Overview

“One size does not fit all” in healthcare. No two Veterans are alike, nor are any two VA medical centers or community-based outpatient clinics (CBOCs). Decisions in healthcare delivery too often are based on “average” effects. Current guidelines and performance measures frequently recommend prescribing the same treatments to many different types of patients based on the average result of a clinical trial without considering important differences between patients. This QUERI program will build on an extensive body of work by the VA HSR&D’s Center for Clinical Management Research (CCMR) and the Quality Enhancement Research Initiative (QUERI) on individualizing prevention strategies and treatments to optimize care delivered to Veterans.

The primary goal of PROVE QUERI is to improve the prevention and management of chronic conditions by supporting Veterans and providers in making personalized healthcare decisions that take into account individual patient risk and preferences. Investigators will work to improve the appropriateness of care (e.g., decrease overuse and underuse), increase Veteran engagement in their healthcare, and enhance Veterans’ experiences. Specific aims include implementing:

• Patient-centered performance management systems that enhance appropriateness of care and incorporate shared decision-making; and
• Personalized self-management programs that promote health and prevent disease.

Implementation Strategy

PROVE QUERI will support the implementation of new clinical practice innovations in local VA medical centers, primarily through our “Learn. Engage. Act. Process. (LEAP)” program. LEAP is based on the belief that all VA employees have the power to make Veterans’ healthcare better, even in the face of limited time and resources. To help attain this power, LEAP offers virtual training in quality improvement that is supportive, user-friendly, and immediately relevant. LEAP was developed by PROVE QUERI and is built around a series of videos describing the science of improvement. These videos were developed by faculty from Harvard University and the Institute for Healthcare Improvement (IHI) and have been made available to VA for this program.

LEAP is led by two IHI-trained Improvement Coaches with PROVE QUERI, who work with participating teams over a 21-week time period. The core components of LEAP include: brief videos (3 to 10 minutes each), brief readings, assignments, interactive learning collaborative sessions, individual coaching sessions, and developing and completing an improvement project. The improvement project is a small, short-term test of measurable change intended to pave the way for implementation of a larger practice innovation.

(over)
Teams participate as part of a cohort of three to six other teams working on similar projects, thus providing an online community of peers for sharing best practices, problem-solving, and obtaining feedback and support. The platform through which all materials are disseminated is VA Pulse. Although the duration of the program (21 weeks) may seem long, it has been purposefully designed to extend over a period of time that allows participants to learn and practice key concepts in manageable “chunks,” and within the course of a daily work routine. In addition, PROVE QUERI investigators use audit and feedback to facilitate implementation efforts in all projects.

Project Summaries

**Implementing Guidelines for Shared Decision Making in Lung Cancer Screening.** The goal of this project is to implement and evaluate a shared decision-making tool for lung cancer screening in collaboration with VA’s National Center for Health Promotion and Disease Prevention (NCP) and the Office of Primary Care. An evidence-based tool has been developed and pilot tested, and will be disseminated to the eight VAMCs that participated as pilot sites in NCP’s national Lung Cancer Screening Demonstration project. The eight sites will be randomized to either intensive implementation or standard implementation. Standard implementation will include development of an audit and feedback system for monitoring effectiveness of implementing shared decision making. Intensive implementation will include audit and feedback, plus LEAP, in addition to a user-centered design approach to engage providers in making final modifications to the shared decision-making tool, thus enhancing the likelihood of their valuing and adopting it.

**Learn. Engage. Act. Process (LEAP) for Personalized Weight Management Support.** Investigators in this project will work with NCP and VA’s Office of Analytics and Business Intelligence to improve dissemination of the new MOVE! Weight Management Program guidelines, with the ultimate goal of maximizing personalized weight management support for Veterans in a group setting. The LEAP program will be implemented in cohorts of six sites every three months over two years, and will be used to help sites design and implement a quality improvement project to increase patient enrollment and participation in group MOVE!.

**Implementation of MedRec Tool in VISN 10.** This quality improvement project will implement and evaluate an inpatient medication reconciliation (MedRec) tool in VISN 10 (serving Veterans residing in Indiana, Michigan, and Ohio). This tool can be used within CPRS (computerized patient record system) to facilitate a reliable and user-friendly medication reconciliation process to decrease medication errors. PROVE QUERI will help a team of providers from the VA Ann Arbor Healthcare System (VA AHS) to:

- Facilitate implementation in two sites,
- Develop a generic implementation plan that the VA AHS team can use in the other VISN 10 sites,
- Develop and implement an audit-and-feedback system for use in all sites,
- Determine an evaluation plan, and
- Oversee data collection for the evaluation.

### Program Leadership
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### Principal Operational Partners
- National Center for Health Promotion and Disease Prevention (NCP)
- Primary Care Services
- Office of Analytics and Business Intelligence

### For More Information
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