

QUERI

Veterans Choice Act Programs

Examining VACAA Implementation and Care Coordination for Women Veterans

Northampton, MA

Overview

Because women Veterans remain a numeric minority in VA, there is wide facility-level variation in the availability of healthcare services for them, and many women must drive long distances to other VA facilities to receive the care they need. Under the Veterans Choice Act (VCA), eligible women Veterans will have more choice as to whether they seek community-based care or VA care. Understanding how VCA care is coordinated with ongoing VA care is of critical importance. Care received through the VCA will require significant coordination to ensure that women Veterans are receiving high-quality, non-fragmented, comprehensive care. Examining the implementation of this care nationally will serve as an important starting point for future care coordination interventions to facilitate and improve care coordination across VA facilities nationally for all non-VA care for all Veterans.

In this QUERI evaluation project, investigators will:

- Use semi-structured interviews with key VA informants (including primary care and mental health providers, women's health providers, fee-basis managers, and women Veteran program managers), as well as non-VA key informants, such as non-VA-VCA providers;
- Conduct semi-structured interviews with women Veterans who received care through VCA; and
- Integrate their findings into actionable policy, practice, and further evaluation recommendations focused on improvements in care received through the VCA.

Principal Investigator

Kristin Mattocks, PhD, MPH
Kristin.Mattocks@va.gov

General QUERI Information

Angela Whatley, PhD
QUERI Program Coordinator
Angela.Whatley@va.gov

Operations Partners

Women's Health, Women's Mental Health, and the Office of Analytics and Business Intelligence



U.S. Department of Veterans Affairs
Veterans Health Administration
Health Services Research & Development Service

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