Partnered Research/Evaluation/Quality Improvement (R/E/QI)

VA Specialty Care Transformational Initiative Evaluation Center

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An integrated organizational structure is used to facilitate effectiveness.

- Principal Investigators
- Project Coordinators
- Qualitative Analysts
- Co-Investigators
- Quantitative Analysts
- Interviewers

Locations:
- East Orange
- Seattle
- Denver
- Cleveland
- Ann Arbor
Office of Specialty Care Transformation/Office of Specialty Care Services

Operations and Policy

Initiatives
- E Consults
- SCAN-ECHO
- SCN
- Mini-Res

Resources
- Consult template
- didactics
- CCA
- Sim Centers

Shared Goals

Improve access to specialty care, Facilitate coordination between primary and specialty care, Increase continuity of care

Evaluation Center

Common qualitative and quantitative measures with paired analysis and interpretation

Research
- Impl. Sci.
- Interprof./Team Sci.
- Dissemination

QI
- Referral patterns
- Communication patterns
- Workflow Roles
<table>
<thead>
<tr>
<th>Dimensions of Stakeholder-Oriented Evaluation</th>
<th>Aspects of Collaborative Evaluation</th>
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<tbody>
<tr>
<td>1. Control of technical decision making</td>
<td>1. Primary evaluation focus</td>
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<tr>
<td></td>
<td>2. Evaluation decision-making</td>
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<tr>
<td></td>
<td>3. Pre-evaluation clarification activities</td>
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<tr>
<td>2. Diversity among stakeholder participants</td>
<td>4. Systems/Networking</td>
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<td>3. Power relations among stakeholders</td>
<td>5. Evaluator Role</td>
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<td>4. Manageability of evaluation implementation</td>
<td>6. Design</td>
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<td>7. Evaluation capacity building</td>
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<td></td>
<td>8. Cultural Responsiveness</td>
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<tr>
<td>5. Depth of participation</td>
<td>9. Stakeholder Role</td>
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<tr>
<td>• Rodríguez-Campos L. Advances in collaborative evaluation.&quot;Eval and Program Plann 2012:523-28.</td>
<td></td>
</tr>
<tr>
<td>• O'Sullivan RG. Collaborative evaluation within a framework of stakeholder-oriented evaluation approaches. Eval and Program Plann. 2012:518-22</td>
<td>10. Type(s) of data collection</td>
</tr>
<tr>
<td></td>
<td>11. Type(s) of data reporting</td>
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<td>12. Active stakeholder engagement in evaluation implementation</td>
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</table>
• Formal national concurrence with the business office for further codes to represent time spent during E-consult
• The program office made it possible for specialists or PCPs to convert appointments from face-to-face to E-consults or vice versa
• National monthly calls started being held with field reference materials provided and available to sites implementing the initiative
• OSC incorporated of Coordination of Care Agreements in its Special Care Neighborhood initiative

• And more...
<table>
<thead>
<tr>
<th>Journal</th>
<th>Title</th>
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<tbody>
<tr>
<td>Amer J Managed Care</td>
<td>Impact of a National Specialty E-Consultation Implementation Project on Access</td>
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<tr>
<td>Mayo Clinic Proc</td>
<td>Providing Specialty Consultant Expertise to Primary Care: An Expanding Spectrum of Modalities</td>
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<tr>
<td>Am J Managed Care</td>
<td>“E-Consult Implementation: Lessons Learned using Consolidated Framework for Implementation Research” to Am J Managed Care.</td>
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<td>Pain Med</td>
<td>Evaluation of a Telementoring Intervention for Pain Management in the Veterans Health Administration.</td>
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<tr>
<td>Federal Practitioner</td>
<td>Evaluation of Electronic Consultations in the VHA: The Providers’ Perspectives</td>
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</table>
Patients who might benefit from expertise of specialists

Population with the condition of interest

<table>
<thead>
<tr>
<th>Mode</th>
<th>Specialist Intensity</th>
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<tbody>
<tr>
<td>Transfer of care to specialist(s) SCN</td>
<td>++++++</td>
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<tr>
<td>Co-management SCN</td>
<td>++++++</td>
</tr>
<tr>
<td>Consultation in person SCN</td>
<td>++++</td>
</tr>
<tr>
<td>Tele-consultation ?SCN</td>
<td>+++</td>
</tr>
<tr>
<td>Tele-conference case discussions – SCAN-ECHO</td>
<td>+++</td>
</tr>
<tr>
<td>E-consult with access to EHR – E-Consult; ?SCN</td>
<td>++</td>
</tr>
<tr>
<td>E-consult without access to EHR</td>
<td>+</td>
</tr>
<tr>
<td>Curbside consult ?SCN</td>
<td>+</td>
</tr>
<tr>
<td>Decision support</td>
<td>None</td>
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<tr>
<td>Pre-emptive consult ?SCN</td>
<td>++</td>
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PCMH

Performance (Outcomes)

Patient Experience
Satisfaction/Access/Quality

Population Health
Clinical Quality

Unit Cost
ROI

Other: Staff Satisfaction
Where else we could go - What happens after e-consult?

We know that 4.3 million miles of patient travel are saved (potentially), but what happens to utilization?

PCP
Identification of need expertise of specialists

Decision re: Mode of Referral

Referral to Specialist

Consultation

F/U by PCP

Outcomes
• Population Health
• Clinical Quality
• Patient Experience
• Satisfaction
• Access
• Cost
• Staff Satisfaction

Time to initial appointment with specialist

Time to f/u appointment with PCP

Time to Action

Complexity of question/patient

Appropriateness of consultation

Coordination of care

Actions

Consultation

PCP reviews recommendations

Time to complete consultation

Time to Action
1. You must demonstrate your value to those who are paying you.
2. Those who are paying you determine what constitutes value.
3. There are no other laws. Everything else is just a suggestion.