



Partnering in VHA's Whole Health Approach to Care

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Health Life 

VHA Mission

Honor America's Veterans by providing exceptional health care that improves their **health** and **well-being**



Patient Centered Care and Cultural Transformation


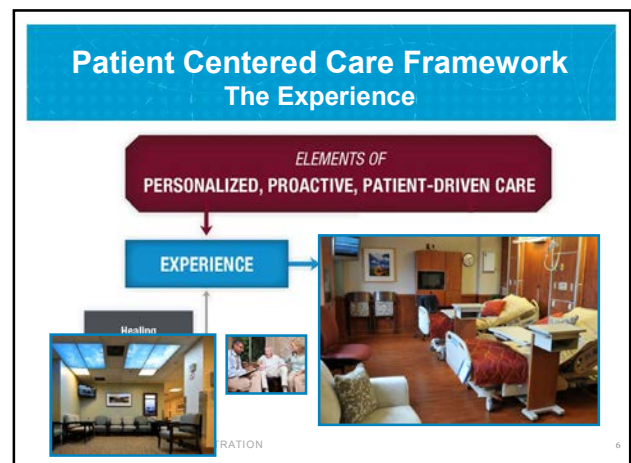
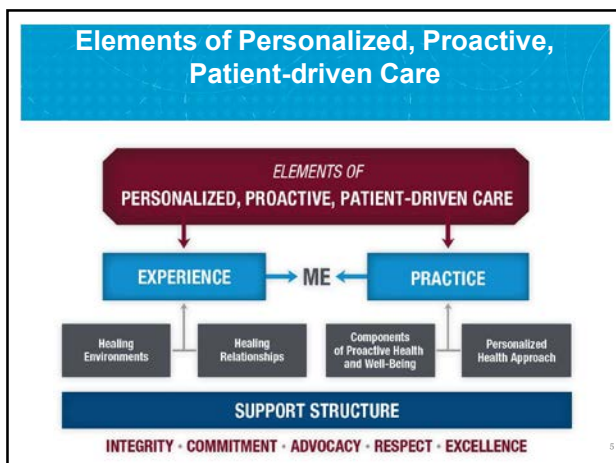
Mission: Catalyze and sustain cultural transformation in healthcare for and with our Veterans

Vision: To transform from a problem-based disease care system to a patient-centered health care system

VETERANS HEALTH ADMINISTRATION 3

From Sick Care to Health Care

Advance health care that is personalized, proactive, and patient-driven, *and engages and inspires Veterans to their highest possible level of health and well-being.*

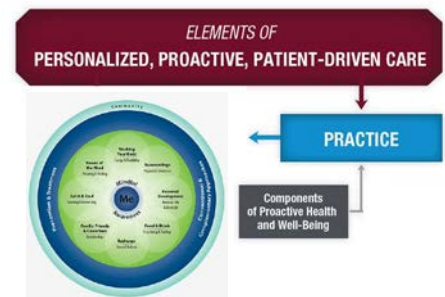



Patient Centered Care Framework The Experience



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Patient Centered Care Framework The Practice

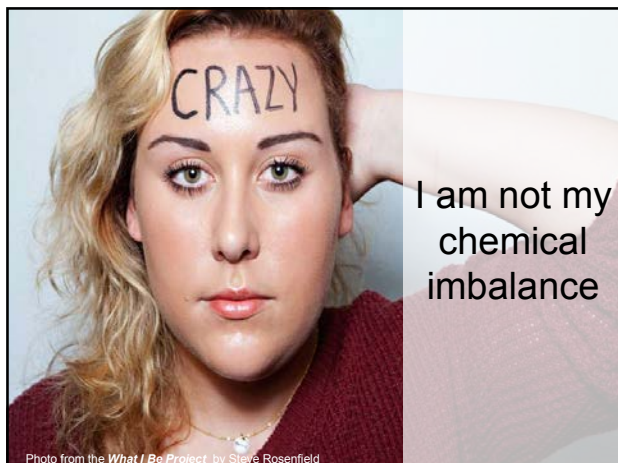
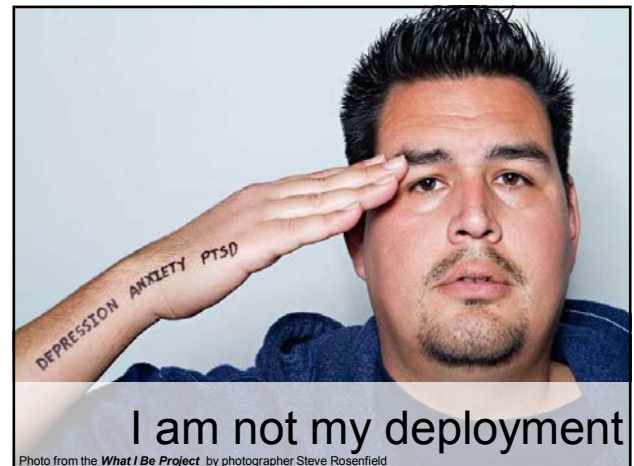


