

Office of Health Equity

Veterans Health Administration

Department of Veterans Affairs



PERSON-CENTERED CARE AMONG NATIVE HAWAIIAN OR OTHER PACIFIC ISLANDER VETERANS

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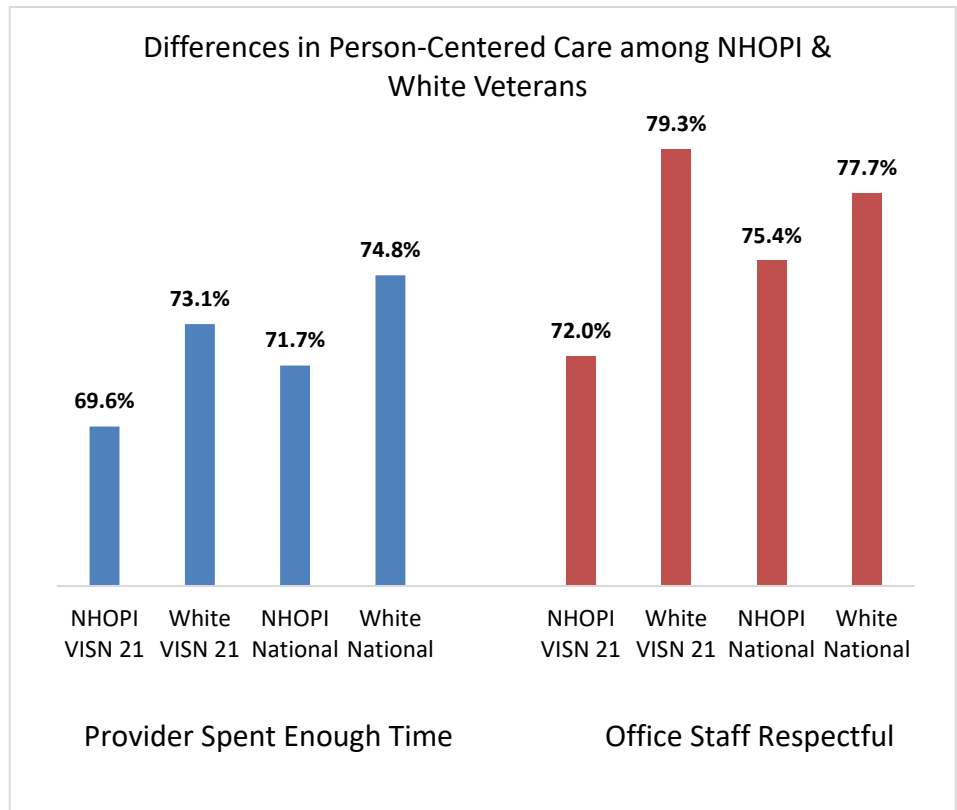
INTRODUCTION

The Veterans Health Administration (VHA) serves a Veteran population that is increasingly racially and ethnically diverse. Person-centered care is a core value of VA's mission on healthcare quality. The Office of Health Equity (OHE) champions the elimination of health disparities and achieving health equity for all Veterans, including Native Hawaiian or Other Pacific Islander (NHOPI) Veterans.

DIFFERENCES IN PERSON-CENTERED CARE

Person-centered care has been associated with positive health outcomes. Specifically, the need for increasing time spent with providers and creating a welcoming environment by treating patients with respect, are necessary areas to help improve the Veteran-provider relationship (Washington 2022).

The Veterans Integrated Service Network (VISN) 21 serves a large proportion of NHOPI Veterans across the VA system of care. Recent VA data found that NHOPI Veterans in VISN 21 were slightly less likely to report that their provider always spent enough time with them compared to national data on NHOPI Veterans (69.6% versus 71.1%, respectively). A larger gap existed between NHOPI Veterans and White Veterans in VISN 21 (72.0% versus 79.3%) reporting that their office staff always treated them with courtesy and respect.



NHOPI = Native Hawaiian or Other Pacific Islander. Source: Health Equity-QUERI National Partnered Evaluation Center analysis of SHEP-PCMH FY2016-FY2019 data, estimates adjusted for age and sex.



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REDUCING DISPARITIES: IMPROVING PERSON-CENTERED CARE

The Office of Health Equity (OHE) supports efforts across VA working to reduce health disparities by targeting healthcare interventions, Veteran resources and VA employee workgroups aimed at specific Veteran populations who are at higher risk for varying health inequities, such as NHOPI Veterans.

PACIFIC ISLAND VETERANS EXPERIENCE ACTION CENTER

VEAC Footprint

This virtual VEAC was open to the Veteran community in American Samoa, Guam, and Hawaii.



VEAC Customer Summary

American Samoa	1.7%	Hawaii	63.6%
Northern Mariana Islands	6.6%	Guam	28.1%

The Pacific Island Veterans Experience Action Center (VEAC) facilitates virtual or in-person events hosted by the VA in coordination with state and community organizations to quickly connect Veterans and their families to needed resources.

As a recent example, a Pacific Islands VEAC event served 121 customers (94.2% of those being Veterans) in March 2023. At this event, all 121 customers were provided with over 300 services with the top three services being: general healthcare information/assistance, claim status/general counseling and filing a new claim. Veterans also engaged with the VEACs to be referred to a peer-to-peer network, where Veterans are supported by their peers or local community partners regarding general support, creating social connections and questions about benefits/claims. These services may help bridge the gaps with person-centered care and offer valuable community-driven resources that enable Veterans to achieve health to the fullest. To find more information and sign up for a VEAC event near you, visit:

<https://www.va.gov/initiatives/veterans-experience-action-centers/>.

VISN 21 DIVERSITY, EQUITY & INCLUSION (DEI) PROGRAM

The VISN 21 DEI Program, led by a group of VA clinicians and staff members, has a mission to “*support an inclusive community that values the diversity of our Veterans and employees and ensures equitable access to resources to achieve their greatest potential*”. This program hosts frequent events with VA staff on several DEI topics.

Recently, there was a community forum which focused on common cultural features within NHOPI communities. The forum educated VA providers on showing respect to the NHOPI community and set reasonable goals with those Veterans when they are seeking healthcare services across VISN 21 facilities.

Programs like this allow for deeper conversations with VA staff about how to provide culturally sensitive care and improve Veteran-provider relationships.



For more information about the Office of Health Equity visit: <https://www.va.gov/healthequity/>.

To read the Asian and Native Hawaiian or Other Pacific Islander Veteran Chartbook visit:

https://www.va.gov/HEALTH/EQUITY/docs/NVHER_2021_Asian_NHOPI_Veteran_Chartbook_05242022.pdf.

References

Washington DL (ed). National Veteran Health Equity Report 2021. Focus on Veterans Health Administration Patient Experience and Health Care Quality. Washington, DC: VHA Office of Health Equity; September 2022.