



# Community-Engaged Health Services Research:

## Current Efforts & Future Directions

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# Session Goals:

- To answer the question: why should we engage community stakeholders in our research?
- To describe efforts in the VHA to increase Veteran engagement in health services research
- To share the mission and goals of the new IQuESt Community Engagement Committee and introduce its members
- To outline the required steps for presenting to the Community Engagement Committee

# Engagement

- “...the meaningful involvement of patients, caregivers, clinicians, and other healthcare stakeholders throughout the research process—from topic selection through design and conduct of research to dissemination of results”
- Engagement = greater trust, research that is patient-centered, research that has a greater chance of uptake/dissemination

# Stakeholders

- Patients
  - Illness experience, family members/caregiver of patient, advocacy groups
- Clinicians
  - Physicians, PAs, nurses, pharmacy, mental health
- Hospitals and Health Systems
  - Public/private hospitals, community health centers
- Policy Makers
  - Public policy at local, state and federal levels
- Training Institutions
  - Health care professional education
- Industry
  - Companies manufacture/design medical devices, electronic records systems, etc.

# How Can I Engage Stakeholders?

## PCORI Engagement Rubric

- Planning the Study—stakeholder groups have a voice in designing the study
  - Co-develop research questions so they align with stakeholder needs
  - Defining the inclusion/exclusion criteria for study participants
  - Study design to reduce participant burden

# How Can I Engage Stakeholders?

## PCORI Engagement Rubric

- Conducting the Study—stakeholders participate in the research activities
  - Developing study materials
  - Recruiting participants
  - Data collection/analysis

