

Fact Sheet

In fulfilling its responsibility to optimize the health and healing of every Veteran, VA is currently embracing the opportunity to moving away from a problem-based disease healthcare approach to a patient centered focus. To accomplish this, VHA created the Office of Patient Centered Care and Cultural Transformation. This new office became operational at the end of 2010. It is charged with making sure VA transforms from physician-centered care to personalized, proactive, patient centered care based on relationships —relationships built on trust and committed to positive results over the Veteran’s lifetime.  Dr. Tracy Gaudet became director of this new office on January 17, 2011. She comes to VA from Duke University Medical Center where she was serving as Executive Director of Duke Integrative Medicine, a position she held since 2001.

Transforming from problem-based disease care to patient-centered health care is an opportunity unparalleled in the history of medicine and a radical departure from VA’s current approach. The 21st Century VA is a healthcare system that has the Veteran at the center, and begins with *their* vision of health and *their* goals.  It links the Veteran’s personalized health plan to what matters to them in their lives, and it supports them in acquiring the skills and resources they need to succeed in making sustainable changes in their health and life.

Moving to a patient-centered approach will require a culture change within VA. Cultural transformation is a tremendous undertaking, and is a process that takes years. Culture is individual and collective behavior, based on experience and incentives. VA must create new experiences for both Veterans and staff, experiences that result in a deep understanding of what 21st Century Healthcare can be. VA will work to align incentives to support these new healthcare behaviors and this new system of care. Transformation is profound, fundamental and permanent change, which results from sustained experiences and incentives.

The Office of Patient Centered Care and Cultural Transformation is a living, learning organization in which VA will demonstrate new models of care, analyze the results, and then create strategies that allow for their translation and implementation across the organization. The Office of Patient Centered Care & Cultural Transformation office has been up and running for one year effective February 2012. Under the direction of Dr. Tracy Gaudet, the OPCC&CT office has made significant milestones and achievements toward VA’s goal for Patient Centered Care Implementation.

***Below are significant milestones that the OPCC&CT have achieved over the past (24) months:***

* Developing our Leadership Team with Bonnie Graham serving as the Deputy Director and the following four Associate Directorsworking in their respective areas to expand Patient Centered Care:
* Sherri Bauch, Infrastructure and Operations, Grants, Clinical/Administrative Champions
* Laura Krejci, Communications/Marketing, Education and Research/Measurement
* Joni Rubin, National Implementation, Centers of Innovation and Pilot Projects
* Lauri Phillips, Veterans Experience Program and Employee Relations
* Establishing our Field-based Implementation Teams (FIT) to support medical centers in the journey to Patient Centered Care.  These teams are working with medical center leaders and staff to enhance patient centered care in their facilities through organizational assessments, focus groups with staff and Veterans and education.
* Identifying and working with nine designated Centers of Innovation (Birmingham, Dallas, Denver, Greater Los Angeles, Las Vegas, New Jersey, New Orleans, Orlando, Washington, D.C.) to pilot Patient Centered Care initiatives.
* Providing grant funding for several facilities to support Patient Centered Care pilots projects.
* Identifying and collaborating with OPCC&CT Emerging Centers of Innovation, which are new VA sites that are designing and planning their systems with patient centered care principles at the core.
* Reviewing facility Patient Centered Care strategic plans and identifying opportunities to support pilot initiatives and projects.
* Collaborating with a contractor for training and development with OPCC&CT Field Implementation Team staff (FIT).
* Establishing foundational concepts and overall framework for Patient Centered Care to build upon and share within VA.
* Creating initial OPCC&CT communications to share with VISN’s and VAMC’s thru FIT staff field engagements at selected VAMC sites.
* Development of an evolving internal VHA/VA Share Point site for the OPCC&CT <http://vaww.infoshare.va.gov/sites/OPCC/default.aspx>
* Co-Creating graphic models for Patient Centered Care with VHA Program Offices to develop universal understandings for the questions of what is and why Patient Centered Care and why is it important now.
* Utilizing and testing Patient Centered Care models within funded pilot projects and at Centers of Innovation.
* Building the VHA Patient Advocate community of practice and providing education to these employees on their role as it relates to Patient Centered Care.  The new name for this community of practice is the “Veterans Experience Program” and Patient Advocates will have a proactive role in the development of the Patient Centered culture at medical centers across the country moving forward.

***Below are current milestones in progress of the OPCC&CT:***

* OPCC&CT staff are working with the Centers of Innovation on strategic plans to pilot various initiatives and projects that align with national Patient Centered Care strategies and goals.
* OPCC&CT FIT teams are actively engaging VISN’s and VAMC’s, providing information session presentations for all staff, conducting organizational readiness assessments and developing comprehensive roadmaps; providing leadership and staff engagement sessions, and serving as a resource partner sharing practices. Initial sites where OPCC&CT Field Based Staff are working include:  Togus, Maine; Connecticut; Sioux Falls, South Dakota; Tucson, Arizona and Roseburg, Oregon.
* Building a robust OPCC&CT Share Point site for the purpose of serving as a resourceful repository for Patient Centered Care information that contains presentations, videos, articles, graphic models, and resources for the VA field to use.
* Continued Collaboration with VHA Program Offices on the co-creation for universal Patient Centered Care graphic models and definition for Patient Centered Care to use with VA.
* Developing Patient Centered Care education curriculum and educational toolkits.