



Defining
EXCELLENCE
in the 21st Century

- PUBLISHED FOR THE PACT MEMBERS OF THE FAYETTEVILLE VA MEDICAL CENTER -

PACT News

What is PACT?

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Partnerships – The first component of PACT is a partnership with Veterans and their health care teams. Working in partnership with Veterans to meet their health care goals, PACT provides tools for delivering patient-centered care. These tools include early detection screenings, preventive or wellness care services, educational materials, and lifestyle coaching.

Access to care – The second component of PACT is enhanced access to care through a variety of methods. This initiative offers many ways to improve a Veteran's access health care through personal visits with primary care providers and scheduled visits with other health care professionals who are members of their care team. They also have access to group clinics and educational seminars. Plus, they can speak with members of their PACT over the telephone or through My HealtheVet's online Secure Messaging feature.

Coordinated care – The third component of PACT is more coordinated care among all team members 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 open and frequent communication. Team members meet often to talk with Veterans and each other about the patient's health care goals and the progress toward achieving them. They coordinate all aspects of the Veteran's health care within the PACT and with other care teams outside the primary care system if needed. The goals include improved quality of care and patient safety.

Team-based care - The fourth component of PACT is the concept of team-based care. Veterans are at the center of their PACT, which also includes their families and caregivers. Health care professionals on the team include the Veteran's primary care provider, a nurse who serves as the care manager, a clinical associate, and an administrative clerk. Other team members include social workers, dietitians, pharmacists, mental health practitioners, specialists, and other non-VA health care professionals. All of these team members work with the Veteran to coordinate a wide variety of health care resources.

VHA MISSION STATEMENT

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

12 Principles of PACT

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

Veteran's Voice

In the following issues be sure to read here about what Veterans are saying about the new PACT initiative!

Comedy Corner

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POPCORN-DRINKS-CANDY
ENJOY THE MOVIE!



"My doctor is sitting two rows behind me!
Do you sell chocolate-covered fish oil capsules?"

21st Century Health Care

A Patient Aligned Care Team (PACT) model of care allows for many different ways to access health care. One of the most efficient avenues is through secure messaging found on My HealthVet (www.myhealth.va.gov). This is a web-based tool that allows online, non-urgent, communication between you and your PACT without having to hassle with phone calls or being physically present in your clinic.

Your message will be sent to all members of your PACT and then delegated to the appropriate member who will then respond to your message. This communication can be added to your medical record and can even be forwarded to the appropriate extended members of your PACT- specialists, audiology, optometry, PM&R, etc. Secure messaging can be linked to your personal email account for easy management of contact.

Secure messaging is already being used by four PACTs, but look for it to begin at throughout the FVAMC in late Fall 2011.

DEFINING

excellence

This is our PACT with you—

to deliver excellence in every aspect of patient care...

How PACT Functions

A Veteran centered approach to make sure you, as a veteran, receive whole-person care from the VA Medical Center. We believe this **partnership**, with the emphasis on prevention, health promotion and personalized care, will meet your individual health care needs. Have you had trouble getting through on the aging telephone system to communicate your needs to your teamlet? Having **access** to your team of health care members is an important step in healthy living.

We are striving to improve our ability to communicate with you. Please use the back page of this newsletter for your reference of extensions to your Teamlet. As we improve we ask that you allow for time to discuss and return those calls with the most accurate and timely information/instruction for healthy living.

All team members have clearly defined roles and meet often to discuss progress toward achieving health goals and forming a trusted, personal relationship with Veterans. This effort results in the **coordinated care** of all aspects of your health care. This **team-based** approach includes involving family, caregivers and your teamlet as well as any other additional services that are required to assist you in meeting your needs and health care goals.

Teamlet Members:

One Provider—One RN—One LPN—One Clerk

Role of the Veteran in PACT

- Actively engaged in personal plan of care
- Notify health care team of communication preferences (mail, email, phone etc.)
- Schedule and keep appointments
- Arrive on time
- Bring correct ID to appointments (2 forms)
- Update team with demographic, insurance, medication and condition changes
- Bring list of current medications
- Utilize My HealthVet
- Contact team with problems
- Complete and submit required paperwork
- Complete personal health risk assessment
- Complete tests and procedures in a timely manner
- Provide input in committees, patient advisory groups, surveys and task forces

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to deliver excellence in every aspect of patient care...

Connecting With Your PACT

Fayetteville VA Medical Center PACT Roster

Fayetteville VAMC Main Campus Teams
Medical Center Main 910-488-2120

Fayetteville VAMC Village Green Teams
Village Green Main 910-488-5713

Bravo

Front Desk 7004
Nyunt Team 5030
Thakkar Team 7695
Soliman Team 7013
Rogers Team 7847
Reid Team 7783

Karim 4128
Azad 4129
Campbell 4136
Dawood 4138
Goswami 4143
Khine 4148
Sawyer 4142
Strickland 4170
Vias 4145
Wilson 4134

Dogwood

Front Desk 7001
Bhatt Team 5414
Williams Team 7538
Vassaur Team 7891
Min Team 7537

Delta

Front Desk 5677
Mani Team 5834
Kong Team 7643
Perritt Team 5692
Carney Team 5692

Indigo

Front Desk 7916
Patel Team 7529
Villaroman Team 7139
Nasruddin Team 7505
Reynolds Team 5546

Other Useful Numbers

Pharmacy 910-822-7045
Womans Clinic 5152
Primary Care Mental Health 5568

*To contact any team dial the main number to the location and then the extension provided here when prompted.

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