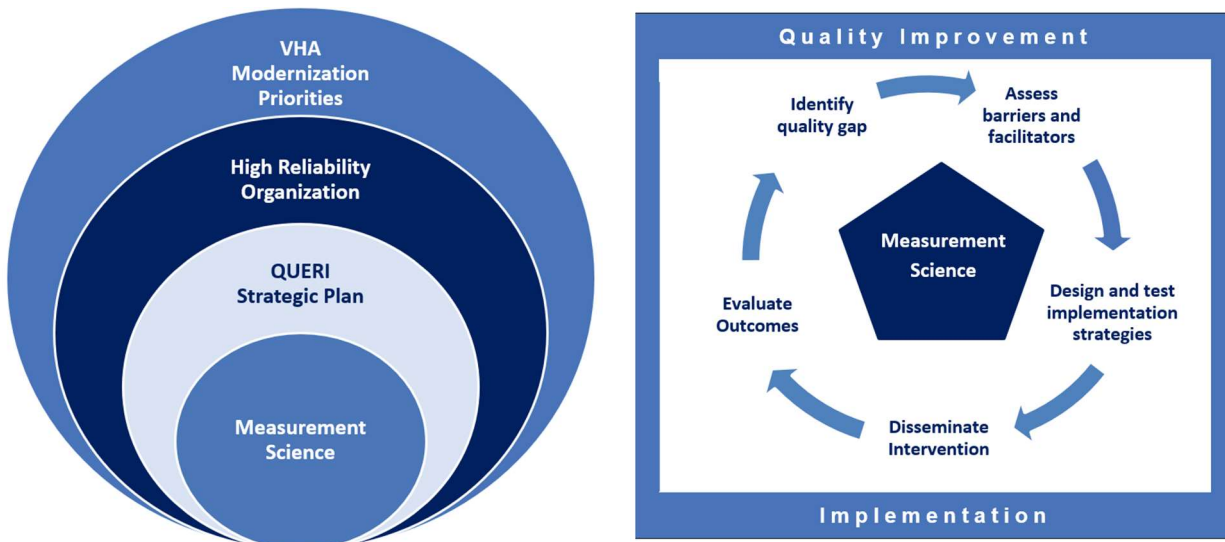


Measurement Science QUERI

Integrating Measurement Science into Healthcare for Veterans

Measurement science (defined as the theory, practice, and application of suitable metrics) is at the core of the Veterans Health Administration (VHA) **Learning Healthcare System** and a critical component of any **High Reliability Organization**. Without meaningful metrics, the impact of implementation and quality improvement efforts cannot be determined.



Evidence-based practices

The Measurement Science QUERI is addressing VHA modernization priorities by collaborating with operational partners to implement three high-priority, evidence-based practices that are united by the need to clearly define and continuously monitor standardized metrics to improve the quality of care.

Key operational partners and alignment with VHA Modernization Priorities

<u>Operational partners</u>	<u>Evidence-based practice</u>	<u>Modernization priority</u>
Office of Cardiology	Expand remote monitoring of cardiac devices	Engage Veterans in lifelong well-being
Office of Gastroenterology	Improve the quality of colonoscopy for cancer screening	Reduce unwarranted variation
Pharmacy Benefits Management	Prevent reactivation of latent infection in patients on immunotherapy	Commit to zero harm

Implementation strategies

- In collaboration with the **National Office of Gastroenterology**, Dr. Kaltenbach and team are using video-based training to improve the quality of colonoscopy for cancer screening.
- In partnership with the **Office of Pharmacy Benefits Management**, Dr. Schmajuk and team are enhancing medication safety by integrating a new dashboard in the electronic health record.
- Working with the **National Office of Cardiology**, we are expanding remote monitoring of cardiac implantable electronic devices (pacemakers and implantable cardioverter-defibrillators).



promote the five principles of High Reliability Organizations (reluctance to simplify, deference to experts, sensitivity to operations, preoccupation with failure, and commitment to resilience).

Key impacts

Disseminating these evidence-based practices will prevent colon cancer, enhance medication safety, and reduce cardiovascular mortality in Veterans.

Evidence-based Practice	Projected number of implementation facilities, providers trained and Veterans who will benefit (10/2020 – 9/2025)				How the effort will inform VA practice or policy changes	Projected Impact on Quality of Care
	Facilities	VISNs	Providers	Veterans		
Provide evidence-based coaching to improve the quality of colonoscopy	10	7	10	5000+	Earlier detection will decrease mortality from colon cancer	Prevent colon cancer
Screen for latent infection prior to starting immunotherapy	5	3	5	2500+	Increased screening will reduce fatal infections	Enhance medication safety
Expand remote monitoring of cardiac implantable devices	6	4	5	2500+	Remote monitoring will mitigate harm from faulty devices	Reduce cardiovascular mortality

For more information, check out:

https://www.queri.research.va.gov/programs/measurement_science.cfm

If you would like to learn more or partner with us, please contact

Katherine Williams PhD

katherine.williams@ucsf.edu

Multiple Principal Investigators:

Mary A. Whooley, MD

Tonya Kaltenbach, MD MAS

Gabriela Schmajuk, MD MS

Beth Cohen, MD MAS

San Francisco, CA