



Expanding Expertise Through E-health Network Development VA QUALITY ENHANCEMENT RESEARCH INITIATIVE

Program Impact Goal

The EXTEND QUERI Center supports the VA priority of improving access to care.

Anticipated EXTEND Program Impacts

- (1) Expand Veteran access to evidence-based care via telehealth services;
- (2) Identify and apply effective models of telehealth that directly improve the quality of VA care; and
- (3) Maintain evidence-based telehealth practices over time in VA care settings through effective sustainment strategies.

Three Evidenced-Based Practices

The three evidence-based practices have robust evidence and impact on high priority Veteran conditions: TeleNeurology (Neurology specialty care), TelePain (collaborative care for pain in primary care), and TeleGrace (coordinated geriatric care). The projects were strategically designed to target multiple evidence-based practices implemented across various levels of the emerging telemedicine context—local, VISN, and national levels—to achieve VA’s goal of “Anywhere to Anywhere” telehealth that crosses traditional organizational and geographic boundaries. The EXTEND QUERI Center supports three projects implemented in 23 VA sites, including 3 VAMCs; 14 CBOCS; and 6 VISN clinical resource hubs.

EXTEND Specific Aims

Working with VA Primary and Specialty Care services, EXTEND QUERI’s specific aims are to:

- Aim 1. Expand the reach and effectiveness of VA care to improve Veteran outcomes by delivering high-quality evidence-based telehealth services “Anywhere to Anywhere”;
- Aim 2. Identify and apply successful strategies for optimizing shared care between telehealth, specialty, and primary care services for Veterans served by telehealth services;
- Aim 3. Identify factors that influence adaptation, adoption, and sustainment of VA telehealth services; and
- Aim 4. Assess the business case for implementing, scaling, and sustaining telehealth care services.

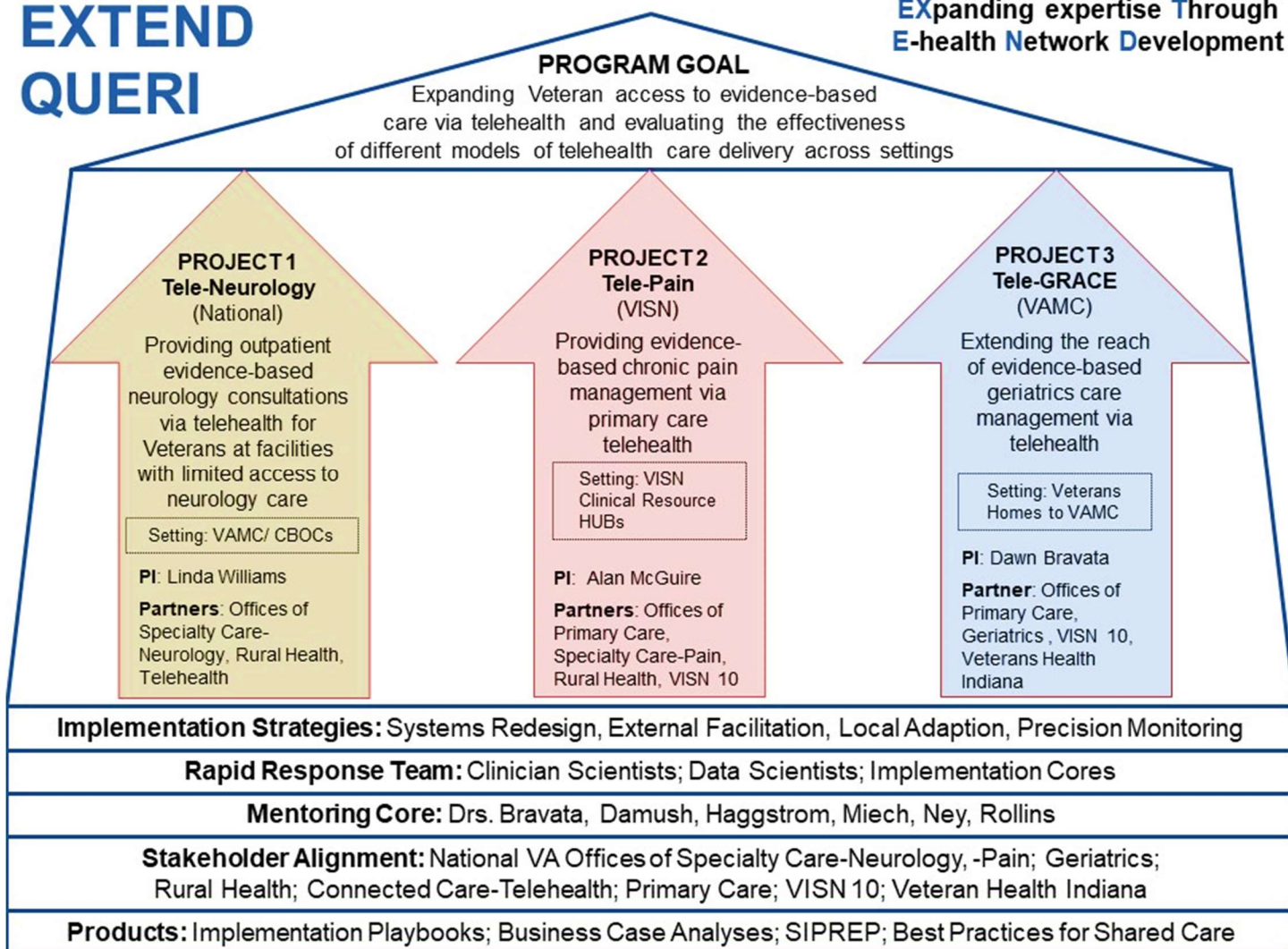
Implementation Strategy Bundles

To overcome barriers to implementation and promote sustainability, we build on our prior work to apply and rigorously evaluate evidence-based implementation strategy “bundles” spanning four key areas:

- (1) Systems redesign;
- (2) External facilitation;
- (3) Precision monitoring with feedback, and
- (4) Local adaptation to improve shared care and sustainability.

EXTEND QUERI

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Each EXTEND project builds on our partnerships locally, regionally, and nationally to expand telehealth services across organizational and geographic boundaries to improve Veteran access.

In addition, a Rapid Response Team will continue to work with operational partners to support real-time, evidence-based decision-making as a learning health system. A Mentoring Core will help sustain VA's implementation science workforce to support VA's continued status as a provider of choice for Veterans.

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Key Operations Partners

- Office of Rural Health (Tom Klobucar, PhD)
- Office of Connected Care: Telehealth (Kevin Galpin, MD)
- Office of Specialty Care: Neurology (Sharyl Martini, MD, PhD)
- Office of Specialty Care: Pain Management (Friedhelm Sandbrink, MD)
- Office of Primary Care Services (Angela Denietolis, MD)
- Office of Geriatrics and Extended Care (Thomas Edes, MD)
- VISN 10 Chief Medical Officer (G. Mitchell Kennedy, MD)
- Geriatrics & Extended Care Program Lead, VISN 10 (Marcos Montagnini, MD)
- Chief of Ambulatory Care, Veterans Health Indiana (David Silver, MD)