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ORIGINAL RESEARCH

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PEER REVIEWED

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Characteristic	No. of Respondents	Overall, No. (%) (N = 266)	H-PACT[a], No. (%[b]) (n = 183)	PACT[c], No. (%[b]) (n = 83)	*P* Value[d]
Sociodemographic					
Age, mean (SD), y	265	52.1 (9.2)	51.8 (9.1)	52.7 (9.6)	.46
Male sex	265	251 (94.7)	176 (96.7)	75 (90.4)	.04
Non-Hispanic white race	264	120 (45.5)	78 (43.1)	42 (50.6)	.45
Education >12 y	264	242 (91.7)	166 (91.2)	76 (92.7)	.69
Marital status single	265	251 (94.7)	172 (94.5)	79 (96.3)	.76
Available cash per month <$500	261	120 (46.0)	82 (46.1)	38 (45.8)	.28
No. of months homeless, mean (SD)[e]	263	28.0 (22.0)	28.7 (28.7)	26.2 (22.3)	.48
Sheltering status					
Unsheltered	265	42 (15.9)	27 (14.8)	15 (18.1)	.06
Emergency sheltered	265	46 (17.4)	39 (21.4)	7 (8.4)	
Transitional housing	265	97 (36.6)	61 (33.5)	36 (43.4)	
Doubled-up	265	80 (30.2)	55 (30.2)	25 (30.1)	
Health					
Overall health status,[f] mean (SD)	261	2.5 (0.8)	2.5 (0.8)	2.5 (0.8)	.90
Received acute care services during 12 consecutive months of enrollment	264	190 (72.0)	125 (68.7)	65 (79.3)	.08
Medical condition					
Any medical problem	265	227 (85.7)	155 (85.2)	72 (86.8)	.73
Arthritis/chronic pain	259	111 (42.9)	78 (44.3)	33 (39.8)	.49
Hypertension	263	87 (33.1)	56 (31.1)	31 (37.4)	.32
Hepatitis/cirrhosis	261	66 (25.3)	40 (22.4)	26 (31.7)	.11
Emphysema/asthma/COPD	262	64 (24.4)	46 (25.4)	18 (22.2)	.58
Gastrointestinal disorders	263	52 (19.8)	35 (19.4)	17 (20.5)	.84
Heart disease	263	26 (9.9)	15 (8.3)	11 (13.3)	.21
Seizure disorder	262	19 (7.3)	13 (7.2)	6 (7.3)	>.99
Cancer	261	15 (5.8)	12 (6.7)	3 (3.7)	.40
Mental health condition					

Abbreviations: COPD, chronic obstructive pulmonary disease; H-PACT, Homeless-Patient Aligned Care Team; PACT, Patient Aligned Care Team; SD, standard deviation.

[a] Built on the framework of PACT, H-PACT addresses issues of access, treatment engagement, competing priorities, and the social determinants of health that are associated with homelessness.

[b] Percentages are based on number of respondents who answered question.

[c] PACT is a primary care–based model constructed on the principles of patient centeredness, interdisciplinary teamwork, efficiency, comprehensive whole person–oriented longitudinal care, and active communication and coordination (24).

[d] Determined by *t* test (difference in means) and χ^2 analyses (difference in frequencies).

[e] The median (interquartile range) was 24 (7–48) for H-PACT, 18 (6–48) for PACT, and 24 (7–48) overall.

[f] Self-rated Likert scale from 1 (excellent) to 5 (poor).

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Table 1. Self-Reported Sociodemographic Characteristics and Self-Reported Health Conditions of Veterans at Enrollment in the US Department of Veterans Affairs' PACT or H-PACT, Study on Population-Tailored Care for Homeless Veterans and Acute Care Use, Cost, and Satisfaction, June 2012–January 2014

Characteristic	No. of Respondents	Overall, No. (%) (N = 266)	H-PACT[a], No. (%[b]) (n = 183)	PACT[c], No. (%[b]) (n = 83)	*P* Value[d]
Any mental health condition	265	207 (78.1)	138 (75.8)	69 (83.1)	.18
Depression	260	180 (69.2)	122 (67.4)	58 (73.4)	.33
Anxiety	261	165 (63.2)	111 (61.7)	54 (66.7)	.44
Posttraumatic stress disorder	246	125 (50.8)	85 (50.9)	40 (50.6)	.97
Bipolar disorder	245	47 (19.2)	33 (19.6)	14 (18.2)	.79
Substance use or abuse					
Any drinking in past 6 months	265	162 (61.1)	114 (62.6)	48 (57.8)	.46
Cocaine use in past 6 months	265	60 (22.6)	44 (24.2)	16 (19.3)	.37
Heroin or nonprescribed opiate use in past 6 months	266	24 (9.0)	19 (10.4)	5 (6.0)	.25
Injured in altercation in past 6 months	264	42 (15.9)	35 (19.3)	7 (8.4)	.03

Abbreviations: COPD, chronic obstructive pulmonary disease; H-PACT, Homeless-Patient Aligned Care Team; PACT, Patient Aligned Care Team; SD, standard deviation.

