

**Department of
Veterans Affairs**

Memorandum

Date: **DEC 09 2010**
From: Principal Deputy Under Secretary for Health (10A)
Subj: VHA Primary Care Transformation Initiative
To: VA National Labor Partners (NPC)

This communication provides clarification on two topics related to the VHA primary care transformation initiative.

1. In response to questions and concerns about potential confusion regarding the description of our transformational model for primary care services "Patient Centered Medical Home," the program is now described as "Patient Aligned Care Team, or PACT." The underlying principles have not changed. PACT is an innovative model based on a health care concept that focuses on patients, health care professionals, VA employee support to patient care and health systems. The focus is on partnerships (PACT) between Veterans and their health care teams with team-based relationships at the center of their PACT.
2. The following information is provided in order to clarify any questions about the RN care manager role which is a staff nurse position rather than a management official position.
 - a. With the PACT model, the primary team includes the Veteran patient, the primary care provider, a nurse (RN) care manager, a clinical associate, and an administrative clerk.
 - b. The key aspects of the PACT team's commitment to patient-centered care enhance the patient's engagement and care coordination.
 - c. The RN care manager duties include health promotion, disease prevention, and clinical management in support of chronic care and care transitions.
 - d. The care management responsibilities are of the same clinical nature within which staff nurses are engaged.
3. Questions can be addressed to Cathy Rick, RN, Chief Nursing Officer, at (202) 461-6962.



Robert L. Jesse, M.D., Ph.D.