# How Can I Engage Stakeholders?

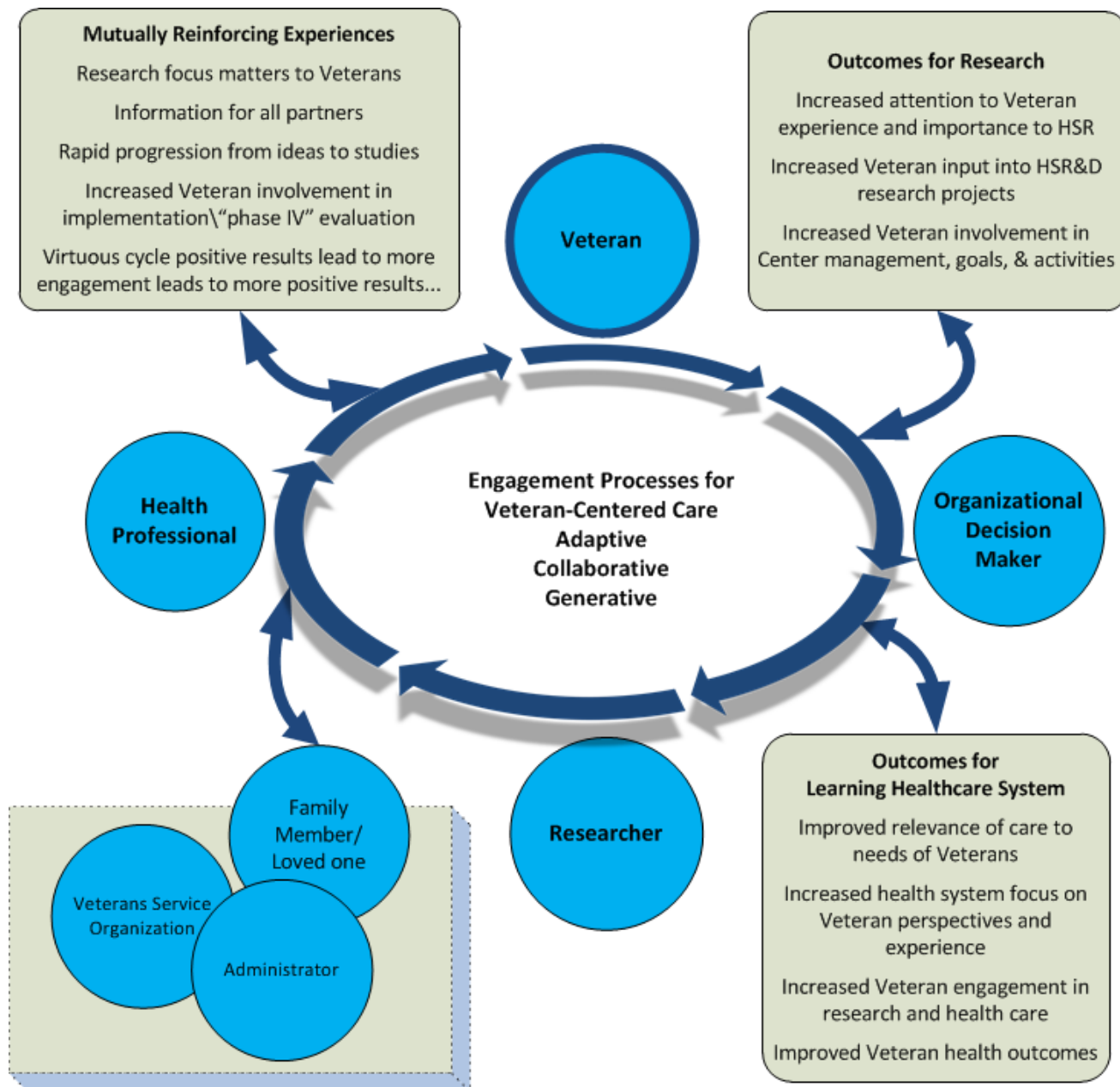
## PCORI Engagement Rubric

- Disseminating the Study Results
  - Stakeholders can help you think outside the box by identifying non-traditional ways to disseminate your work—presentations to audiences other than researchers
  - Stakeholders can be invited to participate as co-authors on manuscripts and scholarly presentations

# Community Engagement in the VHA

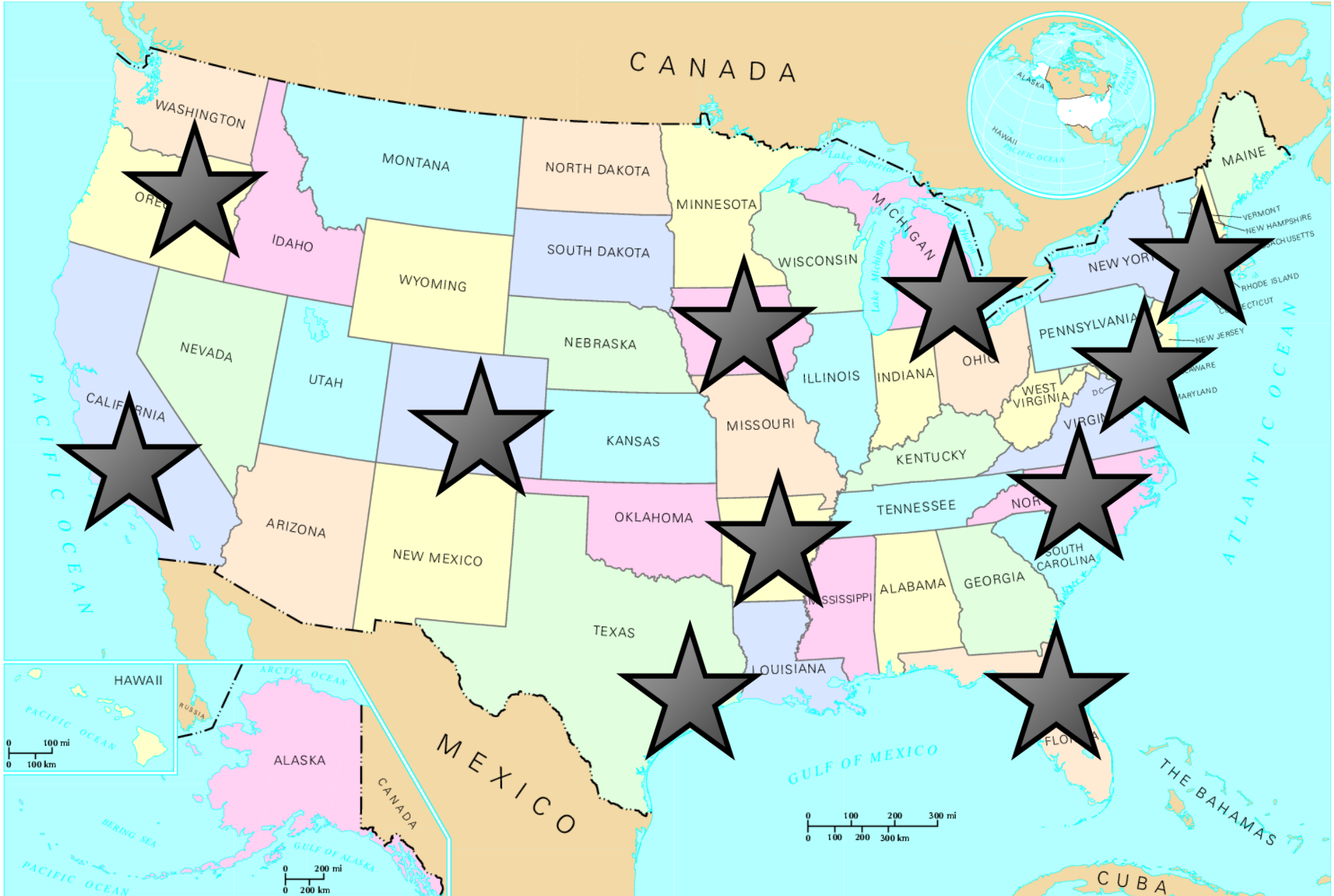
- Dr. David Atkins formed a workgroup to develop recommendations “to focus on ways to best incorporate Veteran input in research and to better foster engagement” (January 2015)
- Workgroup report disseminated in early 2016 that builds off the PCORI engagement model and AHRQ





