

**Table 2**

Percentage of Patients with Solution Offered in the Pre- and Postintervention Phases

<b>Concern</b>	<b>Solution Offered</b>	<b>Preintervention (%)</b>	<b>Postintervention (%)</b>
A1c progressively increasing	Diabetes class	0	25
	PACT diabetes support group	0	15
	PhARMD management	0	15
Blood pressure average above 140/80	PACT blood pressure check	0	10
	Nutrition class	0	5
	MOVE! group	0	5
	Hypertension printed material	5	10
Concerns regarding medication administration/compliance	PACT for medication reconciliation	5	10
	PhARMD management	0	10
Concerns regarding meal plan	Dietary referral	0	20
	Printed material on meal planning	20	0
	My HealtheVet	0	0
Concerns regarding weight loss/exercise	MOVE! group	0	5
	TeleMove	0	0
	Dietary referral	0	20
	PACT diabetes support group	0	0
Concerns regarding anxiety, sadness, anger, and stress management	PCMHI	0	15
	TAP line	10	10
	Veterans Crisis Line	10	10
	Vet center	0	15
Desire for smoking cessation	Readiness to quit?	5	100
	PACT team	0	0
	CVT smoking cessation	0	0
Concerns regarding finances or housing	Social work	0	25
Desire for advance directives	Social work	5	80
Enrolled in My HealtheVet?	Assess enrollment	0	95
	Telehealth service	0	5
<b>Mean</b>		<b>2.2</b>	<b>18.7</b>

Abbreviations: CVT, Clinical Video Telehealth; PACT, Patient Aligned Care Team; PCMHI, Patient-Centered Medical Home Initiative; PhARMD, Pharmacists Achieve Results with Medications Demonstration; TAP, Telephone Advice Program.