

# VHA Homeless PACT (H-PACT)

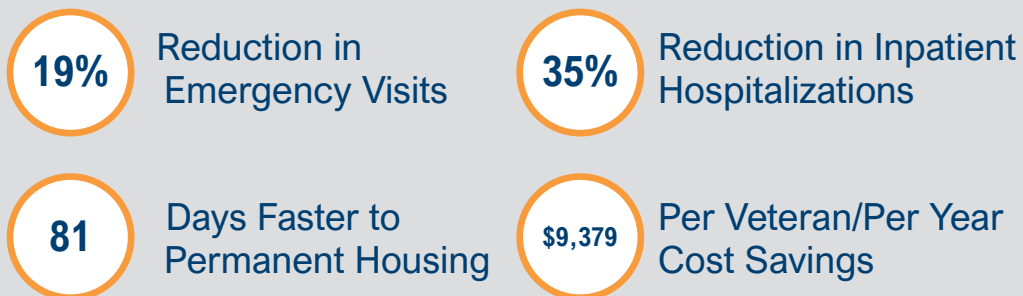
H PACT is a multi disciplinary, population tailored medical home designed to address the competing needs and distinct challenges homeless Veterans face engaging in health care.

**85** H-PACT Providers  
**17,000** Veterans enrolled  
**21,000** Veterans annually served  
**56** VAMCs, CBOCs, CRRCs, Mobile Units

## 5 Elements of H-PACT

1. No Barriers to Care
2. One-Stop Shop
3. Intensive Case Management
4. Culturally-competent Care
5. Performance-based, Real-time Data, Predictive Analytics

## Peer-Reviewed Results



- H-PACT offers a **better Primary Care experience** for homeless & vulnerable Veterans.
- Veterans in H-PACT report **greater satisfaction** with access to care, office staff, providers, communication, and self-management support.
- H-PACT is recognized by the **National Academy of Medicine, Agency for Healthcare Research and Quality, & The Commonwealth Fund** for its care delivery to vulnerable populations.

## Social Determinates of Health in Practice

On-site food pantries, clothing donations, hygiene items, showers, and laundry; **Community partners on site** (e.g. SSVF providers); Medical outreach to community agencies and GPD providers; **On-site HUD-VASH case managers**; Open-access, walk-in hours with warm hand-offs; **Engaging the highest utilizing Veterans** (“hot spots” or “super-utilizers”); “Graduation” to PACT; **SOAR**