# Engaging Veterans at the Center-Level

What this means for VA Centers of Innovation (COINs)



CANADA



WASHINGTON



OREGON

MONTANA

NORTH DAKOTA

MINNESOTA

SOUTH DAKOTA

IDAHO

WYOMING

WISCONSIN

MICHIGAN



MAINE

VERMONT  
NEW HAMPSHIRE  
MASSACHUSETTS

NEW YORK

PENNSYLVANIA

CONNECTICUT  
RHODE ISLAND  
NEW JERSEY

CALIFORNIA

NEVADA

UTAH

NEBRASKA



ILLINOIS

INDIANA

OHIO

WEST VIRGINIA

DC

MARYLAND

KANSAS

MISSOURI

KENTUCKY

VIRGINIA

ARIZONA

NEW MEXICO

OKLAHOMA

TENNESSEE

NORTH CAROLINA

TEXAS



MISSISSIPPI

ALABAMA

GEORGIA

SOUTH CAROLINA



LOUISIANA

MISSISSIPPI

ALABAMA

GEORGIA

FLORIDA



HAWAII

0 100 mi  
0 100 km



0 200 mi  
0 200 km

0 100 200 300 mi  
0 100 200 300 km

THE BAHAMAS

CUBA

# IQuEst Steering Committee Recommendation 2015

“Our strongest recommendation is to **increase the engagement of Veterans in your Center’s governance.** We can imagine a constituent/stakeholder board for your entire Center (not just individual projects) that encompasses Veterans and local community partners such as Federally Qualified Health Centers, public health agencies, businesses, and other academic institutions. **Understanding the needs and challenges these communities face will help to build productive partnerships and may open up new opportunities for funding and faculty support.”**

# Conceptualization & Purpose

## **Community Engagement Committee (CEC) Advisory Council:**

- Lindsey Martin-CEC Faculty Advisor
- Ashley Gendrett-CEC Coordinator
- Jessica Davila-Leadership Team Representative
- Shannon Kenyon-Operations Team Representative

