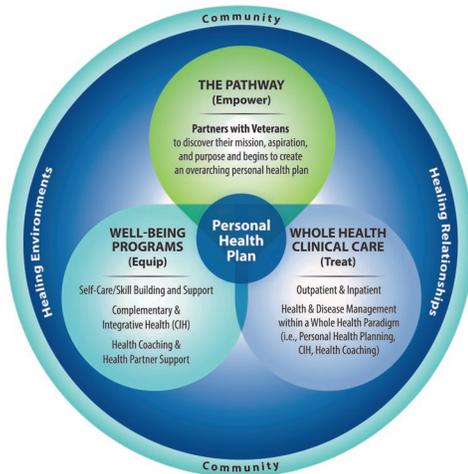


# Whole Health System of Care Evaluation

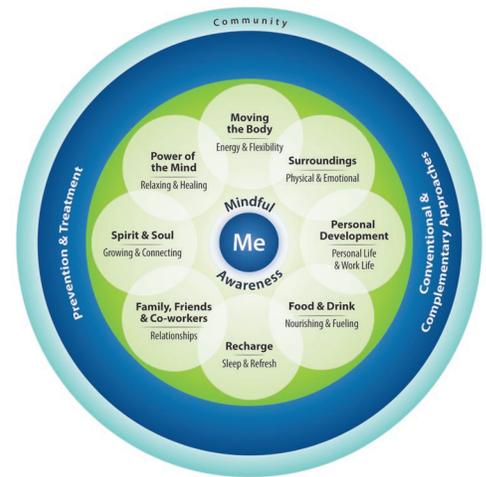
A Progress Report on Outcomes of the WHS Pilot at 18 Flagship Sites

## Whole Health System of Care



In FY18 each VISN in the VA selected a flagship site for a 3-year pilot implementation of the Whole Health System of Care (WHS). The WHS is an approach to care that empowers and equips people to take charge of their health and well-being and live their life to the fullest, incorporating patient-centered care and complementary and integrative health.

## Circle of Health



Even relatively early in the course of Whole Health deployment at the 18 Flagships, we are seeing some impressive results in **employee engagement** and early signs of **potential cost avoidance** in the areas of pharmacy and outpatient care. We are seeing some amazing **impacts on Veterans**, including:

Since 2017, we found **substantial increases in WH utilization** in those with

**31%** of Veterans with chronic pain engaged in some WH services.



chronic pain  
**193%**

mental health diagnoses  
**211%**

chronic conditions  
**272%**



**Threefold reduction in opioid use** among Veterans with chronic pain who used WHS services compared to those who did not. Opioid use among comprehensive WH users decreased 38% compared with only an 11% decrease among those with no WH use.

## Veterans who used WH services (compared to those who did not) reported:



Greater improvements in perceptions of the care received as being more patient-centered



Greater improvements in engagement in healthcare, self-care, and life indicating improvements in mission, aspiration and purpose



Greater improvements in perceived stress indicating improvements in overall well-being



U.S. Department of Veterans Affairs  
Veterans Health Administration  
Office of Patient Centered Care and Cultural Transformation



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

Live Whole Health.