RIVET QUERI Program

Addressing the complex needs of high-risk Veterans

The High-**RI**sk **VET**erans (**RIVET**) QUERI Program aims to advance VA primary care's ability to provide comprehensive, evidence-based care for high-risk Veterans with complex needs. RIVET will support VA as a learning organization through data-driven priority setting, leveraging virtual care to enhance mental and whole health and standardizing care to reduce inefficiency and clinical variation.

Implementing evidence-based practices in primary care

The **top 5% of Veterans** at the highest risk for hospitalizations account for almost **50% of VA health care costs, have significant multimorbidity, and are at high risk for poor health outcomes**. Evidence-based practices (EBPs) are available to address common needs among high-risk Veterans, such as assessing for functional, behavioral, and social needs and developing a cohesive treatment plan. Increasing use of these practices in primary care can significantly impact health outcomes and quality of care for these high-risk Veterans.

Comprehensive Assessment and Care Planning

Health care staff assess for modifiable risk factors and create a comprehensive care plan that addresses Veteran needs.

Phone-Based Health Coaching for Medication Adherence

Phone-based health coaching allows staff to virtually identify and address Veteran goals, preferences, and barriers related to taking medications.

Primary care delivery of evidence-based practices will:

- Increase shared-decision making and whole health approach to care

- Address barriers to medication adherence

- Reduce hospitalizations for ambulatory care-sensitive conditions

Supporting sites with evidence-based tools and strategies

Evidence-Based Quality Improvement (EBQI) is a bundle of implementation strategies that engages national-, VISN-, and facility-level leadership and frontline staff in identifying challenges and developing agendas based on data.

EBQI: Individual Consultation – Tailored individual consultation with each participating site
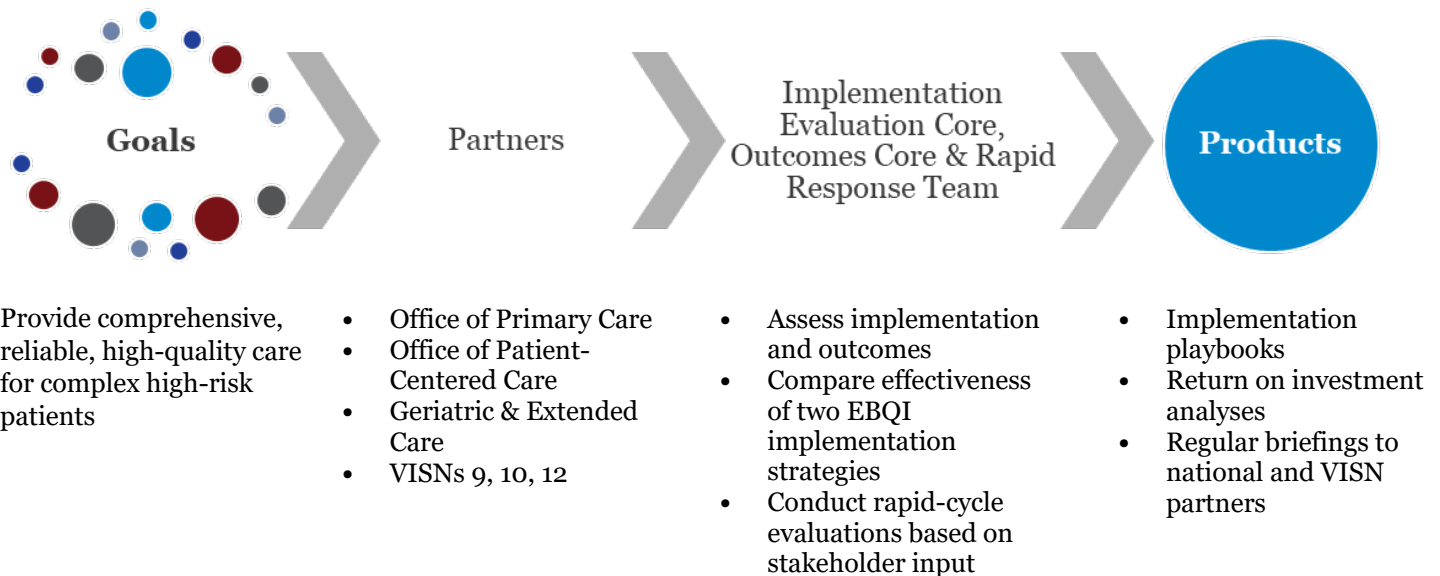
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EBQI: Learning Collaborative – Learning collaborative with multiple sites

Developing future implementation leaders

The RIVET Mentoring Core is providing training and mentoring opportunities in the implementation of evidence-based practices for high-risk Veterans.

- Mentors are collaborating to develop mentees' knowledge and experience through participation in implementation and evaluation of quality improvement initiatives.

- Mentees will enhance their skills in: continuous quality improvement, stakeholder engagement, implementation study design and evaluation, and advanced qualitative and quantitative evaluation techniques.

Advancing primary care's ability to serve Veterans

Goals → **Partners** → **Implementation Evaluation Core, Outcomes Core & Rapid Response Team** → **Products**

Provide comprehensive, reliable, high-quality care for complex high-risk patients

- Office of Primary Care
- Office of Patient-Centered Care
- Geriatric & Extended Care
- VISNs 9, 10, 12

- Assess implementation and outcomes
- Compare effectiveness of two EBQI implementation strategies
- Conduct rapid-cycle evaluations based on stakeholder input

- Implementation playbooks
- Return on investment analyses
- Regular briefings to national and VISN partners

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