## **Council Members:**

- Jessica Baldwin
- Traber Giardina
- Mina Hanna
- Martha Lipovac-Dew
- Whitney Mills
- David Ramsey
- Kathryn Royse
- Shubhada Sansgiry
- Annette Walder
- Darrell Zeno

# Conceptualization & Purpose

## Mission Statement:

The Center for Innovations in Quality, Effectiveness and Safety (IQuEST) has developed a Community Engagement Committee (CEC) with the purpose of engaging its membership in research activities and priority areas, and to provide feedback to leadership and investigators on their research. **The CEC will help IQuEST fulfill its mission to conduct high-quality scientific research to improve the patient experience, clinical practice and outcomes of care, and lead to the development of effective health care policy.**

# Conceptualization & Purpose

## Mission Statement Continued:

IQuEST is a collaborative center of the Michael E. DeBakey VA Medical Center and Baylor College of Medicine and **seeks a diverse Committee membership** of patients, clinicians, policy makers, and members from local community groups, local and state public health agencies, academic institutions, and representation from neighboring rural communities.

# Conceptualization & Purpose

The overall **goals** of the IQuEST Community Engagement Committee are to:

- 1) Enhance efforts to increase patient-centered research through **giving Committee members a voice in all aspects of the research process** including, but not limited to, the development of research questions and materials, and the dissemination of research findings;
- 2) **Support collaborative and bi-directional partnerships** between researchers, patients, clinicians, policy makers, community and academic partners to provide feedback on research priority areas and to identify new areas of research.



# Recruitment

We are currently seeking Veterans to serve on the

## Community Engagement Committee

The CEC helps VA researchers design and implement studies to improve the delivery of VA healthcare

**Are you or do you know a Veteran who has:**  
**A desire to help other Veterans?**  
**An interest in research?**  
**Good communication skills?**  
**A willingness to share healthcare experiences?**

**Committee service includes:**

- Committing to a one-year term
- Attending six in-person meetings at the Michael E. DeBakey VAMC
- Compensation for attendance
- Lunch will be provided



For more info, contact

**Ashley Gendrett**

**713-440-4461**

**Ashley.Gendrett@va.gov**

<http://www.houston.hsrd.research.va.gov/>



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### COMMUNITY ENGAGEMENT COMMITTEE APPLICATION

Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_

Gender: \_\_\_\_\_ Age: \_\_\_\_\_ Race/ethnicity (optional): \_\_\_\_\_

Are you a Veteran: Yes  No  Branch of Service: \_\_\_\_\_

Are you a Caregiver: Yes  No

Have you ever received health care through the VA healthcare system: Yes  No

If yes, where: \_\_\_\_\_ Approximate date of last visit: \_\_\_\_\_

Preferred method of contact:

Email: \_\_\_\_\_

Phone: \_\_\_\_\_ Best time(s) to reach me: \_\_\_\_\_

Experience:

Current employment: \_\_\_\_\_

Job title: \_\_\_\_\_ #Years at Job: \_\_\_\_\_ Highest level of education: \_\_\_\_\_

Have you participated in research? Yes  No  If yes, please explain: \_\_\_\_\_

Volunteer work/committee memberships: \_\_\_\_\_

Do you have reliable transportation to and from the Michael E. DeBakey VA Medical Center: Yes  No

Days/Times Available for Committee Meetings:

