

QUERI Partnered Evaluation Initiative

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Spreading Healthcare Access, Activities,
Research and Knowledge

Durham, NC, Ann Arbor, MI, and Bedford, MA

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Overview

In October 2015, VA's Under Secretary for Health initiated the VA Diffusion of Excellence Initiative (DEI), which identifies the best projects and prototypes that can be replicated to improve the quality of VA healthcare. A key feature of the DEI is the VA "Shark Tank," in which VA employees who developed promising practices pitch their ideas to VA Medical Center and Veterans Integrated Service Network (VISN) directors (the "Sharks") who then bid resources to implement the practices.

The Spreading Healthcare Access, Activities, Research and Knowledge (SHAARK) QUERI National Partnered Evaluation initiative is designed to provide rapid and frequent feedback to DEI partners by:

- Addressing factors aimed at increasing participation in the DEI;
- Helping increase organizational readiness for change within VA facilities to successfully implement "gold status best practices;" and
- Addressing key contextual factors that are associated with successful implementation of gold status practices at VA medical facilities.

SHAARK QUERI will address the following aims:

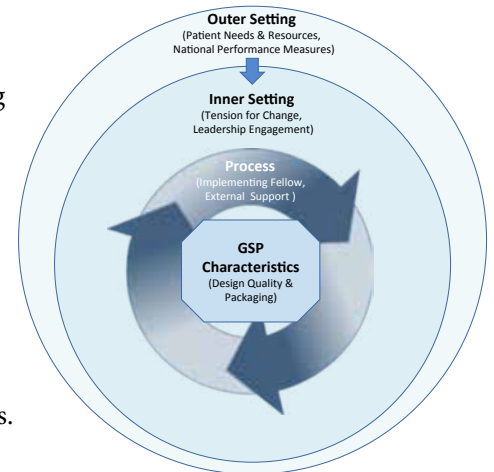
- Identify factors associated with participation in the DEI.
- Examine VA leaders' (i.e., medical and VISN directors) decision-making processes when choosing to bid resources for implementation of gold status practices—and relate processes to perceived organizational readiness for change.
- Evaluate influences on implementation success within both implementing facilities and grassroots facilities.
- Identify pathways toward broader diffusion and successful implementation of gold status practices.

Methodology

SHAARK QUERI investigators will conduct analyses to identify organizational factors associated with VA facility leadership proposing gold status practices, and choosing to participate as a "Shark." (i.e. medical and VISN directors).

Through a series of interviews with Sharks, Gold Status Fellows, and Implementing Facility Fellows, investigators also will assess organizational and leadership factors associated with choosing/not choosing to participate, as well as implementation success of Gold Status Practices within VA facilities. In addition, decision-making tools will be developed to help Sharks during their participation in the Shark Tank process.

The results of the evaluation will contribute to the increased ability of DEI partners to provide effective "personalized implementation" (organizational-level and person-level human centered design) of promising practices.



Anticipated Impact

The SHAARK QUERI team is providing recommendations to operations partners and DEI leadership concerning:

- Opportunities to enhance the collection and quality of data on the implementation of Gold Status Practices and other innovations in VA.
- Spread of practices identified through the DEI.
- Factors associated with successful implementation of Gold Status Practices.
- Opportunities to enhance processes of the USH Shark Tank, Diffusion of Excellence Summit, and provision of implementation support in the implementation and spread of Gold Status Practices.

Operations Partner(s):

VA Center for Innovation and the VA Office of the Assistant Deputy Under Secretary for Health for Quality, Safety and Value.