



# PACT: Patient Aligned Health Care

## VA's PACT with Veterans

3/8/2018



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# Patient Aligned Care Team

## VA's Change and Improvement in Health Care

- Patient Aligned Care Team (PACT) – New model of patient care in VA:
  - Patient-centered
  - Data-driven
  - Continuously improving
  - Team-based



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## VA's Change and Improvement in Health Care (cont.)

- PACT initiative integrates with VA's overriding principles to be:
  - People-centric
  - Results-oriented
  - Forward-thinking



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# Patient Aligned Care Team

## VA's Change and Improvement in Health Care (cont.)

- Innovative model for VA health care:
  - Provides flexibility and an all-inclusive, holistic approach
  - Focuses on patients, health care professionals, VA employee support to patient care, and health systems
  - Addresses changing needs and types of patients



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# Patient Aligned Care Team

## VA's Change and Improvement in Health Care (cont.)

- PACT approach to health care promises many benefits:
  - Healthier and more satisfied populations
  - Coordinated and holistic care
  - Streamlined delivery of services
  - Lower costs for health care



# Patient Aligned Care Team

## VA's Change and Improvement in Health Care (cont.)

- PACT concept provides:
  - Partnerships between Veterans and health care teams
  - Access to care enhanced using a variety of methods
  - Coordinated care among all team members
  - Team-based care with Veterans as the center of their PACT



# Patient Aligned Care Team

## PACT: Partnerships with Veterans

- Personalized care designed to meet individual health care goals:
  - Comprehensive – looks at all aspects of patient’s health care
  - Positive – health-centered vs. disease-centered
  - Proactive – emphasizes wellness, prevention and health promotion



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# Patient Aligned Care Teams

## PACT: Partnerships with Veterans (cont.)

- Tools for delivering whole-person care:
  - Educational materials
  - Preventive care services
  - Lifestyle coaching
  - Appropriate consultation
  - Early detection screening
  - Technology





# Patient Aligned Care Team

## PACT: Enhanced Access to Care

- PACT offers diverse methods of accessing health care
  - Personal visits
  - Group clinics
  - Telephone conversations
  - Secure Messaging through My HealthVet
  - Web access



# Patient Aligned Care Team

## PACT: Enhanced Access to Care (cont.)

- My HealthVet offers VA health care information and services:
  - Veteran's personal health record
  - Educational information and resources
  - Information on VA benefits and services
  - Electronic services, including Secure Messaging with PACT



# Patient Aligned Care Team

## PACT: Coordinated Care

- PACT works collaboratively with Veterans by:
  - Developing health care teams with defined roles
  - Offering individual communication that is easy, frequent, and available
  - Providing monitoring of goals' progress
  - Coordinating total health care



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# Patient Aligned Care Teams

## PACT: Coordinated Care (cont.)

- PACT cooperates with Veterans to plan their overall health with focus on:
  - Personal relationships
  - Patient preferences
  - Open communication and sharing of information
  - Team delivery of holistic care
  - Coordination across specialties and settings of care
  - Quality and safety improvements



# Patient Aligned Care Team

## PACT: Coordinated Care (cont.)

- The PACT model allows for coordinated care with:
  - Inpatient teams
  - Professionals in clinical services
  - Specialists
  - Non-VA health care professionals



# Patient Aligned Care Team

## PACT: Team-based Care

- Patient-driven, team-based approach delivers:
  - Improved communications
  - Coordinated resources
  - Comprehensive and continuous care



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# Patient Aligned Care Teams

## PACT: Team-based Care (cont.)

- Veterans and their PACT:
  - Work together to develop health care goals
  - Work in partnership to achieve their health and wellness goals
  - Engage Veterans, PACT members, caregivers to enhance patient satisfaction



# Patient Aligned Care Team

## PACT: Team-based Care (cont.)

- PACT includes:
  - Veteran patient
  - Primary care provider
  - Nurse care manager
  - Clinical associate
  - Administrative clerk



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# Patient Aligned Care Teams

## PACT: Team-based Care (cont.)

- Other care team includes:
  - Social worker
  - Dietitian
  - Pharmacist
  - Mental health practitioner
  - Behaviorist
  - Specialists
  - Non-VA health care professionals



# Patient Aligned Care Team

## VA's Change and Improvement in Health Care

- PACT concept plans for whole-person care and life-long health and wellness through:
  - Partnerships between Veterans and their PACT
  - Access to care enhanced through a variety of methods
  - Coordinated care among all team members
  - Team-based care with Veterans as the center



# Patient Aligned Care Team

## PACT: Better Health Care Delivery

- PACT will result in better health care delivery:
  - Better coordination of health care services
  - More economical use of time
  - Increased satisfaction with health care services
  - Improved patient safety



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# Patient Aligned Care Teams

## PACT: Better Health Care Delivery (cont.)

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# Patient Aligned Care Teams

## VA's PACT with Veterans

- Defining EXCELLENCE in the 21<sup>st</sup> Century involves every VA employee who must:
  - Ensure that each Veteran is the center of VA care
  - Make a PACT with each Veteran to become a member of a Patient Aligned Care Team
  - Help advance change and improvement in VA
  - “Be the Change You Want to See”





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