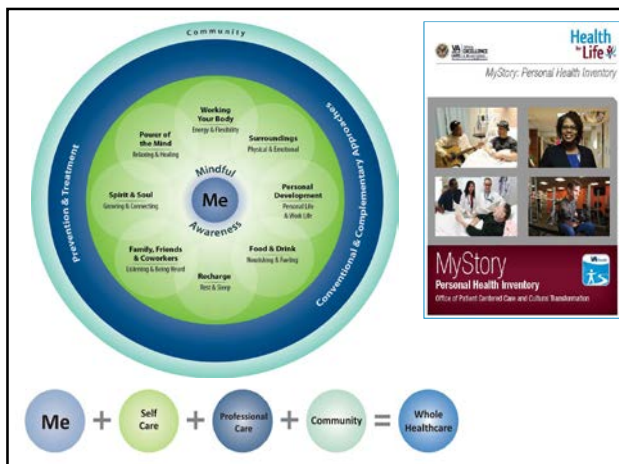
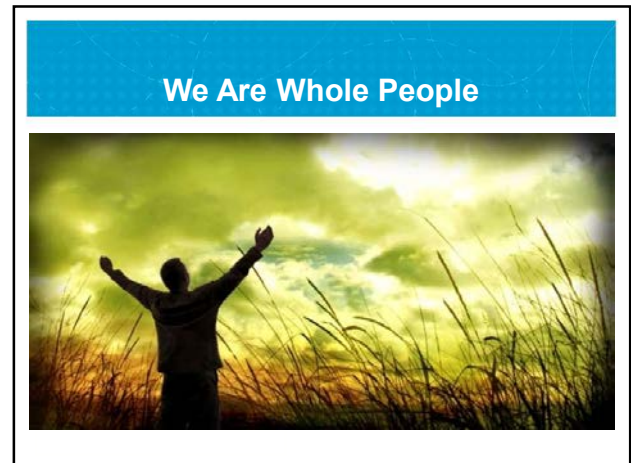
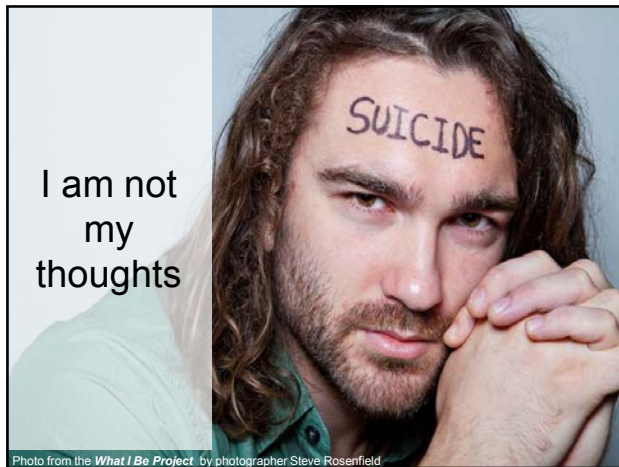
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Patient Centered Care Framework The Practice



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Personal Health Inventory

MyStory: Personal Health Inventory

YOUR PERSONAL HEALTH INVENTORY

1. What REACTs matter to you in your life?

2. What brings you a sense of joy and happiness?

3. On the following scales from 1-5, with 1 being smallest and 5 being great, circle where you feel you are on the scale.

Physical Well-Being:

1 2 3 4 5

None None

Mental/Emotional Well-Being:

1 2 3 4 5

None None

Life Now is it to live your day-to-day life?

1 2 3 4 5

None None

WHERE YOU ARE AND WHERE YOU'D LIKE TO BE

For each area below, consider where you are now and where you would like to be. All the areas are important. In the "Where you are" box, briefly write the reasons you chose your number in the "Where you want to be" box, write down some changes that might make this area better for you. Some areas are already connected to other areas, so you may notice some of your answers overlap the same. Try to fill out as many areas as you can. You do not have to write in every area or in all the areas at one time. You might need to start with the easier ones and come back to the harder ones. It's OK just to circle the numbers.

Working Your Body (Energy and Flexibility) Includes movement and physical activities like walking, dancing, gardening, sports, lifting weights, yoga, surfing, swimming, and working out in a gym.

