

Background

Military Veterans often have life experiences that are vastly different from civilian patients. They also may have medical or psychological conditions that are not always well understood by nurses caring for them outside of the VHA health system. Most patient's intake forms do not ask patients if they are a Veteran, so this information is often missed.

Objective

Providing care to Veterans requires a unique set of skills, not often taught in undergraduate education. Many Veterans seek care for outside of the VHA settings and the nurses caring for them don't often realize they are Veterans.

This educational intervention aims at teaching nurses and nursing students' evidence-based and person-centered approaches to providing excellent care for those Veterans. The use of 360 video creates an immersive way to engage the learners to obtain beneficial outcomes.

To develop the videos a partnership was created with:

- community organizations
- retired and active Military personnel
- Individuals who work with Veterans

Focus groups of individuals from various war eras and military branches were conducted to gain a deeper understanding of their needs. The information from the focus groups was transcribed and reviewed.

Focus Group Questions:

1. Share with us an experience you have had recently in seeking or receiving healthcare.
2. Describe a healthcare experience that has gone well.
3. Share what made that experience a good experience.
4. Describe a health care experience that went poorly.
5. Share what made the experience difficult.
6. Do you ever feel that the health care provider did not understand your needs? If yes, please explain.
7. If you could teach a class to nursing students about your unique care needs, what would you tell them about?
8. How can nurses engage with you to provide better care?
9. How can nurses engage with your family to provide better care?
10. Is there anything else you would like to share with us to better understand your healthcare needs?



Results

Key Information from Focus Groups

- Branch and era of war are important
- Veterans often want care providers to ask them about their service
- Don't overuse "Thank you for your service"
- Where they were deployed may impact their health in different ways
- Job duties in the service can impact health conditions they may develop later
- Be respectful of their Military service

The information and threaded themes were then used to develop the immersive 360 video which included members of the military or military family playing a role.

These videos were scripted, volunteers were recruited to play the various roles and the videos were created. In addition to the videos, a facilitator guide and additional materials were created to support education.



Themes from the focus groups were analyzed and areas of need were identified. Those areas included:

- Military Culture
- Establishing Relationships
- Building Rapport
- Depression
- Suicide
- Environmental Factors
- Military Sexual Trauma
- Musculoskeletal Injuries
- Post-Traumatic Stress Disorder
- Traumatic Brain Injury
- Reintegration after Deployment

The videos are being implemented across the curriculum in one mid-western nursing school at the undergraduate level and will be specifically used to support nursing students doing their clinical rotation in the VHA system

Lessons Learned

This roadmap can inform other faculty to support the creation of similar virtual assets to meet their own unique educational needs. These materials can then be integrated into nursing curriculums.



Future Application and Next Steps

This research team is helping other universities and nursing programs to develop 360 videos to train nurses to care for other vulnerable populations.

Acknowledgments



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