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WHY?
The Healthcare Crisis Facing the U.S.

• Healthcare consumes 18% of our GDP and costs continue to rise, with unsatisfactory results.

• Chronic conditions consume more than 75% of health care costs, are largely affected by people’s choices and behaviors. The US is now 37th in life expectancy.

• The current health care model doesn’t work because we do not have a core competency in engaging the person and the family to optimize their health, self-care, and well-being.

• The Opioid Crisis is clear demonstration of the limitations of a “find-it, fix-it” reductionistic paradigm.
Heart disease remains the #1 killer worldwide. 

In the U.S., we do:

1.3 m angioplasties, $48k each, $60B (2006)

448,000 bypass, $100k each, $44B

Angioplasties and stents do not prolong life or prevent heart attacks in stable patients (95% of those who receive them)  N Engl J Med 2007

Bypass surgery prolongs life in less than 3% of patients

AND

Changing lifestyle could prevent at least 90% of all heart disease  Lancet. 2004 Sep
Our Understanding of Health & Disease

• **1900s Reductionism:**
  Single Factor causes disease.
  Resulted in “find-it, fix-it” approach.

• **2000s Systems Approach:** Multiple Factors
  Scientific advances – systems biology, chaos theory, quantum physics.
  Complex Adaptive Systems: Genomic risk, environmental factors, social determinants, and lifestyle choices.

This calls for a new approach.
Current System

Initiating Events

Disease Burden

Time

Cost

Typical Current Intervention

1/reversibility

Initiating Events
“The disease-driven approach to care has resulted in spiraling costs as well as a fragmented health system that is reactive and episodic as well as inefficient and impersonal.”

The Institute of Medicine
Summit on Integrative Medicine and the Health of the Public, Feb 2009
The very assumptions upon which health systems were designed are no longer valid. Like every other system that is emerging from the reductionistic paradigm and transforming into a systems approach, health care needs to be radically re-envisioned and redesigned.
A Systems Approach

Initiating Events

Disease Burden

- Baseline Risk
- Earliest Clinical Detection
- Typical Current Intervention

Cost

Time

Personal Engagement

Personalized Health Planning and Self Care

Baseline Risk

Earliest Clinical Detection

Typical Current Intervention

Cost

Time

Reversibility

Personal Engagement

Personalized Health Planning and Self Care

Typical

Current

Intervention

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But WHAT?

What does this Radical Redesign look like?
We are starting from the wrong place.
The root cause of the crisis is that we have put the disease at the center, not the person.

A few illustrations
So who ARE you?
What **REALLY** matters to you?

What do you want your health **FOR**?
Modern medicine starts with the body, rather than the soul; The mind, rather than the heart.

The soul and heart are the doorways to healing and health of the body and mind.

Now we can design for this approach and lead the way.
“Our “whole health” model of care is a key component of the VA’s proposed future delivery system. This model incorporates physical care with psychosocial care focused on the veteran’s personal health and life goals, aiming to provide personalized, proactive, patient-driven care through multidisciplinary teams of health professionals”.

The Secretary of the VA’s Perspective
“Our working definition of health adapts domains of the WHO definition of ‘complete mental, physical, social and spiritual well-being’ and recognizes that health is not defined merely by the absence of disease, but the addition of confidence, skills, knowledge, and connection. But most importantly, it is simply a means to an end – which is a joyful, meaningful life.”
Whole Health Partnership

**Whole Health**

is an approach
to health care that
empowers AND equips
people to take charge
of their health and well-being,
and live their life to the fullest.
Complementary and Integrative approaches are integral to Self Care and Clinical Care.
YOUR PERSONAL HEALTH INVENTORY

1. What REALLY matters to you in your life?

2. What brings you a sense of joy and happiness?

3. On the following scales from 1-5, with 1 being miserable and 5 being great, circle where you feel you are on the scale.

**Physical Well-Being:**

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<td>Miserable</td>
<td>Great</td>
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**Mental/Emotional Well-Being:**

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**Life: How is it to live your day-to-day life?**

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WHERE YOU ARE AND WHERE YOU’D LIKE TO BE

For each area below, consider where you are now and where you would like to be. All the areas are important. In the “Where you are” box, briefly write the reasons you chose your number. In the “Where you want to be” box, write down some changes that might make this area better for you. Some areas are strongly connected to other areas, so you may notice some of your answers seem the same. Try to fill out as many areas as you can. You do not have to write in every area or in all the areas at one time. You might want to start with the easier ones and come back to the harder ones. It is OK just to circle the numbers.

**Working the Body: “Energy and Flexibility”** includes movement and physical activities like walking, dancing, gardening, sports, lifting weights, yoga, cycling, swimming, and working out in a gym.

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**Recharge: “Sleep and Rest/Recharge”** getting enough rest, relaxation, and sleep.

