Overview

Whole Health is an approach to healthcare that empowers and equips people to take charge of their health and well-being, and to live their life to the fullest. VA’s Office of Patient-Centered Care and Cultural Transformation (OPCC&CT) is leading the way to transform care to a Whole Health approach for Veterans and their families. The Center for Evaluating Patient-Centered Care (EPCC), now in its fifth year, was formed to assist OPCC&CT with the evaluation of this transformation. The goal of this QUERI partnered evaluation initiative is to better understand the implementation and impact of the Whole Health Partnership (WHP) model of care. Studying the implementation and effectiveness of this new approach to care for Veterans will ensure consistency of best practices for attending to patients’ whole health. Specific objectives include:

• Examining variation in implementation across medical centers qualitatively, and
• Measuring the impact of the partnership on patient reported outcomes and clinical outcomes.

EPCC’s evaluation has evolved as OPCC&CT’s mission has matured from implementing wide ranging patient-centered care interventions to implementing the Whole Health Partnership model of care as a key component of a high-performing health network. EPCC evaluations focus on:

• Understanding the WHP model and developing methods for measuring its effectiveness;
• Focusing on patient outcomes as a result of participating in WHP;
• Creating a toolkit that can be used for evaluation of WHP programming implemented at medical centers across the VA;
• Finalizing parsimonious, validated patient-centered care metrics so the VA will be able to measure patient experience of care as WHP is spread; and
• Assessing the feasibility of conducting point-of-care assessment of patient experiences with providers trained in WH.

Moving forward, EPCC will focus on evaluating the WHP at 18 flagship sites across the VA healthcare system in response to the Comprehensive Addictions and Recover Act (CARA) of 2016.

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Operational Partner
VA’s Office of Patient-Centered Care and Cultural Transformation (OPCC&CT), which “works with VA leadership and healthcare providers to transform VA’s healthcare system from the traditional medical model, which focuses on treating specific issues, to a personalized, proactive, patient-driven model that promotes whole health for Veterans and their families.”

For More Information
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