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[e] The median (interquartile range) was 24 (7–48) for H-PACT, 18 (6–48) for PACT, and 24 (7–48) overall.

[f] Self-rated Likert scale from 1 (excellent) to 5 (poor).

Table 2. Satisfaction With Care in the US Department of Veterans Affairs' PACT or H-PACT, Study on Population-Tailored Care for Homeless Veterans and Acute Care Use, Cost, and Satisfaction, June 2012–January 2014[a]

Statement	Mean (Standard Deviation)		*P* Value[d]
	H-PACT[b] (N = 183)	PACT[c] (N = 83)	
Staff are respectful	1.5 (0.7)	1.4 (0.6)	.66
Staff are sensitive to needs	1.6 (0.9)	1.6 (0.8)	.84
Staff not as competent and staff in non-VA care	4.3 (1.1)	4.0 (1.2)	.07
Care is helpful	1.3 (0.7)	1.4 (0.9)	.20
Care is better than elsewhere	1.4 (0.8)	1.6 (0.9)	.36
Long wait	3.6 (1.3)	3.4 (1.3)	.31
More affordable than non-VA care	1.2 (0.7)	1.1 (0.4)	.54
All questions answered	1.6 (1.0)	1.8 (1.0)	.36
Included in care decisions	1.6 (1.0)	1.7 (1.0)	.85
Provider listens to you	1.5 (0.9)	1.6 (1.0)	.31
Get everything you need without being sent elsewhere	1.8 (1.1)	2.0 (1.2)	.26
Treated better because homeless	3.5 (1.6)	3.6 (1.4)	.66
Treated worse because homeless	4.2 (1.3)	4.3 (1.2)	.65
Hard time getting there	3.6 (1.5)	3.8 (1.4)	.44
Too much bureaucracy	3.5 (1.5)	3.3 (1.5)	.34

Abbreviations: H-PACT, Homeless-Patient Aligned Care Team; PACT, Patient Aligned Care Team; SD, standard deviation; VA, US Department of Veterans Affairs.
[a] Perceptions of care received at VA, self-rated on a Likert scale of 1 (strongly agree) to 5 (strongly disagree). Patients were enrolled during June 2012 through January 2014; data on health care use were collected for 12 consecutive months for each participant enrolled; at the end of the 12 months, each participant completed a survey on program satisfaction.
[b] Built on the framework of PACT, H-PACT addresses issues of access, treatment engagement, competing priorities, and the social determinants of health that are associated with homelessness.
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[d] Determined by *t* test.

Table 3. Health Services Use and Costs of US Department of Veterans Affairs' H-PACT and PACT, Study on Population-Tailored Care for Homeless Veterans and Acute Care Use, Cost, and Satisfaction, June 2012–January 2014

Variable	H-PACT[a] (N = 183)	PACT[b] (N = 83)	*P* Value[c]
No. of visits, mean (SD)			
Primary care provider and nursing visits	8.8 (7.1)	7.1 (6.4)	.06
Primary care provider-specific visits	5.1 (4.1)	3.6 (2.8)	.001
Specialty care visits	3.1 (5.0)	3.6 (4.5)	.41
Social work visits	4.6 (3.7)	2.7 (2.1)	.001
Mental health care visits	8.8 (11.8)	13.4 (14.3)	.01
All emergency department visits	2.6 (4.4)	2.9 (3.9)	.57
Emergency department visits for ambulatory-care–sensitive conditions	0 (0.2)	0.2 (0.6)	.04
No. of hospitalizations, mean (SD)			
Hospitalizations (acute medical/surgical, mental health, and substance abuse)	0.4 (0.8)	0.6 (1.2)	.06
Hospitalizations not at a VA Hospital	0 (0.1)	0.1 (9.7)	.29
30-Day prescription drug fills, mean (SD)	40.5 (39.5)	58.8 (53.9)	.001
No. (%) of participants accessing . . .			
Psychiatry	102 (56.0)	52 (63.4)	.26
Psychology	59 (32.4)	32 (39.0)	.30
Group therapy	73 (40.1)	44 (53.7)	.04
Emergency department (any)	111 (61.0)	54 (65.9)	.45
Emergency department (mental health–related)	62 (34.1)	39 (47.6)	.04
Hospitalization	42 (23.1)	29 (35.4)	.04
Costs, mean (SD), $			
Overall	28,036 (27,036)	37,415 (36,872)	.04
Primary care	2,947 (2,511)	2,266 (2,266)	.03
Specialty care	1,824 (3,838)	1,880 (3,131)	.90
Mental health-substance abuse treatment	3,378 (4,759)	4,770 (5,084)	.03
Emergency department (all)	1,978 (3,627)	2,235 (4,076)	.61
Emergency department for ambulatory care–sensitive conditions	19 (165)	105 (517)	.14
Non-VA based care	19 (252)	1,035 (8,298)	.27
Hospitalization	5,530 (18,138)	10,429 (24,427)	.10
Prescription drugs	1,698 (2,441)	3,181 (11,483)	.25

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