



July 26-31, 2015

← Training Institute for
← Dissemination and
← Implementation
← Research in Health

Westin Pasadena | Pasadena, California

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

VA Specialty Care Transformational Initiative Evaluation Center

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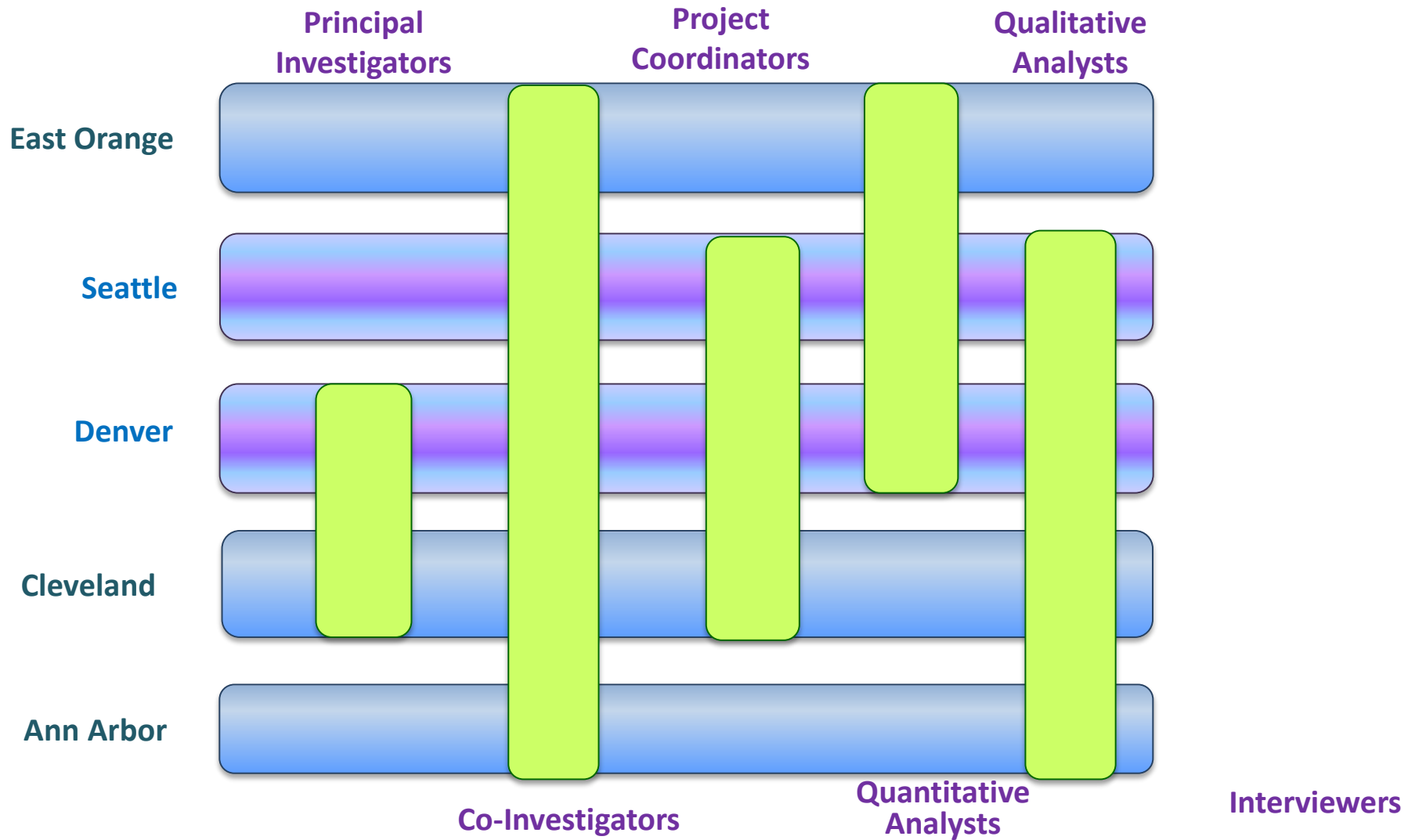
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Office of Specialty Care Transformation/Office of Specialty Care Services

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

QI

Referral patterns
Communication patterns
Workflow
Roles

Evaluation Center

Common qualitative and quantitative measures with paired analysis and interpretation

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

Dimensions of Stakeholder-Oriented Evaluation	Aspects of Collaborative Evaluation
1. Control of technical decision making	1. Primary evaluation focus 2. Evaluation decision-making 3. Pre-evaluation clarification activities
2. Diversity among stakeholder participants	4. Systems/Networking
3. Power relations among stakeholders	5. Evaluator Role
4. Manageability of evaluation implementation	6. Design 7. Evaluation capacity building 8. Cultural Responsiveness
5. Depth of participation <ul style="list-style-type: none"> • Rodríguez-Campos L. Advances in collaborative evaluation."Eval and Program Plann 2012:523-28. • O'Sullivan RG. Collaborative evaluation within a framework of stakeholder-oriented evaluation approaches. Eval and Program Plann. 2012:518-22 	9. Stakeholder Role 10. Type(s) of data collection 11. Type(s) of data reporting 12. Active stakeholder engagement in evaluation implementation

- 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...

