A Survey of Gulf War II Veterans Using Social Media to Assess Barriers to the Completion of Registration and Enrollment at the Veterans Health Administration

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Background

The Veterans Health Administration provides comprehensive health care for eligible veterans in the United States. Gulf War II Veterans served in conflicts after September 11, 2001. Over 15 percent of disabled veterans. While younger, these veterans have complex mental and physical health needs. Less than 18 percent of eligible Gulf War II veterans have completed the eligibility, registration and enrollment process at the VHA among Gulf War II veterans.

Purpose & Aims

Purpose: to ascertain intent, confidence, as well as specific barriers to the completion of the eligibility, registration and enrollment process at the Veterans Health Administration among Gulf War II veterans

Methods

Descriptive design using an anonymous fourteen-question Qualtrics survey

Demographic Results

Conclusions, Limitations & Next Steps

Limitations:

Next Steps

Areas for Future Interventions Using TPB

Results of Registration and Enrollment at the Veterans Health Administration among Gulf War II veterans

Aim 1: Assess changes in intent and confidence to complete the registration and enrollment process at the VHA among veterans

Aim 2: Identify barriers and rationales to completing the registration and enrollment process at the VHA among veterans

Veteran's Service Organizations (i.e. Disabled Veterans of America.)

The Theory of Planned Behavior by Ajzen & Fishbein (1981) was used to inform, develop and interpret this project.

Survey Question Responses

Table: Demographic Results

<table>
<thead>
<tr>
<th>Location by State</th>
<th>n (% )</th>
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<tbody>
<tr>
<td>Colorado</td>
<td>1 (8.3)</td>
</tr>
<tr>
<td>Maryland</td>
<td>6 (50)</td>
</tr>
<tr>
<td>North Carolina</td>
<td>1 (8.3)</td>
</tr>
<tr>
<td>Virginia</td>
<td>3 (25)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Rank at separation</th>
<th>n (% )</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enlisted</td>
<td>7 (58.3)</td>
</tr>
<tr>
<td>Officer</td>
<td>3 (25)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Time since separation in years</th>
<th>n (% )</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-1</td>
<td>1 (8.3)</td>
</tr>
<tr>
<td>1-2</td>
<td>7 (58.3)</td>
</tr>
<tr>
<td>3-5</td>
<td>3 (25)</td>
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</table>

The findings of this study shed light on the perceptions of veterans and seeking health care at the VHA.

Conclusions

The challenges of the eightfold right is due to the presence of veterans and seeking health care at the VHA.

The findings were consistent with the literature, and no studies were needed to include veterans that had already completed the registration and enrollment process. Half of the responses captured confidence in the process.

None of the female veterans felt the VHA provided high-quality health care.

Over 15 percent of disabled veterans. While younger, these veterans have complex mental and physical health needs.
References


