

Center for Evaluating Patient-Centered Care (EPCC-VA)

VA



U.S. Department of Veterans Affairs
Veterans Health Administration
Quality Enhancement Research Initiative

Generating evidence for VA's transformation to a Whole Health System of Care

The Center for Evaluating Patient-Centered Care is examining the implementation and impact of VA's transformation to a Whole Health (WH) system of care. The WH approach empowers and equips Veterans to take charge of their health and well-being and live their life to the fullest.

Promoting Veteran-Centered Care

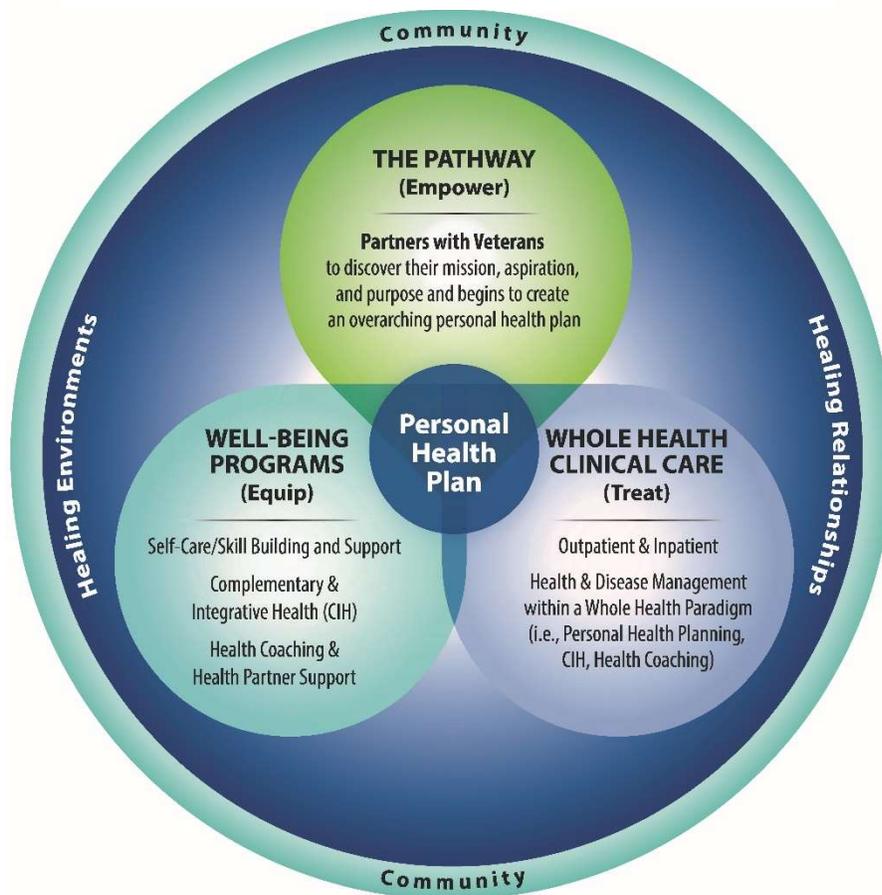
The VA Office of Patient-Centered Care & Cultural Transformation is supporting VA's transformation to a WH system of care, which integrates traditional and complementary clinical care with a focus on Veterans' goals to improve Veterans' experience, health, and well-being.

EPCC's evaluation demonstrated that Veterans with chronic pain who used WH experienced:

- Three-fold reduction in opioid use
- Improvements in perceived stress indicating improvements in overall well-being

Employees with more involvement in WH had:

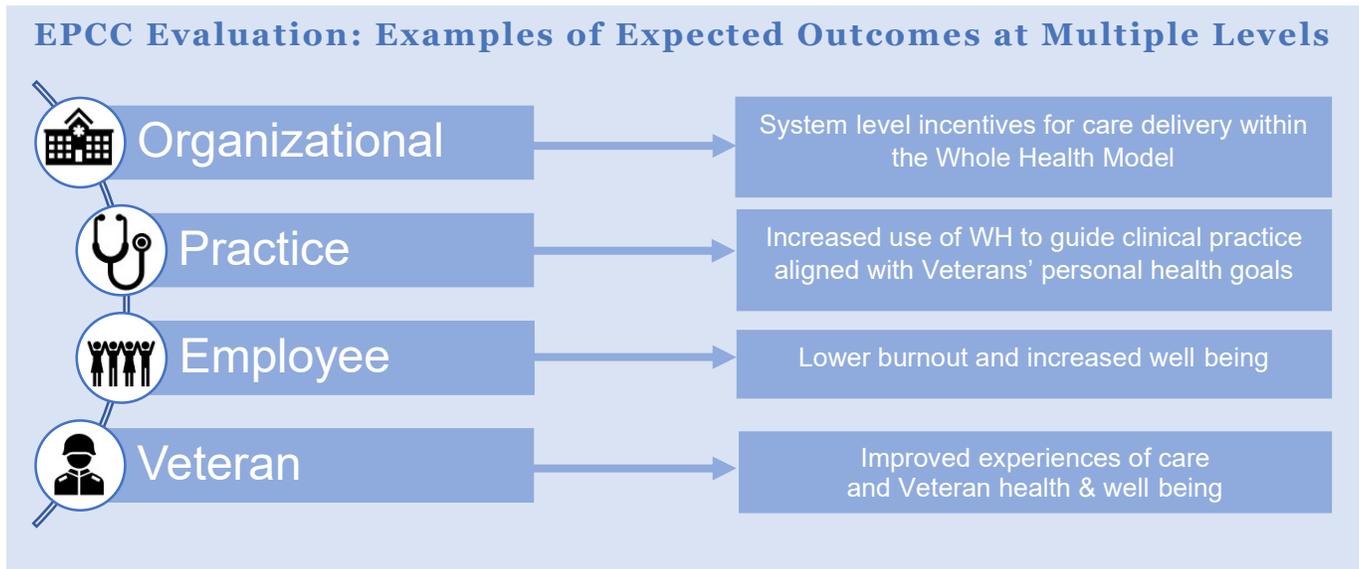
- Higher rates of identifying their facility as the best place to work
- Lower turnover, lower burnout, and greater motivation



Center for Evaluating Patient Centered Care in VA
QUERI Partnered Evaluation Initiative

Evaluating Multi-Level Impacts Across VA

EPCC draws on diverse expertise in implementation science, organizational science, health economics and outcomes research to generate evidence to support OPCC&CT's implementation of the WH system of care and evaluate impacts on organizational, practice, employee, and Veteran outcomes.



Supporting Learning Health System Goals

In partnership with the VA Office of Patient-Centered Care & Cultural Transformation, EPCC shares milestones and indicators with pilot sites on a real-time basis, and sites use EPCC tools to support quality improvement efforts.

EPCC's evaluation formed the foundation for the Congressionally Mandated Report: *Pilot Program on the Integration of Complementary and Integrative Health and Well-Being Programs*, part of VA's response to CARA legislation.

EPCC's evaluation informed VA leadership's decision to integrate Whole Health into mental health and primary care nationally.

"The EPCC QUERI work on the WH flagships has created huge implementation momentum for our work. This is a great example of a true learning healthcare system."

Benjamin Kligler, MD, MPH
Executive Director,
OPCC&CT

For more information, check out:
<https://www.queri.research.va.gov>

If you would like to learn more, please contact our project coordinator Lauren Gaj, at Lauren.Gaj@va.gov.

Principal Investigator:
Barbara G. Bokhour, PhD
Bedford, MA