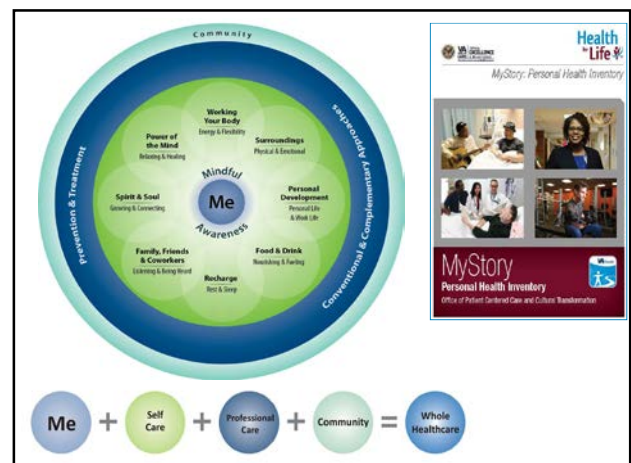
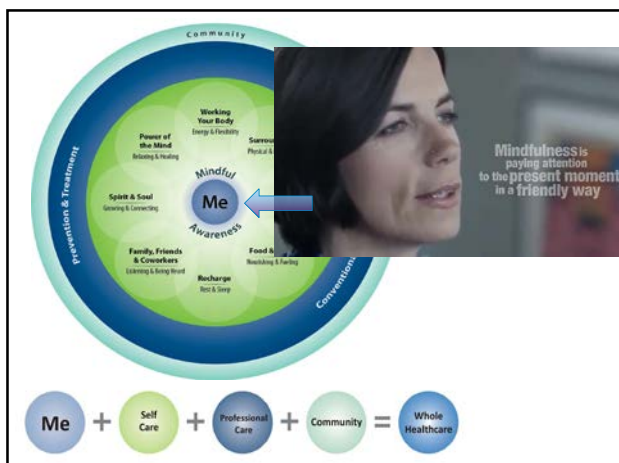
When you are here yourself or a scale of 1 (smallest) to 5 (greatest) 1 2 3 4 5

What are the reasons you chose this number? What changes would you like to help you get better?

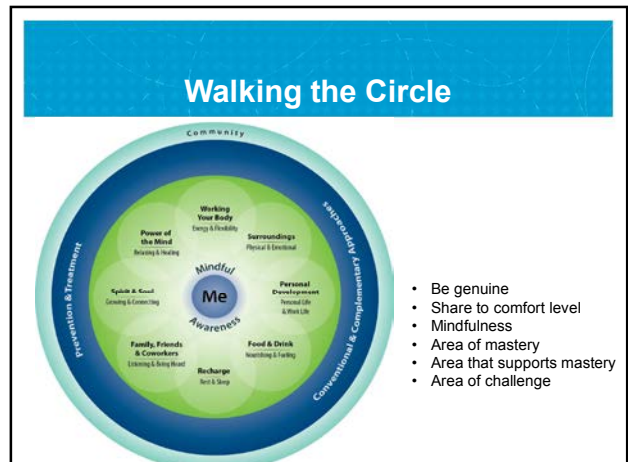
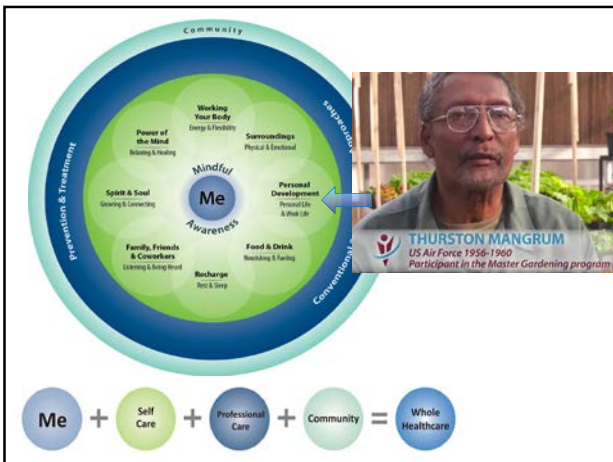
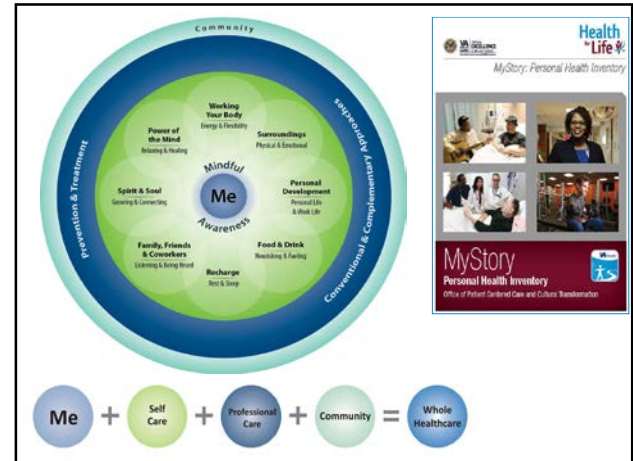
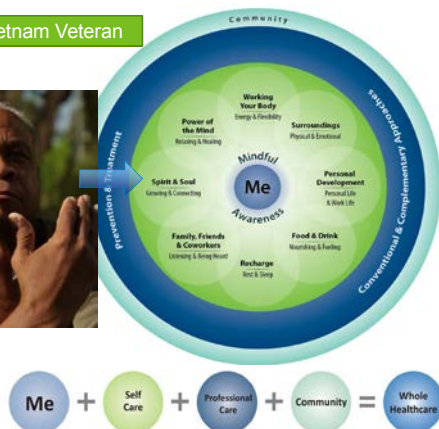
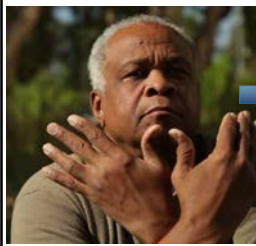
Recharge "Sit up and Recharge" Getting enough rest, relaxation, and sleep.