Monday:	Before 11:30am Yes <input type="checkbox"/> No <input type="checkbox"/>	11:30am-1:30pm Yes <input type="checkbox"/> No <input type="checkbox"/>	After 1:30pm Yes <input type="checkbox"/> No <input type="checkbox"/>	After 5pm only Yes <input type="checkbox"/> No <input type="checkbox"/>
Tuesday:	Before 11:30am Yes <input type="checkbox"/> No <input type="checkbox"/>	11:30am-1:30pm Yes <input type="checkbox"/> No <input type="checkbox"/>	After 1:30pm Yes <input type="checkbox"/> No <input type="checkbox"/>	After 5pm only Yes <input type="checkbox"/> No <input type="checkbox"/>
Wednesday:	Before 11:30am Yes <input type="checkbox"/> No <input type="checkbox"/>	11:30am-1:30pm Yes <input type="checkbox"/> No <input type="checkbox"/>	After 1:30pm Yes <input type="checkbox"/> No <input type="checkbox"/>	After 5pm only Yes <input type="checkbox"/> No <input type="checkbox"/>
Thursday:	Before 11:30am Yes <input type="checkbox"/> No <input type="checkbox"/>	11:30am-1:30pm Yes <input type="checkbox"/> No <input type="checkbox"/>	After 1:30pm Yes <input type="checkbox"/> No <input type="checkbox"/>	After 5pm only Yes <input type="checkbox"/> No <input type="checkbox"/>
Friday:	Before 11:30am Yes <input type="checkbox"/> No <input type="checkbox"/>	11:30am-1:30pm Yes <input type="checkbox"/> No <input type="checkbox"/>	After 1:30pm Yes <input type="checkbox"/> No <input type="checkbox"/>	After 5pm only Yes <input type="checkbox"/> No <input type="checkbox"/>

If selected as a member of this committee, I will be making a one-year commitment to attend six, 90 minute in-person meetings (September, October, November, February, April & May) at the Michael E. DeBakey VA Medical Center campus, actively participating in discussions to help VA investigators with their research to improve VA healthcare.

Are you able to make this commitment? Yes  No

Date: \_\_\_\_\_



Applications should be returned to:  
 Ashley Gendrett  
 2002 Holcombe Blvd (152), Houston, TX 77030  
 713-440-4461 (phone) 713-748-7359 (fax)  
 Ashley.Gendrett@va.gov



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# Interview Process

- Interviews took place in mid-September
- Interview Topics:
  - Background and how their experiences will help VA researchers
  - Knowledge of health care research
  - Roles on any Veteran-focused committees/teamwork
  - Motivation to serve on the CEC
  - Ability to commit to the six meetings/year

# CEC Members

- Members will go through the Without Compensation (WOC) process
  - Provides protection for both the CEC members and the PI's regarding confidentiality of research
- Compensation for CEC members
  - \$25 gift card per meeting
  - Lunch will be provided
  - Parking

# **IQuESt 2016-2017**

## **Veteran**

### **CEC Members**



# Ricardo Adame

- Biography:
  - USMC
  - Senior Benefit Liaison with Wounded Warrior Project
  - DAV Commander, WWP Events Volunteer, VA Special Olympics Volunteer
- Motivation to serve on CEC:
  - Mr. Adame has served on many committees, and is an ear for the post 9/11 Veteran population. He has a passion to improve VA healthcare and has familiarity with VA survey research



# Don Wagner

- **Biography:**
  - US Air Force
  - Private Healthcare Consultant
- **Motivation to serve on CEC:**
  - Mr. Wagner has excellent leadership, mediation and problem-solving skills. His vast experiences in the healthcare field from his service in the Air Force to his current work in the private sector will contribute much to the CEC. He believes that the VA is the “best kept secret,” and is motivated to help change negative perceptions of the VA in the media



# Eugene Vecera

- Biography:
  - US Army
  - Nurse Instructor at College of Healthcare Professions
  - MDAA (President), Homeless Vet Nurse, ROA - Chaplain
- Motivation to serve on CEC:
  - Has well established relationships throughout the Houston Veteran community. He envisions finding a way to bring together Veterans from all war generations, and break down the divide among them





# Charles Stevens

- **Biography:**

- US Army
- Chief Steward of Logistics at MEDVAMC
- Volunteers one-on-one with homeless veterans on the weekends

- **Motivation to serve on CEC:**

- Mr. Stevens has extensive experience working with Veterans at the MEDVAMC and out in the field. His experiences at the MEDVAMC will provide our investigators insight into the most current issues Veterans are experiencing. He worked on a few research studies at the VA, and frequently puts the needs of his fellow Vets before his own



