

Quadruple Aim QUERI Program

VA



U.S. Department of Veterans Affairs
Veterans Health Administration
Quality Enhancement Research Initiative

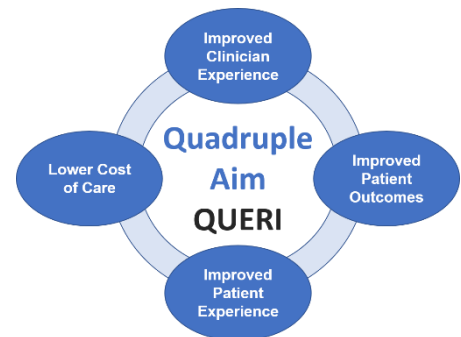
Value-Based Care to Improve the Quadruple Aim for Veterans and Stakeholders

The goal of the Quadruple Aim QUERI is to enhance Veteran outcomes and experiences, increase clinician engagement, and reduce the cost of care by providing value-based care coordination between VA and community settings. This QUERI supports the VA's modernization priorities to Implement the MISSION Act and to Reduce Unwarranted Variation. We are partnering with 4 National VA Program Offices to expand on the work of the Triple Aim QUERI, which was completed in 2020.

The Quadruple Aim and Care Coordination

Greater numbers of Veterans receive care in the VA system as well as the community. Veterans who receive care in both VA and community settings (dual-use) are at risk for fragmented, poorly coordinated care, which may contribute to adverse outcomes, poor experiences, and increased costs of care.

The objective of the Quadruple Aim Queri is **to support the Quadruple Aim Impact Goal by improving clinical outcomes, the experience of providing and receiving care, and cost of care for Veterans in community care across three programs:**



Veterans discharged from VAs with HHC services have high readmission rates



Transitions Nurse Program
Implement skilled Home Health Care (TNP-HHC)

Opioid Use Disorder (OUD) affects more than 80,000 Veterans



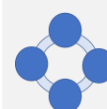
Community Care Network for OUD
Improve access to medication treatment for opioid use disorder (M-OUD)

No process for cross-system collaboration and coordination of high-risk Veterans



Care Coordination Management (CCM) for High Risk Veterans
Provide care coordination and integrated case management

Partnerships are with the VA Offices of Mental Health and Suicide Prevention, Nursing Services, Care Management and Social Work, Community Care, and VISN 19 Rocky Mountain Network.



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Implementation Strategies

These programs will be supported by two implementation strategy bundles: Iterative RE-AIM (Reach, Effectiveness, Adoption, Implementation, Maintenance) and Relational Facilitation.

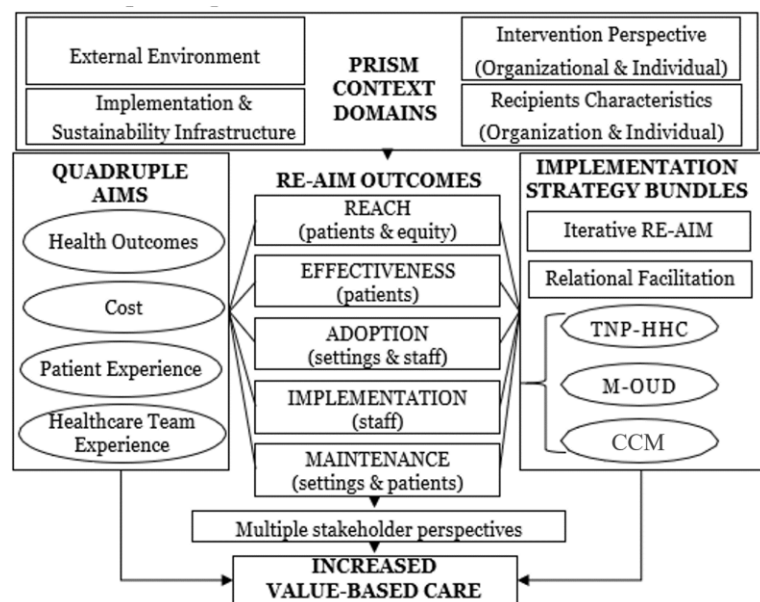
Iterative RE-AIM: A novel, conceptually based adaption of audit and feedback that incorporates periodic multi-method assessments to evaluate progress and optimize implementation outcomes.

Relational Facilitation: Uses the theory of relational coordination to create and sustain high-quality relationships in healthcare teams through frequent, timely, and accurate communication as well as shared goals, shared knowledge, and respectful communication.

Key impacts and future directions

Our team has valuable experience from the Triple Aim QUERI that we will leverage in the Quadruple Aim QUERI. Frameworks such as the QUERI Implementation Roadmap, PRISM/RE-AIM, and relational coordination will guide the implementation and evaluation of all three EBPs. Our implementation outcomes (RE-AIM outcomes) will address the Quadruple Aim:

- **Patient Experience:** patient satisfaction and experience survey
- **Clinician Experience:** engagement at baseline and at end of study period (relational coordination survey)
- **Health Outcomes:** 30-day hospital readmissions/mortality, initiation of medication treatment of OUD, post-discharge visit to primary care, and hospital/ED admissions
- **Value-based Outcomes:** Cost and budget impact assessments as well as cost to implement and replicate EBPs in different settings



If you would like to learn more or partner with us, please contact Rachael Kenney at Rachael.Kenney@va.gov

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