



Consider Enrolling in...Coming Spring 2016

Service Transformed:

Lessons in U.S. Veteran-Centered Care: An Interprofessional Massive Open Online Course (MOOC) for Health Professionals



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Background

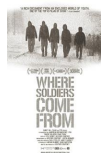
With over two million veterans returning from recent conflict, it is essential that all those in the health professions learn to work with veteran patients and develop the necessary clinical acumen whether working in civilian healthcare settings or within the Veteran Affairs, Veterans Health Administration.



Teaching Methods

Parts of this course "Developing Skills in Veteran-Centered Care: Understanding Where Soldiers *Really* Come From" has previously been delivered in an in-person setting to 2nd year medical students and as part of faculty development workshops.

Core principles that we will review in the course can be found below:



To purchase the DVD or stream of Where Soldiers Come From: <http://www.newday.com/film/wheresoldierscomefrom.html> (DVDs) <http://www.newdaydigital.com/Where-Soldiers-Come-From.html> (streaming)

Using a collection of over 30 paired photographs of veterans from various conflicts we developed a Massive Open Online Course (MOOC) for Health Professionals to help learners understand the trajectory of U.S. service members.



The MOOC incorporates materials from a workshop based on the documentary *Where Soldiers Come From*[®] which provides an intimate look at five young men who fight our wars and the families and towns they come from.

Course Description

This MOOC is being developed for Coursera with the assistance of Medical School Information Services (MSIS) and Digital Education & Innovation (DEI.) The course will provide learners with a comprehensive overview of veteran-centered care.

At the end of the course, learners will be able to:

- Understand the principles of veteran-centered care
- Distinguish the importance of military service and veteran culture in health care
- Detect causes of health disparities for U.S. veterans
- Recognize the value of patient-centered communication skills
- Identify cues involved in the assessment and triage of patients with common conditions such as Post Traumatic Stress Disorder (PTSD) and Traumatic Brain Injury (TBI) and Military Sexual Trauma (MST)

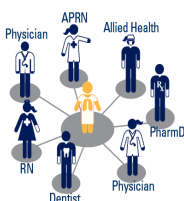
coursera



University of Michigan Medical School
Medical School Information Services

DIGITAL EDUCATION & INNOVATION
UNIVERSITY OF MICHIGAN

INTERPROFESSIONAL CARE^{2,7} IN ORIENTATION TO THE PATIENT



Using Assets to Further Health Equity



Evaluation

	SA/A	N	SD/D
The photographs helped me to reflect on my own attitudes toward veterans.	83.3%	16.7%	0
The photographs helped me to reflect on issues of economic privilege in U.S. society.	83.3%	16.7%	0
This activity heightened my awareness about providing patient-centered health care.	66.6%	33.3%	0
Time spent on this session was worthwhile.	66.6%	16.7%	16.7%

Lessons Learned

- Relevant topics for healthcare professionals
- Applying concepts learned to meet the needs of today's veterans
- Enhances the understanding of the Veterans Affairs (VA) Healthcare system
- Explores the various roles of the healthcare team
- Ability to formulate arguments and research questions in the area of social determinants and health equity.

Next Steps

We plan to offer the course as on-demand to better meet the needs of learners and provide a platform for completion prior to an interaction in healthcare with a veteran or experience with any VA healthcare center in the country.