

QUERINational Program

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PROVE

PeRsonalizing Options for Veteran Engagement

Ann Arbor, MI

Overview

Quality improvement collaboratives (QICs) are often successful in helping local health care teams implement high priority clinical practices using systems redesign approaches. While traditional QICs are often resource intensive and difficult to scale across VHA, virtual (internet-enabled) adaptations of QICs are an increasingly used approach to overcome these challenges. PROVE QUERI is evaluating the use of virtual QICs to improve VHA's MOVE! weight management program and lung cancer screening.

Methodology

PROVE QUERI has developed a virtual QIC program called Learn. Engage. Act. Process. (LEAP). LEAP comprises a 26-week curriculum, allowing participants to learn and practice key quality improvement (QI) concepts in manageable modules within the course of a daily work routine. The core components of LEAP include: brief videos and readings, assignments, individual telephone coaching sessions, interactive virtual collaborative (VC) sessions, and a QI project. Participants learn to use the Model for Improvement, which includes Plan-Do-Study-Act (PDSA) cycles to frame their improvement efforts. Teams also receive updated program data reports regularly to help them set goals and track their progress. All LEAP program materials are posted on VA's online community platform, VA Pulse. Teams from multiple VAMCs participate in LEAP at the same time, all working on similar projects, thus providing an online community of peers for sharing best practices, problem-solving, and obtaining feedback and support.



Projects

- **Lung Cancer Screening.** We are using LEAP to help implement a web-based shared decision-making tool for improving the use of lung cancer screening in those patients who are at greatest risk of developing lung cancer (i.e., high benefit patients).
- **MOVE!** We are using LEAP to help implement updated MOVE! Weight Management Program guidance, with the goal of reducing wide local variation in the reach and outcomes of MOVE!, and maximizing personalized weight management support for Veterans in a group setting.

Operations Partner(s)

National Center for Health Promotion and Disease Prevention (NCP). Office of Reporting, Analytics, Performance, Improvement & Deployment (RAPID).

Findings and Anticipated Impact

VHA staff report significant improvement in their QI skills at the end of LEAP. Teams have had variable experience achieving their specific project goals by the end of the training period. We continue to monitor progress toward anticipated impacts.

1. VHA teams will increase knowledge and use of QI skills in the workplace.
2. VHA teams will increase engagement in the workplace as they learn new ways to work.
3. A greater percentage of high benefit patients will receive information on lung cancer screening than those who are less likely to benefit (i.e., are preference sensitive to screening).
4. Veterans will be more engaged in MOVE! programming and have increased weight loss.

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