Overview

This QUERI program focuses on improving the provision of Veteran-centered care in VA Community Living Centers (CLCs) and Home-Based Primary Care Programs (HBPCs), and is designed to support a process that incorporates Veterans’ preferences for care, particularly services and interventions that are typically used in the event of a life-threatening emergency. This includes life-sustaining measures such as cardiac resuscitation, mechanical ventilation, and other forms of life support. However, Veteran preferences for care go beyond whether or not they receive life-sustaining treatments, and include whether or not they want to be hospitalized if they are acutely ill, and what kinds of comfort care they would like to receive.

The primary objective of this QUERI program is to support the implementation of Veteran-centered care conversations related to long-term care services within the VA healthcare system. This will be accomplished through the following specific aims:

- Assess variation in practice measures related to implementation of Goals of Care (GoC) conversations in CLCs and HBPC programs over time nationally.
- Design, implement, and test tools to improve performance, including:
  - Tools for feedback reports to provide information on progress in those key measures, and
  - Tools for learning collaboratives to support action-planning to address performance gaps.
- Use measures derived from two widely-used implementation research frameworks (the Consolidated Framework for Implementation Research and the Theoretical Domains Framework) in order to assess barriers and facilitators to implementing GoC conversations.

Program investigators also use audit with feedback interventions, coupled with action-planning through learning collaboratives, and conduct rapid tests of different designs within these strategies to overcome barriers to implementing GoC conversations.

Implementation Strategy

QUERI investigators will use the Organizational Readiness to Change Assessment (ORCA) survey instrument together with interviews and focus groups conducted using the Consolidated Framework for Implementation Research (CFIR) and the Theoretical Domains Framework (TDF). They also will deploy audit with feedback reports coupled with action plans developed through learning collaboratives.
**Project Summaries**

Projects 1 and 3 have been combined in order to achieve efficiencies in doing this work.

- **Projects 1 & 3.** Investigators in these quality improvement projects are determining how quickly CLCs and HBPC currently complete GoC conversations with Veterans, and how to more efficiently have and document these conversations. They also are using audit and feedback and action planning through learning collaboratives to better implement GoC conversations and improve individual care for Veterans.

- **Project 2.** This quality improvement project emphasizes the role that family members and nursing assistants have in making care-related decisions with CLC residents who have dementia, using an evidence-based framework entitled “Partnership to Enhance Resident Outcomes.”

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- VACO GEO Operations
- National Center for Ethics in Health Care
- Office of Nursing Services

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**For More Information**
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