



# VISN 20

## Portland, OR

### *Veterans' Health at Home*<sup>®</sup> Research Study

**Length of Time: 6 Months**  
**N = 1,203**

- 91% of vets said the information in the book was easy to understand.
- 95% of vets said the book assisted them in taking better care of themselves.
- 90% of vets said the book helped them in speaking with their provider.
- 89% of vets said the book helped them when deciding whether or not to schedule a provider visit.
- 39% of vets deferred seeing a provider as a result of the book. This produced a savings of \$209.00 per visit or a total of \$50,653.00.
- 31% of vets deferred going to the emergency department as a result of the book. This produced a savings of \$308.00 per non-emergent visit or a total savings of \$57,921.00.
- 42% of vets deferred a call to the triage nursing service as a result of the book. This produced a savings of \$110.00 per call or a total savings of \$28,127.00.
- The total savings was \$136,700.00.
- The Return on Investment was 26:1 when comparing the cost of the books with the estimated cost savings.

Note: This research was published in the of Journal of Nursing Economics, Vol. 26, No. 2.