

# EXTEND QUERI Program

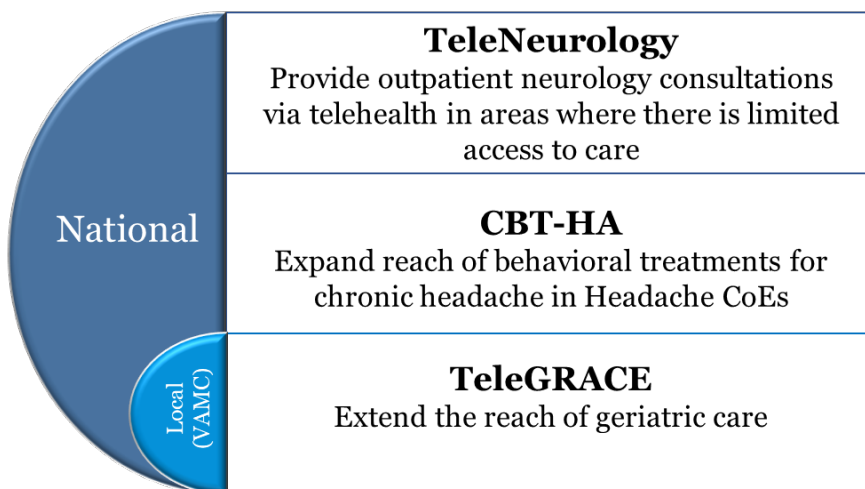


U.S. Department of Veterans Affairs  
Veterans Health Administration  
Quality Enhancement Research Initiative

## Optimizing virtual care for Veterans and providers

The Expanding Expertise Through E-health Network Development (EXTEND) QUERI Program is expanding the reach of VA care to improve Veteran outcomes by delivering high-quality evidence-based telehealth services “Anywhere to Anywhere.” In partnership with ten national and VISN stakeholders, EXTEND is identifying, applying, and sustaining effective models of telehealth that directly improve the quality of VA care.

## Scaling up and spreading evidence-base practices via telehealth



EXTEND is implementing three projects to promote evidence-based practices that address high-priority Veteran conditions, and help optimize shared care between telehealth, specialty, and primary care services. The practices are strategically designed to target multiple levels of emerging telemedicine context—local and national levels—to achieve VA’s goal of “Anywhere to Anywhere” telehealth that crosses traditional organizational and geographic boundaries.

### National and regional partners:

- VISN 10
- Office of Rural Health
- Office of Connected Care
- Office of Specialty Care: Neurology, Pain Management
- Office of Primary Care Services
- National Headache Centers of Excellence
- Office of Geriatrics and Extended Care
- Office of Nursing Services
- Office of Mental Health Services and Suicide Prevention
- Office of Recreational Therapy Services



## Leveraging multiple strategies to transform Veteran care

To overcome barriers to implementation and promote sustainability of effective practices, EXTEND's **Implementation Core** will build on previous work to apply and rigorously evaluate evidence-based implementation strategy "bundles" spanning five key areas:

- 1) Systems redesign
- 2) External facilitation
- 3) Reflecting and evaluating; Audit & Feedback
- 4) Local adaptation to improve shared care and sustainability
- 5) Team building

### TeleNeurology (NTNP EVALUATION) Implemented Across 13 VA Sites in 2022

The VA NTNP demonstrated substantial reach, adoption, effectiveness, implementation success and maintenance over the first two years of the program across 13 VAMCs. NTNP total clinical encounters tripled from 2021 to 2022. Satisfaction with NTNP was related to access to neurological services otherwise unaccessible and strong teleneurology provider-patient engagement.

### NTNP Telehealth Delivery Models

Veterans were equally satisfied with neurological care provided by NTNP through delivery via Video Veteran Connect (VVC) or Clinic Video Connect (CVC).

### TELEGRACE (TG)

[VETERANS VALUED THE TG CARE THEY RECEIVED]

**"I don't know any other program in the country with insurance or not that have this kind of follow-up.** I feel so blessed; I can't even tell you. I feel like the luckiest guy on the planet."

[TELEGRACE TECH WAS ABLE TO FACILITATE VETERANS COMFORT AND UNDERSTANDING THROUGHOUT IN HOME APPOINTMENTS]

"When [the tech] was here, I felt so comfortable... **[if she] saw that I was having some kind of difficult understanding or answering something she would let me know what it is that I was doing and just put me at ease...** I was a very relaxed and I was able to answer the questions and everything more easily."

Publication Brief

April 2022

Health Services Research & Development Service

### VA TeleStroke Program Associated with Reduced Hospital Transfers and more Guideline-Concordant Care but is Unlikely to Yield Short-Term Cost Savings

**CITATIONS:** Wagner T, Schoemaker L, Gehlert E, et al. Williams LS. [One Year Costs Associated with the VA National TeleStroke Program](#). *Value in Health*. March 25, 2022;

Lyerly M, Daggy J, LaPradd M, Martin H, Edwards B, Graham G, Martini S, Anderson J, and Williams L. [Impact of Telestroke Implementation on Emergency Department Transfer Rate](#). *Neurology*. February 28, 2022

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