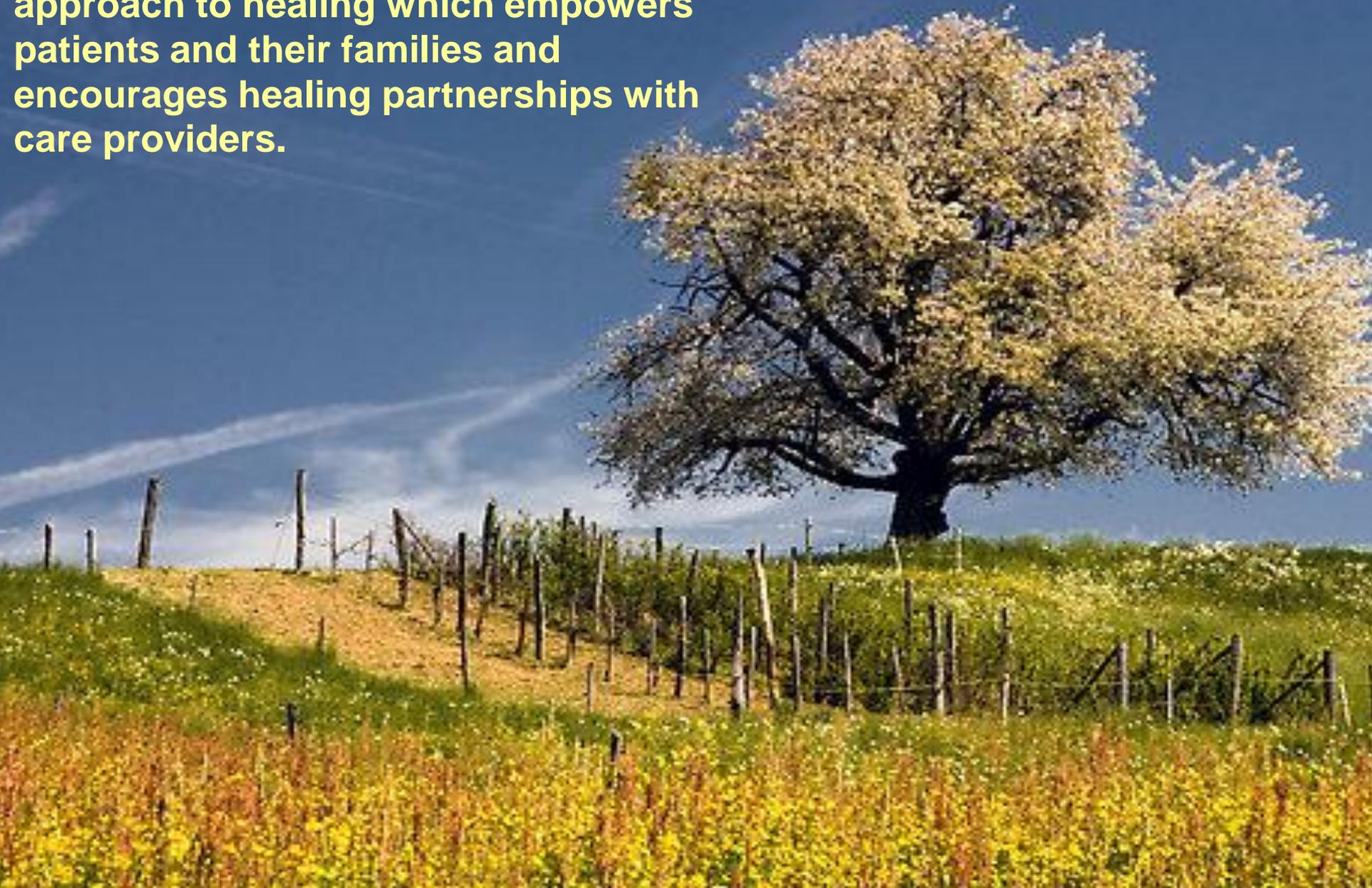


# PATIENT CENTERED CARE AT THE MADISON VA

- WHAT IS PCC?
- PROCLAMATION
- 10 COMPONENTS OF  
PATIENT CENTERED CARE
- PROGRESS



**Patient Centered Care is a holistic approach to healing which empowers patients and their families and encourages healing partnerships with care providers.**



# Proclamation for Veteran Centered Care

- We will treat each Veteran with respect
- We will honor each Veteran's wishes and listen to their concerns.
- Our Veterans are our partners and have knowledge and expertise that they can share with us.
- We will empower Veterans to participate in their care by providing understandable health information.
- We will provide Veterans with all treatment options and respect their decisions about their care.
- Our Veterans' family and friends are also our partners and we welcome their involvement.
- We will care for our staff members and support them in achieving their highest professional aspirations so that they can provide excellent care to our Veterans.
- We honor and respect our Veterans for their military service.

# 10 Components of Patient Centered Care

Human Interaction

Family, Friends, & Social Support

Information & Education

Nutritional & Nurturing Aspects of Food

Architectural & Interior Design

Arts

Spirituality

Human Touch

Complementary Therapies

Healthy Communities



# PROGRESS

- Patient Centered Mental Health Building
- Meditation and Tai Chi classes for staff and Veterans
- Recruited Veterans to join several Hospital Committees
- Weekend Dog Visitation on one of our inpatient wards
- Personalized Team approach in Primary Care and Mental Health