When you are here yourself or a scale of 1 (smallest) to 5 (greatest) 1 2 3 4 5

What are the reasons you chose this number? What changes would you like to help you get better?



Thomas Sells, Vietnam Veteran



Wholeness in Healthcare

What matters to people in life; not just their body, but all dimensions, including the mind and spirit.

Living better with whatever challenges life brings.



Photo by Lenny Foster
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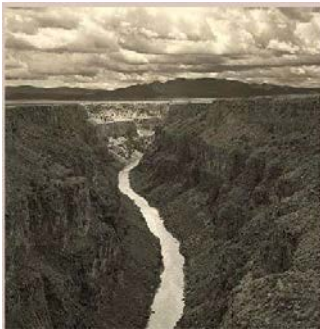
Living Life Fully



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What Are Your Dreams?



How can we help our
Nation's Veterans
achieve their dreams?

Photo by Lenny Foster 25

Whole Health Group Based Program

- 9 week program
- Peer-led
- 90 minute sessions
- Peer facilitator training
- Participant curriculum



Peer Facilitator and Veteran Qualitative Results

Peer Facilitator comment:

"We see now that the whole goal is not to have an individual hospitalized, the whole goal is not to pour on medications, the whole goal is to get that individual involved in their whole health."

Veteran comments:

"I applied to go to college, applied for my grants and loans. I got all that in the works. I'm fixing to get my GRE."

"Nine weeks ago I was thinking about getting a job. Today I'm working at a job, so I kept my goal focused on what I had to do. I even got a resume. I done moved up. I got my resume. I got it. I hadn't thought about stuff like that but I done accomplished that. I've got it done."

"[SMART goals] taught you how to set goals for different things you wanna do. Things you never would have thought of doing. You're doing it now. You're listening. You got this. Go get a job. Stop drinking."

My Life My Story

Thor Ringer, Marriage and Family Therapist and Poet
William S. Middleton Memorial Veterans Hospital



- "My Life, My Story" is a patient centered care program that began at the William S. Middleton Memorial Veterans Hospital in Madison, Wisconsin.
- "We (sic) capture and tell the stories of the Veterans we care for here. It makes these men and women much, much more than hospital patients. To the professionals who provide their care, it makes them real people with real stories—and there's no doubt the quality of care is improved when our providers learn more about these Veterans than they otherwise would know."
- Since April 2013 the team has interviewed over 500 Veterans and put their stories into the Electronic Medical Record
- https://www.facebook.com/video.php?v=793958677362139&video_source=pages_finch_trailer

VETERANS HEALTH ADMINISTRATION

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Veteran & Family Advisory Program

Volunteer Veterans & Family Members
VA Palo Alto Health Care System



Monthly Advisory Council Meetings



Share Personal Experiences



Actors in Clinical Staff Patient Centered Communication Trainings



Team Members on Committees & Rapid Process Improvement Workshops

Greater Los Angeles VA

- DAR (Daughters of the American Revolution) and Holy Helping Hands – provide make-overs for women
- Marina Del Rey Women's Club: Provides business attire for women
- American Legion Pacific Palisades and DAR provides baby baskets to new mothers in the VA GLA system
- Volunteer Yoga instructors and DAV grant



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