



Defense Health Agency (DHA) Clinical Communities Speaker Series

2025 NOV CCSS: Optimizing Patient-Centered Military-Specific Care

2025 NOV CCSS S05: Supporting the Continuum of Military Health Care: Care Coordination at Joint Venture David Grant Medical Center

Resource List

When doctors and other health care providers work together and share information, patients' needs and preferences are known and communicated at the right time to the right people. The information obtained from the coordination between providers is used to provide safe, appropriate, and effective care. [Care Coordination](#) (2023) notes that lack of coordination between medical providers can lead to negative health outcomes for patients, increased use of emergency care, medication errors, poor transitions of care from hospital to home, and medical errors. A case study is provided that illustrates an example of coordinated care for a patient between emergency, primary, and specialty providers.

[Understanding Care Coordination for Veterans with Complex Care Needs: Protocol of a Multiple-Methods Study to Build Evidence for an Effectiveness and Implementation Study](#) (2023) describes a study aimed at building evidence for designing and implementing care coordination practices that enhance care integration and improve health and care outcomes for veterans with complex care needs. Existing data was used to identify veterans with complex care needs who had not received care coordination services. The relationship was examined between receipt of care coordination services and their health outcomes. The results of this study will be used to assess patient experiences, gauge provider perspectives, and share lessons learned to implement care coordination programs in the VA and other health systems.

U.S. Department of Veterans Affairs (VA) and the Department of Defense (DoD) operate two of the nation's largest health care systems. [How VA and DoD are Working Together to Improve Health Care Access](#) (2025) details how formal agreements, shared technology and mutual partnerships help service members and veterans improve access to care. The VA and DoD have about 185 agreements nationwide between medical centers and facilities located in the same geographic region. These agreements allow VA and DoD to refer patients to each other's medical centers and facilities and provide reimbursements for care at a discounted rate. By sharing clinical space, specialists, and referral pathways, they expand care options in communities that need it most. The VA and DoD have taken steps to improve how veterans can gain entry onto military bases and are working to improve the exchange of information between their data systems.

[Strengthening Integrated, People-Centered Health Services](#) (2024) outlines the World Health Organization's (WHO's) ongoing work in re-orienting models of care, including continuity and coordination of care, referral pathways, and care-management frameworks. This report notes coordination of care as a key element of integrated health services. Developing more integrated, people-centered care systems has the potential to generate significant benefits for the health care of all people. Improved access to care, increased patient satisfaction and perceived quality of care, improved health outcomes, and reduced costs are a few of the potential benefits of care coordination. The WHO is committed to help countries meet their commitment to introduce a primary health care approach involving effective planning, implementation, and monitoring of health services to improve health outcomes.



Defense Health Agency (DHA) Clinical Communities Speaker Series

References

Centers for Medicare & Medicaid Services. (2023, August 14). *Care Coordination*. cms.gov.

<https://www.cms.gov/priorities/innovation/key-concepts/care-coordination>

Hynes, D. M., Govier, D. J., Niederhausen, M., Tuepker, A., Laliberte, A. Z., McCready, H., Hickok, A.,

Rowneki, M., Waller, D., Cordasco, K. M., Singer, S. J., McDonald, K. M., Slatore, C. G., Thomas, K.

C., Maciejewski, M., Battaglia, C., & Perla, L. (2023). Understanding Care Coordination for Veterans

with Complex Care Needs: Protocol of a Multiple-Methods Study to Build Evidence for an

Effectiveness and Implementation Study. *Frontiers in Health Services*, 3, 1211577.

<https://doi.org/10.3389/frhs.2023.1211577>

U.S. Government Accountability Office. (2025, March 12). *How VA and DoD Are Working Together to*

Improve Health Care Access. Gao.gov. [https://www.gao.gov/blog/how-va-and-dod-are-working-](https://www.gao.gov/blog/how-va-and-dod-are-working-together-improve-health-care-access)

[together-improve-health-care-access](https://www.gao.gov/blog/how-va-and-dod-are-working-together-improve-health-care-access)

World Health Organization. (2024). *Updates and Future Reporting: Strengthening Integrated, People-*

Centered Health Services. World Health Organization Health Assembly Report.

https://apps.who.int/gb/ebwha/pdf_files/WHA77/A77_32-en.pdf