FACT SHEET

Clinical Resource Hubs

U.S. Department of Veterans Affairs
Veterans Health Administration
Office of Rural Health

Veterans living in rural communities often face unique challenges that limit their access to health care. Barriers such as long distances to clinical facilities and a shortage of qualified providers can put rural Veterans and their families at risk.

Transportation is one of the
TOP 5 REASONS
rural Veterans say they miss or cancel an appointment

ORH's rural needs assessment found transportation was the
#1 CHALLENGE
across the country

To overcome these challenges, the U.S. Department of Veterans Affairs (VA) established Clinical Resource Hubs (CRH) – a network of solutions that combines in-person care and telehealth to support underserved medical facilities. This allows rural Veterans to get the care they need, when they need it, regardless of location.

Hubs and Spokes

Clinical Resource Hubs (CRHs) are Veterans Integrated Service Network (VISN) level resources that provide primary care, mental health, surgical, rehabilitation and extended care, and specialty care services to Veterans in areas experiencing gaps in access to care.

These gaps may be due to Veterans Affairs (VA) facility staff attrition, extended leave, clinical services not offered or planned at a facility, or an expanding Veteran population.

CRHs are a unique Veterans Health Administration (VHA) solution for VISN facilities when challenges disrupt Veteran access to care.

Different Ways to Access Care

Clinical Resource Hubs include a variety of clinical and administrative staff who provide clinical services to identified facilities in each VISN. These teams help CRHs increase access to quality health care for the nation's nearly 5 million rural Veterans in several ways, including:

Telehealth Care: Clinical Resource Hubs provide primary, mental health, medical specialty, rehabilitation and extended care, and surgery services in VA facilities or in Veterans' homes via video or telephone.

In-Person Visits: When needed, mobile deployment teams can provide face-to-face care for rural Veterans at local VA health care facilities.

Learn more about ORH at **ruralhealth.va.gov**

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Impact

In fiscal year 2020, the Office of Rural Health and its clinical partners launched Clinical Resource Hubs. In FY22, these efforts resulted in:

289,127

encounters that provide services via Clinical Resource Hubs, including:

58,719
rural Veterans served by primary care services

25,797
rural Veterans served by mental health services

38,553
rural Veterans served by specialty care services

Over the next four years, ORH will build upon this success through partnerships with the VA Office of Connected Care and health care operations to improve outcomes. ORH has committed funding for CRHs through fiscal year 2026, acknowledging that they will play a significant role in providing rural Veterans with faster, easier access to high-quality care.

The Office of Rural Health (ORH) works to see that America's Veterans thrive in rural communities. To support the health and well-being of rural Veterans, ORH and its Veterans Rural Health Resource Centers establish and disseminate initiatives that increase access to care for the 2.7 million rural Veterans enrolled in the U.S. Department of Veterans Affairs' health care system. Key focus areas include programs that address workforce shortages, transportation, primary care, mental health, telehealth, and specialty care.