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Whole Health System

EMPOWER
Explore What Matters Most
- Peers

EQUIP
Self-Care
- Skill Building and Integrative Health

TREAT
Clinical Care
- Whole Health Clinicians

Personal Health Plan

Community

Healing Environments

Healing Relationships
Pathway

Taking Charge of My Health & Life
Self-exploration of mission, aspiration, purpose and begin personal health plan
(Multiple in person & online options, group and individual)

Wellbeing Programs
Self-Care; Complementary and Integrative Health; Skill Building & Support
Tracks: 1) Food & Drink; 2) Power of Mind; 3) Working the Body; 4) Vitalize; 5) Maintenance Groups

Whole Health Clinical Care
Health & Disease Management in a Whole Health Paradigm
Includes: 1) Clinical Teams trained in Whole Health; 2) Health Coaching; 3) Personal Health Planning; 4) Complementary & Integrative Health Integration
Preliminary findings suggest that after only 8 weeks of program participation, Veterans reported:

- Improved physical and mental health symptoms
- Decreased medication use
- Positive veterans experience and patient satisfaction
Therapeutic Lifestyle Clinic (TLC) for people chronic health problems willing to use diet and lifestyle

Reasons referred: Pain 55%, Metabolic 24%, Autoimmune 13%

Quantifiable benefits at 12 months
- ↓ Rx use (narcotics, BP Rx, and diabetes Rx)
- ↓ Weight / BMI at 12 months

Biomarkers improved
- Hemoglobin a1c ↓ 11.3%
- HDL cholesterol ↑ 13.9%
- Triglyceride/HDL-cholesterol Ratio ↓ 21.1% (↑ insulin-sensitivity)
- Homocysteine ↓ 5.2%
- Vitamin D ↑ 57%
Whole Health in Action: Atlanta

- 200 Veteran graduates from intensive self-care training in spite of pain
- Less:
  - Pain Interference
  - Pain Catastrophizing
  - Depression
- “The pain is not in control anymore!”
- “EVP is the best thing the VA has given me!”

EVP 1.0 Business Modeling Break-even in < 3 years
“Being in pain and alone is a recipe for suicide. By going through the whole health interdisciplinary pain program, I learned how to use my mind to help control my pain. I continue to attend group meetings for support and to be supportive to others. I no longer am my pain...I want to be a whole health partner to help others understand how whole health can save their lives.”

L. Jackson, 52 year old Female

“I used to drive over the Mississippi River Bridge, to Jefferson Barracks VA, and think about jumping every time. The whole health system has helped me explore my purpose, find ways to use nutrition to reduce my pain, and use iRest and Tai Chi to get moving again. Now I drive over that bridge and think about tomorrow.... I have hope”

K. Herrsmann 37 year old Female

“I am 72 years old and retired, but I still work on aircrafts. I can’t be on pain medications because of this, and so suffered with a pain level of 6/10 most days. After going through the whole health mindfulness classes and battlefield acupuncture, my pain is consistently a 2 or less out of 10. I sleep so much better at night.”

T. Mattheison 72 year old Male
And HOW?
Strong Practice Toolkits

ELEMENTS OF PERSONALIZED, PROACTIVE, PATIENT-DRIVEN CARE

EXPERIENCE → ME → PRACTICE

- Healing Environments
- Healing Relationships
- Components of Proactive Health & Well-Being
- Personalized Health Approach

SUPPORT STRUCTURES
Whole Health Education

- Clinical Program
- Coaching Program
- Peer Group-Based Program
- Whole Health Engagements
- On-Line Modules
- Community of Practice Calls
Evidence Maps

Evidence Map of Acupuncture

Evidence Map of Mindfulness

Evidence Map of Yoga for High-Impact Conditions Affecting Veterans

Evidence Map of Tai Chi

Prepared for: Department of Veterans Affairs
Veterans Health Administration
Quality Enhancement Research Initiative
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• Lessons from the Field for Implementing PCC
• Compendium of VHA research related to PCC
• Personal Health Inventory Analysis
• Whole Health Education Level 3&4 Evaluation
• Integrative Health Implementation
• Interactive Patient Care Evaluation
• PCC Metrics Project
• PRIMIER
• All Employee Survey
• Evaluation Toolkit
The Transformation Has Begun:
Driving Large System Change
Whole Health Implementation

• FY 18
  – VA has launched 18 flagship Whole Health Facilities across the nation
  – Clinical outcomes and financial impact will be tracked
  – The redesign of health care and the lessons learned will provide a model for the Nation, and we hope beyond!
  – 43 health systems are funded, 47 more applied
  – Detailed implementation guide and on-site consultants
“We’ve been wrong about what our job is in medicine. We think our job is to ensure health and survival. But really it is larger than that. It is to enable well-being. And well-being is about the reasons one wishes to be alive. Those reasons matter not just at the end of life, or when disability comes, but all along the way.”
Imagine a day when the job of Health Care is to help people explore, discover and reconnect to their purpose, their aspiration, their joy.

And then, we work together to strengthen one’s health and healing to live this, to live one’s fullest life.
And oh, by the way, clinical outcomes improve and costs decrease.
“The greatest barrier to discovery is not ignorance but the illusion of knowledge.”

David Borstein
Dream Rangers Video

Thank you!

For more Information:
OPCC&CT Internet Website: https://www.va.gov/patientcenteredcare
OPCC&CT Intranet Website: https://vaww.va.gov/patientcenteredcare/