



Aleda E. Lutz
Veterans Affairs Medical Center
1500 Weiss Street
Saginaw, MI 48602

News Release

For further information, please contact:
Carrie Seward, Public Affairs Officer
(989) 497-2500, ext. 13363

Date: March 29, 2012

For Immediate Release

Aleda E. Lutz VA Medical Center staff strive to enhance the patient care experience through Patient Aligned Care Team initiative

The Aleda E. Lutz VAMC has made a “PACT” (Patient Aligned Care Team) with Veterans: To help increase their satisfaction with care and improve their health outcomes. To accomplish this they are implementing the **PACT** health care model that emphasizes teams and coordinated care. PACT is the VA’s version of Patient Centered Medical Home (PCMH), which is spreading throughout the private sector and endorsed by the American College of Physicians.

A Patient Aligned Care Team is each Veteran working together with a specific health care team to plan for whole-person care and life-long health and wellness.

The PACT helps the Veteran focus on:

- **Partnerships** through personal relationships, open communication, and sharing of information.
- **Access to care** using diverse methods by way of personal visits, group visits, telephone visits, web access (MyHealthVet), and Secure Messaging (emailing) through MyHealthVet.
- **Coordinated care** among team members crossing specialties and settings of care.
- **Team-based care** with Veterans as the center of their PACT.

“Patients are in control of their health care and the system is designed around the needs of the patient.”

- Dr. Robert A. Petzel, M.D.

Under Secretary for Health

In the words of a Veteran, “I don’t know what they are doing, but things have changed. They really make me think about my health and I can call them when I have a question.”

The Aleda E. Lutz VA Medical Center (VAMC) is a primary care community based healthcare organization serving over 30,000 Veterans in a 35-county area and operates eight Community Based Outpatient Clinics (CBOC’s) from Mid-Michigan to the Mackinaw Bridge. It also operates an 81-bed skilled nursing and rehabilitation community living center, with an additional 19-bed acute medicine wing.

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