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# Timothy Colomer

- **Biography:**
  - USMC
  - Halliburton Safety Officer
  - EOD Warrior Foundation Ambassador
- **Motivation to serve on CEC:**
  - Mr. Colomer has special insight into the younger combat Veteran population, and experience with younger Veterans with TBI. He has both positive and negative experiences with the VA, which will help us better understand how to improve health services



# Christina Valenzuela

- **Biography:**

- US Navy Medic
- Peer Specialist with MEDVAMC
- Million Veteran Research participant

- **Motivation to serve on CEC:**

- Ms. Valenzuela is very passionate about Veteran's issues and has years of experience working in a research capacity with them. Her ability to translate language into "Vet" will be a massive asset to our investigators. She has drawn even the quietest Veteran into conversation with her. She is very passionate about her work, and helping others



# Meeting Format

## **FY17 - Pilot Year**

- Six meetings per year: September, October, November, February, April & May
  - First Investigator presentation: November 30<sup>th</sup>, 2016
  - Meeting time/location: 11:30am-1pm, room 101
- 90 minute meetings with 1 Investigator presentation
  - 30 minutes for meet-and-greet/lunch/administrative
  - 15 minutes presentation by the Investigator
  - 30 minutes Committee discussion and feedback
  - 15 minutes wrap-up with Committee/evaluations

# Engaging with the CEC: Step 1

- What can I present to the CEC?
  - Grant ideas, evaluation plans, data collection tools, intervention toolkits/manuals, completed research you want to disseminate to a non-academic audience
- Investigators and fellows can submit a request to present to the CEC via email to Ashley Gendrett ([Ashley.Gendrett@va.gov](mailto:Ashley.Gendrett@va.gov)) and Lindsey Martin ([Lindsey.Martin3@va.gov](mailto:Lindsey.Martin3@va.gov))
- Include:
  - Preferred meeting month and alternate month
  - Brief description of what you would like to present

# Engaging with the CEC: Step 2

- **Materials Required:**
  - Abstract ~ approximately 300 words
  - Simple biosketch
  - Brief PowerPoint presentation
  - List of 3 questions you would like the committee to address
  - Full grant/protocol
  - Data collection instruments, tools, recruitment materials
- Submit materials to Ashley and Lindsey 2 weeks prior to meeting for review and feedback
- Materials will be submitted to the CEC members one week prior to the meeting date

# Engaging with the CEC: Step 3

- CEC members are not trained researchers
- They bring expertise as real consumers of VA healthcare that may not otherwise exist among study team members
- Tips for presenting to a non-research audience:
  - Minimize your use of scientific jargon and acronyms in your abstract, biosketch and PowerPoint presentation
  - Provide examples to help explain concepts
  - Use visual aids: make graphs, tables and other graphics clear and easy to read

# Engaging with the CEC: Step 4

- What to expect on meeting day:
  - Arrive at 11:45am in room 101
  - Meet-and-greet with CEC members/introductions
  - 15 minute presentation by the Investigator (12-12:15pm)
    - Project team members are welcome and encouraged to attend
  - 30 minutes committee feedback (12:15-12:45pm)
    - Discussion guided by your 3 questions
    - Other feedback
    - Wrap-up and summary of main points from meeting

# Engaging with the CEC: Step 5

- What to expect after meeting day:
  - Summary of CEC feedback will be emailed to the Investigator
  - Investigator provides a written response to the feedback from the CEC within 2 weeks of the meeting
  - Written response required to obtain a letter of support from the CEC
  - Provide 6 and 12 month updates on the project to the CEC
  - Complete a brief survey about the meeting experience



# Future Directions

- Committee Expansion
  - Committee will review VA and non-VA (e.g. NIH) research
  - Membership will grow:
    - Non-Veterans
    - Caregivers
    - Health care providers
    - Policy makers
  - Increase in the number of meetings/year
  - Sub-committees

# Ongoing Recruitment

- Recruitment is ongoing for the next FY
- Do you know of a Veteran that would be a great fit for the CEC?
- Please email us for information and an application

# Questions?

Please contact Lindsey & Ashley for additional  
information

# Thank you!