



## INFORMATION SHEET

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

VA supports CRH locations, also known as hub sites, which serve a specific geographic region or Veterans Integrated Service Network (VISN). The hub site team provides care to Veterans at their local VA health care facilities, or spoke sites, through telehealth technology or in-person visits.

The hub and spoke model is the foundation of the CRH initiative. When paired with telehealth technology, it allows VA to connect Veterans with distant providers and improve access to health care.

### Different Ways to Access Care

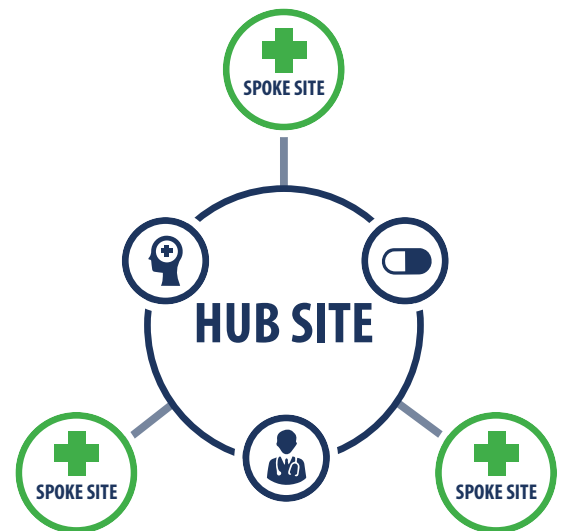
Clinical Resource Hubs include a variety of clinical and administrative staff who provide clinical services to identified facilities in each VISN. These teams help CRHs increase access to quality health care for the nation's nearly 5 million rural Veterans in several ways, including:



**Telehealth Care:** Clinical Resource Hubs provide primary care, mental health and specialty care 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



## Impact

In fiscal year 2020, the Office of Rural Health and its clinical partners launched Clinical Resource Hubs. In FY21, these efforts resulted in:

- ▶ **430,136** encounters using ORH-funded programs that provide services via Clinical Resource Hubs, including:
  - **76,560** rural Veterans served by primary care services
  - **41,442** rural Veterans served by mental health services
  - **6,708** rural Veterans served by medical specialty services
  - **3,266** rural Veterans served by surgery services
  - **969** rural Veterans served by rehabilitation and extended care services

Over the next five 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. To learn more, [www.ruralhealth.va.gov](http://www.ruralhealth.va.gov).