

### Differences in Satisfaction with Choice: Laying the Foundation for the Evaluation of the Choice Act

Pittsburgh, PA

#### Overview

In order to support successful implementation of the Veterans Choice Program (VCP), it is important to understand how receptive eligible Veterans are to obtaining care through the VCP, their reasons for choosing to enroll or not to enroll, as well as their satisfaction with the Program. In addition, while Veterans historically report a high degree of satisfaction with VA pharmacy care and benefits, it is unclear how the VCP will impact their satisfaction and experiences with medication therapy and VA pharmacy benefits. Given the potential challenges introduced by VA's filling of prescriptions from non-VA providers, it is critical to understand the impact of the VCP on pharmacy services and Veterans' satisfaction with these services. Therefore, the Differences in Satisfaction with Choice project will conduct early and ongoing evaluations of the VCP on Veterans' satisfaction and experiences with VA healthcare, medication therapy, and pharmacy benefits in order to inform the implementation of the VCP and support the transformation of VA healthcare.

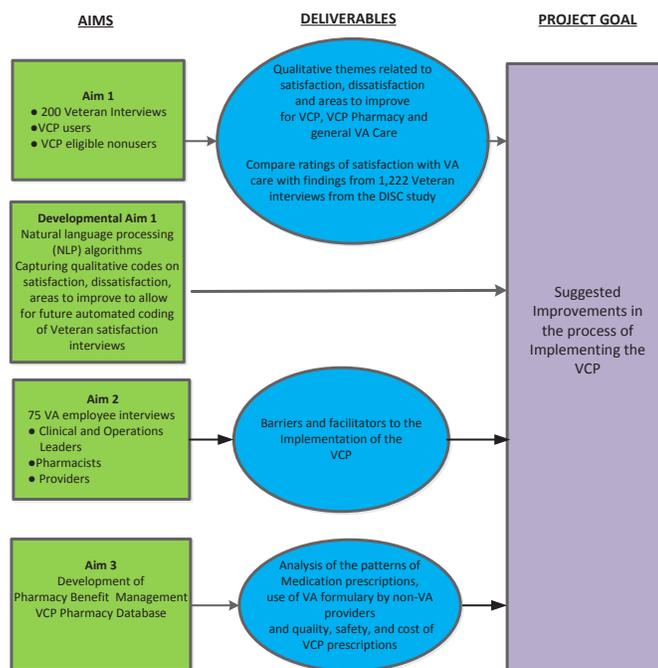
This VCA QUERI evaluation project will conduct an early assessment of Veterans' satisfaction with the VCP—and the impact of the Program on VA medication therapy and pharmacy benefits. Investigators also will conduct a formative evaluation of the barriers and facilitators to the successful implementation of the VCP based on interviews with key VA stakeholders. This project will partner with:

- Pharmacy Benefits Management (PBM) Services to create a pharmacy database to assess patterns of medication use, use of formulary and non-formulary medications, and quality and safety of medication therapy and medication costs for VCP enrollees; and
- VA Informatics & Computing Infrastructure (VINCI) to collect Veteran feedback on satisfaction as called for in the VA Blueprint for Excellence.

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## Implementation Strategy

Drawing on the QUERI and the Consolidated Framework for Implementation Research (CFIR) conceptual models, this approach focuses on developing specific deliverables needed to ensure the effective implementation of VCP.



## Current Impacts

Thus far, 239 VCP users and non-users have been enrolled, and 196 interviews regarding satisfaction have been conducted. Preliminary results suggest significantly lower satisfaction rates for Choice than for overall VA healthcare.

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**Operations Partners**

- VA Pharmacy Benefits Management Services
- VA Informatics & Computing Infrastructure