

QUERINational Program

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Triple Aim QUERI

Optimizing Health Outcomes

Denver, CO

Overview

The goals of the Triple Aim QUERI (TAQ) Program are to leverage healthcare data to identify actionable care gaps, and to implement innovative healthcare interventions to improve the Triple Aims of VA healthcare. TAQ is comprised of an implementation core and three projects, the VA Telehealth Pain Care Collaborative (formerly known as the Multimodal Pain Care project), the Patient Reported Health Status project (PROST), and the Transitions of Care project. These projects identify and address gaps in opioid safety, telehealth technology, access to care for rural Veterans, and developing best practices in care delivery. TAQ investigators also address the following VA priorities:

- Improving care, improving health, and increasing value;
- Leveraging information technologies, analytics, and models of healthcare delivery to optimize individual and population health outcomes;
- Improving infrastructure;
- Enhancing foundational services;
- Rapidly translating research findings and evidence-based treatments into practice; and
- Helping VA promote a learning healthcare organization through innovative implementation science.

Methodology

Each of TAQ's projects uses unique methodology most appropriate to address specific aims. The Implementation Core provides guidance and assessment across projects, especially on application of RE-AIM/PRISM and adaptations; and assists cross-project implementation strategy of audit and feedback versus audit and feedback with facilitation.

- **The VA Telehealth Pain Care Collaborative** uses data to define multi-modal pain care, identify gaps, and implement provider feedback with Pain ECHO to improve care.
- **The PROST project** uses health status measures to identify patients with significant declines in health status following elective percutaneous coronary interventions (PCI) and implements provider feedback with cardiology facilitation to improve patient health status.
- **The Transitions of Care project** addresses gaps in transitions of care between VA and community hospitals with a multi-component intervention. This project also implements provider feedback with nurse facilitation of the patient transition process to improve continuity of care for Veterans.

Impacts

- **VA Telehealth Pain Care Collaborative.** In March 2019, TAQ began implementing of the VA Telehealth Pain Care Collaborative, a provider-focused tele-facilitated program to support evidence-based chronic pain care in V-IMPACT telehealth hubs. The Collaborative focuses on the unique challenges facing telehealth primary care providers caring for Veterans with chronic pain. The evaluation of this program will include measurement of multimodal chronic pain.
- **PROST.** Implementation of automated preprocedural capture prior to elective coronary procedures at 10 VA cardiac catheterization labs has laid the groundwork for understanding procedural appropriateness across VA cardiac catheterization labs. Since beginning the program, 2,766 patients have completed pre-PCI surveys and 1,053 patients have completed the post-PCI surveys. The providers for 56 patients were notified about their patients' decline in patient reported health status outcomes.
- **Transitions of Care.** Since October 2017 the program has served 585 patients at Denver and Omaha. TAQ has created and implemented a nurse training program and internal/external dashboards to track reach and adoption. In a match study intervention, Denver patients had a higher percentage of VA followup care within 14 days post-discharge compared to a matched control group. Some Veterans accessing care in the community required longitudinal care coordination that addressed social determinants of health needs. The social worker-led Advanced Care Coordination program was created in Denver to address this gap and expanded to Omaha.

Triple AIM QUERI Project	Operational Partners
<i>VA Telehealth Pain Care Collaboration</i>	<ul style="list-style-type: none">• National Pain Management Program• Pharmacy Benefits Management
<i>Patient Reported Health Status (PROST)</i>	<ul style="list-style-type: none">• National Program Director for Cardiology• VA Clinical Assessment Reporting and Tracking Program (CART)• Directors of VA Cath Labs
<i>Transitions of Care Quality Improvement</i>	<ul style="list-style-type: none">• Office of Community Care• Office of Rural Health

VA



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