Amer J Managed Care	Impact of a National Specialty E-Consultation Implementation Project on Access
Mayo Clinic Proc	Providing Specialty Consultant Expertise to Primary Care: An Expanding Spectrum of Modalities
Am J Managed Care	“E-Consult Implementation: Lessons Learned using Consolidated Framework for Implementation Research” to Am J Managed Care.
Pain Med	Evaluation of a Telementoring Intervention for Pain Management in the Veterans Health Administration.
Federal Practitioner	Evaluation of Electronic Consultations in the VHA: The Providers’ Perspectives

PCMH

Population with the condition of interest

Patients who might benefit from expertise of specialists

Patients identified by specialist using registry

Patients identified by PCMH team who require specialist expertise

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

Performance (Outcomes)

Patient Experience
Satisfaction/Access/
Quality

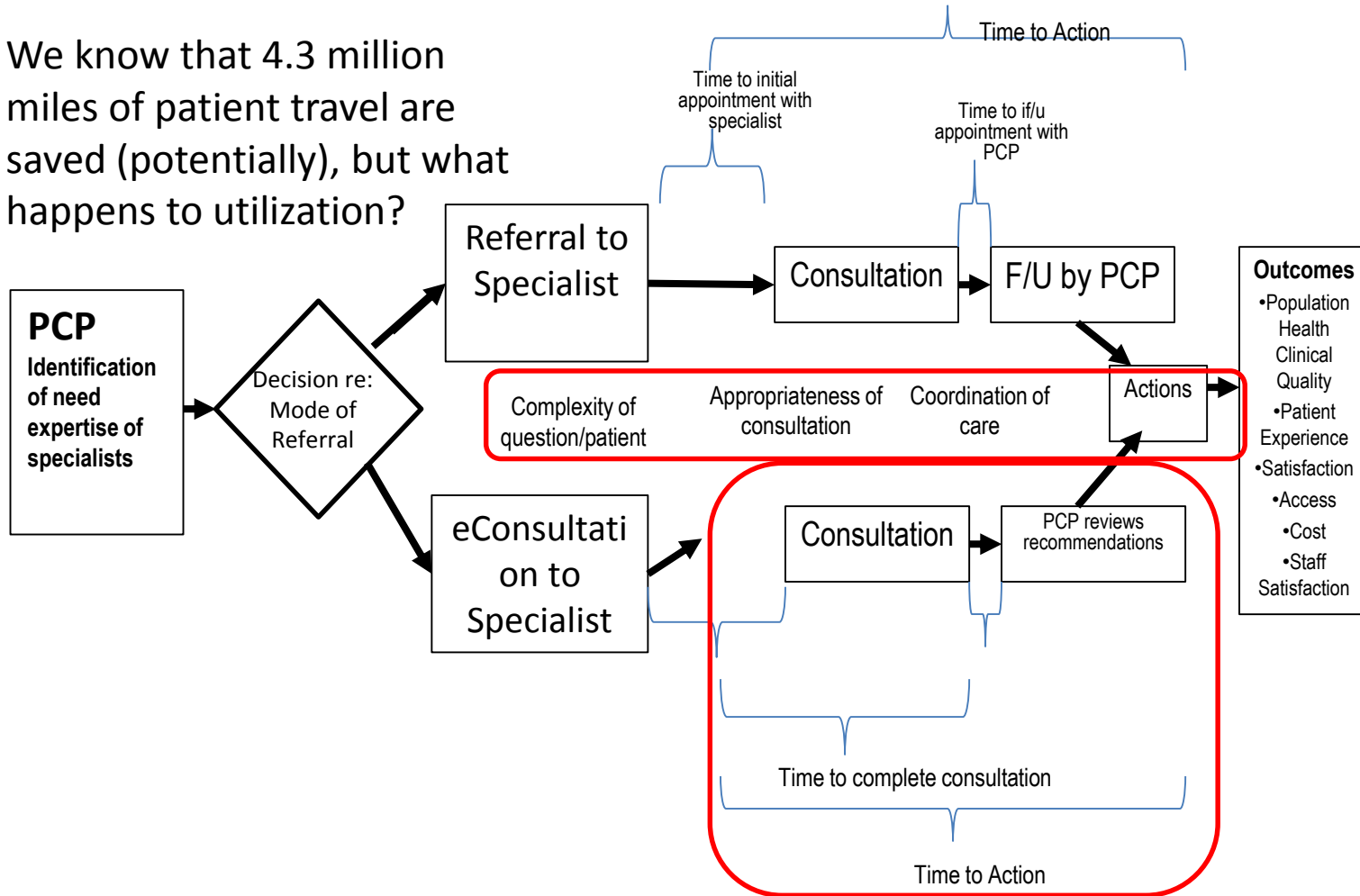
Population Health
Clinical Quality

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?



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.