

PATIENT ALIGNED CARE TEAM



 **PACT**
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Patient Aligned Care Team PACT



A Patient Aligned Care Team (PACT) is each Veteran working together with health care professionals to plan for whole-person care and life-long health and wellness. They focus on:

- **Partnerships** with Veterans
- **Access to care** using diverse methods
- **Coordinated care** among team members
- **Team-based care** with Veterans as the center of their PACT

A PACT is part of the VA health care system's program of change and improvement. Today VA health care is transforming into an organization that **defines excellence in the 21st century**. Our mission is to deliver health care that is patient-centered, data-driven, continuously improving, and team-based.

With this new model of health care, VA health care is focusing on transformation that integrates with the Department of Veterans Affairs' (VA) overriding principles to be people-centric, results-oriented, and forward-thinking.

This new approach to the way VA delivers health care presents an innovative model that is flexible, all-inclusive, and holistic. It is based on a health care concept that focuses on Veteran patients, health care professionals, VA employee support to patient care, and health systems.

VA's PACT approach to health care will result in:

- **Healthier and more satisfied patients**
- **Coordinated and holistic care**
- **Streamlined delivery of services**
- **Lower costs for health care**

This is our PACT with you—

to deliver excellence in every aspect of patient care.

Partnerships

between Veterans and health care teams

A PACT is a partnership between you and your health care team to ensure you receive whole-person care. This is personalized care to meet your individual health care goals. It is comprehensive, as it looks at all aspects of your health care. It is positive, as it focuses on health as opposed to disease. It is proactive, as it emphasizes wellness, prevention, and health promotion. It is not just a reaction to acute care needs or episodic care-based illnesses.

A PACT uses the most up-to-date, evidence-based information to determine patient care. Working in partnership with you to meet your health care goals, your PACT provides tools for delivering whole-person care. These may include educational materials, preventive care services, lifestyle coaching, and early detection screening.

Technology is another valuable tool for you and your team to use. It is essential to you and your PACT for communication and gaining access to information. It is also used to measure the quality of your care and to find out how satisfied you and the members of your team are with all aspects of your health care services.

Access to care

through a variety of methods

Your PACT offers many ways to access health care. In addition to personal visits with your primary health care provider, you may schedule visits with other members of your team. With VA's PACT approach, you also have access to group clinics and educational seminars. And, you can talk with members of your PACT over the telephone or communicate through My Health^eVet's online Secure Messaging system.

One comprehensive website available to you is VA's My Health^eVet (www.myhealth.va.gov) where you can find a wealth of VA health care information and services. Here you can access trusted, secure, and current health and benefits information. My Health^eVet allows you to create and maintain your own web-based personal health record. It also gives you access to health education information and resources.

Coordinated care

among all team members

A PACT achieves coordinated care through collaboration. Each member of the team has a clearly defined role and knows how to relate to others on the team. The key is communicating with each other openly and frequently. Team members meet often to talk with you and each other about your progress toward achieving your health care goals. The focus is on forging trusted, personal relationships that promote open communication and sharing of information. Working together with your PACT, you can develop your health care goals and use all the resources of the team to find ways to achieve them.

Your PACT members coordinate all aspects of your health care within your team and with the secondary team outside of your primary care system. They oversee the transitions to specialists and other health care professionals who are part of your health care plan. They also coordinate the transitions if you have need of an emergency room, inpatient care, or have to go into dual care with non-VA clinicians. In addition, they work with you on private sector referrals and to arrange for community resources when you need them. They help you plan for life-long health care goals to improve your overall quality of care.

Team-based care

with Veterans as the center of their PACT

Veterans are the center of the PACT. Your family members and caregivers are part of your PACT. The team also includes health care professionals:

- Your primary care provider
- A nurse who serves as your care manager
- A clinical associate
- An administrative clerk

When other services are needed to meet your goals and needs, another care team may be called in. Members may include social workers, dietitians, pharmacists, mental health practitioners, specialists, and other non-VA health care professionals. All of these team members work with you to coordinate a wide variety of health care resources.

You are the center of the team and thus an active participant in making decisions. Of course, other members of the team will provide information and offer their ideas, but with the PACT you have a say and have ownership over your own health care. In this way, you can make sure that your individual needs get met.



VA Health Care's Transformation to Patient-Centered Principles

VA health care's campaign, **Defining Excellence in the 21st Century**, is focused on you, our Veteran patient. Our commitment to you is expressed in these 12 patient-centered principles:

- Honor the Veteran's expectation of safe, high quality and accessible care.
- Enhance the quality of human interactions and therapeutic alliances.
- Solicit and respect the Veteran's values, preferences and needs.
- Systematize the coordination, continuity and integration of care.
- Empower Veterans through information and education.
- Incorporate the nutritional, cultural and nurturing aspects of food.
- Provide for physical comfort and management of pain.
- Ensure emotional and spiritual support.
- Encourage involvement of family and friends.
- Provide an architectural layout and design conducive to health and healing.
- Introduce creative arts into the healing environment.
- Support and sustain an engaged workforce as key to providing patient-centered care.



PACT

VA's Commitment to Transformation



Defining Excellence in the 21st Century

As VA employees, we are committed to bring dramatic improvements to you through our system of health care delivery. We know you are looking for a better health care experience, better coordination of health care services, more economical use of time, improved patient safety, and more satisfaction with the health care services you receive. That's why we are working with you in a PACT.

Development of your PACT is a part of your VA health care's initiative, **Defining Excellence in the 21st Century**, which is:

- Patient-centered
- Data-driven
- Continuously improving
- Team-based



Defining
EXCELLENCE
in the 21st Century



VA Health Care's Goals for Excellence

The goals of VA health care's Defining Excellence in the 21st Century are to:

- Align all components of VA health care into a unified integrated delivery system
- Reduce variations within the VA health care system
- Build a standardized system throughout VA health care
- Use evidence as agents of change

The PACT is a key part of this program. These engaged, collaborative teams put you, the patient, at the center of the decision-making process. This ensures that your wants, needs and preferences are respected. In this way you have the opportunity to fully participate in your health care management. We are on the team to give you the benefit of our knowledge and experience, as well as our counsel and support.



Department of Veterans Affairs
Veterans Health Administration

www.va.gov/PrimaryCare/pact/
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