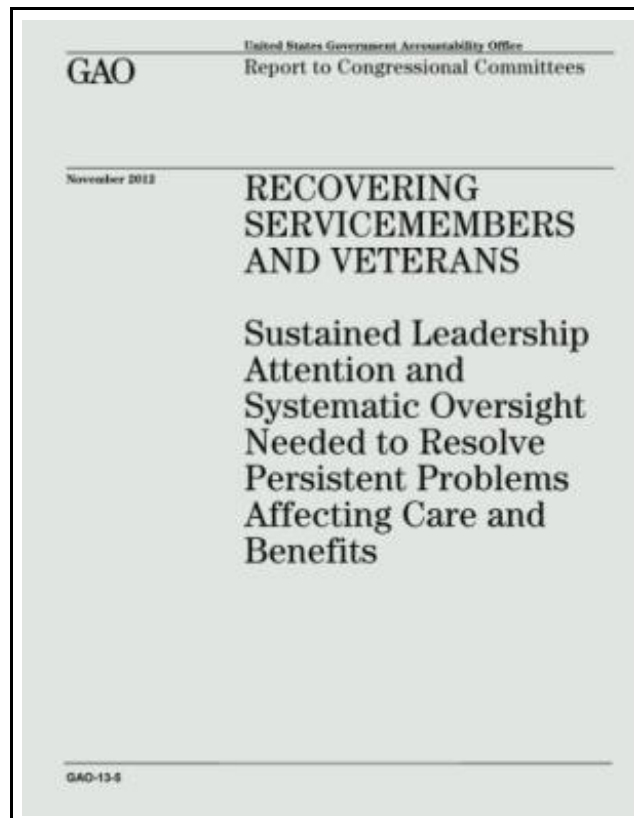


# Recovering Servicemembers and Veterans: Sustained Leadership Attention and Systematic Oversight Needed to Resolve Persistent Problems Affecting Care and Benefits Gao-13-5



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*(Dorothy Sawayn)*

## **RECOVERING SERVICEMEMBERS AND VETERANS: SUSTAINED LEADERSHIP ATTENTION AND SYSTEMATIC OVERSIGHT NEEDED TO RESOLVE PERSISTENT PROBLEMS AFFECTING CARE AND BENEFITS GAO-13-5**



Createspace. Paperback. Book Condition: New. This item is printed on demand. Paperback. 104 pages. Dimensions: 11.0in. x 8.5in. x 0.2in. Deficiencies exposed at Walter Reed Army Medical Center in 2007 served as a catalyst compelling the Departments of Defense (DOD) and Veterans Affairs (VA) to address a host of problems for wounded, ill, and injured servicemembers and veterans as they navigate through the recovery care continuum. This continuum extends from acute medical treatment and stabilization, through rehabilitation to reintegration, either back to active duty or to the civilian community as a veteran. In spite of 5 years of departmental efforts, recovering servicemembers and veterans are still facing problems with this process and may not be getting the services they need. Key departmental efforts included the creation or modification of various care coordination and case management programs, including the military services wounded warrior programs. However, these programs are not always accessible to those who need them due to the inconsistent methods, such as referrals, used to identify potentially eligible servicemembers, as well as inconsistent eligibility criteria across the military services wounded warrior programs. The departments also jointly established an integrated disability evaluation system to expedite the delivery of benefits to servicemembers. However, processing times for disability determinations under the new system have increased since 2007, resulting in lengthy wait times that limit servicemembers ability to plan for their future. Finally, despite years of incremental efforts, DOD and VA have yet to develop sufficient capabilities for electronically sharing complete health records, which potentially delays servicemembers receipt of coordinated care and benefits as they transition from DODs to VAs health care system. Collectively, a lack of leadership, oversight, resources, and collaboration has contributed to the departments inability to fully resolve problems facing recovering servicemembers and veterans. Initially, departmental leadership exhibited focus and commitment to...

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