



# Using Data & Information Systems in Partnered Research Cyberseminar Series

*Presentations from the field focusing on VA data use in quality improvement and operations-research partnerships.*

## Topics

- Use of VA data and information systems in QUERI Projects and Partnered Evaluation Initiatives
- Operational data resources and QI-related data
- Challenges in using and managing multiple data sources
- VA resources to support data use
- Experiences working within operations/research partnerships



## Using Data & Information Systems in Partnered Research – FY21

Third Tuesday of the month | 12:00 – 1:00 PM ET

Date	Topic
2/16/2021	Leveraging VA Data and Partnerships to Advance Equity-Guided Improvement: Introducing the Primary Care Equity Dashboard

Select a title to register or visit HSR&D's VIREC Cyberseminar Archive to watch previous sessions:

<https://www.hsr.d.research.va.gov/cyberseminars/catalog-archive-virec.cfm?SeriesSortParam=y&SeriesIDz=91>

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## Using Data & Information Systems in Partnered Research

### Session 3: Evaluation of the TeleWound Practice Program: Working with Multiple Operational Partners

PI: Fran Weaver, PhD

PI: Bella Etingen, PhD

Project Manager: Marissa Wirth, MPH



**CINCCCH**

Center of Innovation for  
Complex Chronic Healthcare  
VA HSR&D COIN

Hines, IL

# Poll #1: What is your **role** in research and/or quality improvement projects?

- Investigator, PI, Co-I
- Statistician, data manager, analyst, or programmer
- Project coordinator
- Other – please describe via the chat function



## Poll #2: How many years of experience working with VA data?

- None – I'm brand new to this!
- One year or less
- More than 1, less than 3 years
- At least 3, less than 7 years
- At least 7, less than 10 years
- 10 years or more



Poll #2: Have you had experience working with  
**multiple operations partners** on a project?

- a. Yes
- b. No





# Session roadmap

- Partnership with National Stakeholders
- Implementation and Evaluation
- Toolkit Development
- Data Elements
- Coding TeleWound Encounters



# Operational Partners and National Stakeholders

# What is the TeleWound Practice Program? (Context is Key!)

- Coordinated effort to incorporate telehealth into the delivery of specialty wound care
  - Synchronous or asynchronous
- Standardized training for care team members
- Standardized clinical documentation across the health care system
- Interprofessional stakeholder collaboration

# How The TeleWound Practice Program Started

- Originated as a grassroots effort within VA Medical Center with a large contingent of rural or highly rural-dwelling patients
  - Very successful!
    - Decreased Veteran travel burden
    - Resulted in high Veteran satisfaction
- Went on to be a VA Shark Tank Winner!
  - To go on to regional-level implementation
  - Eventually, to go on to national-level implementation

# The Evolution of the PEI and Our Operational Partners

- The Diffusion of Excellence Office (DOE) spearheaded the effort at first
  - Transitioning the lead to Nursing Service
- Multiple National-Level Stakeholders
  - Diffusion of Excellence Office
  - VA Office of Nursing Services
  - National Podiatry Office
  - Office of Connected Care - Telehealth Services
  - Spinal Cord Injuries and Disorders (SCI/D) National Program Office

# Implementation and Evaluation

# The Partnership: Implementation and Evaluation

- DOE is overseeing implementation of the TeleWound Practice Program
- Using a multicomponent, facilitation-based implementation strategy, including:
  - Implementation champions
  - Learning collaborative
  - Coordinated training for care team members
  - Standardized documentation for workload (more on that to come!)

# The Partnership: Implementation and Evaluation, Cont.

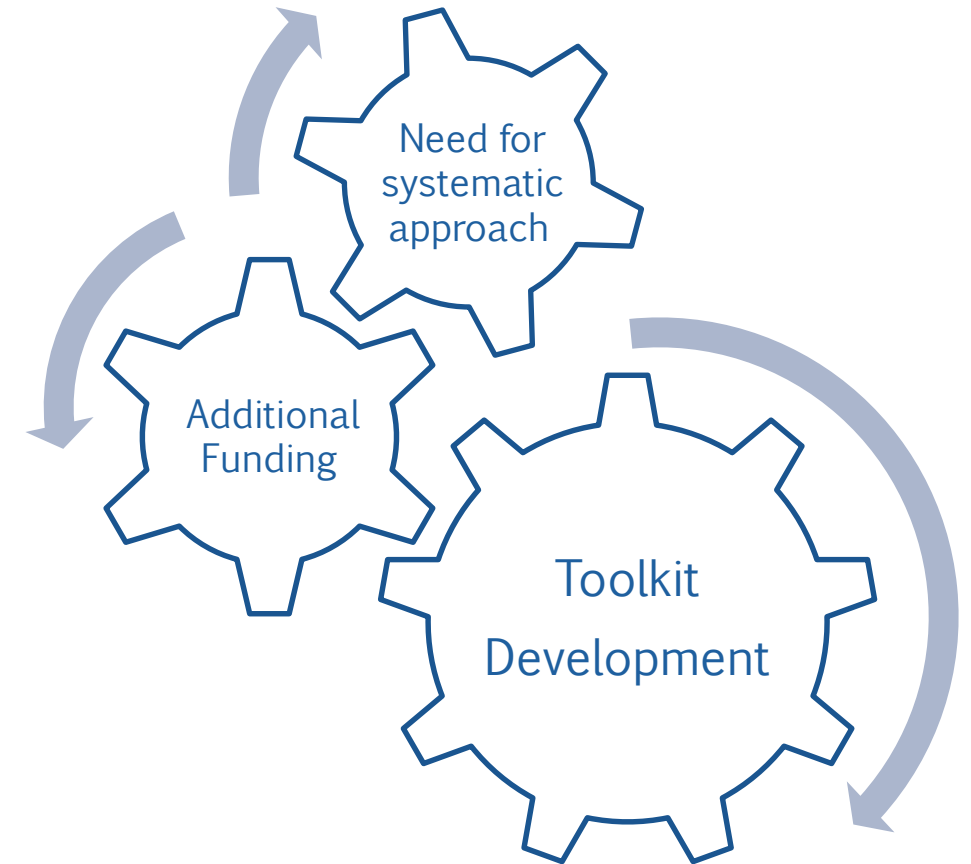
- Our PEI team is conducting a mixed-methods, multisite program evaluation of the TeleWound Practice Program
- Evaluation aims:
  - (1) to evaluate the implementation process of the TWP program regional roll-out
  - (2) to assess the impact of the TWP on clinical outcomes related to wound care
  - (3) to assess the impact of the TWP on healthcare system outcomes related to wound care
- Data collection strategies leverage surveys, semi-structured interviews and VA administrative databases (more on that to come, as well!)



# Toolkit Development

# The Need for a Toolkit

- No one document that pulls together information in a concise way and is downloadable as a handout to those wanting to conduct TWP
- Knowledge gaps in current materials
- QUERI supplemental funding offered the opportunity to assist stakeholders by building a toolkit



# Modified RNAO Guide for Toolkit Development



Identify evidence/guideline  
for implementation



Determine environmental  
readiness



Engage stakeholders



Evaluation plan



Develop stakeholder  
strategies/actions



Identify resources required

# Modified RNAO Guide for Toolkit Development



Identify evidence/guideline for implementation

- Summarize developed TWP documents
- Develop Logic model



Engage stakeholders

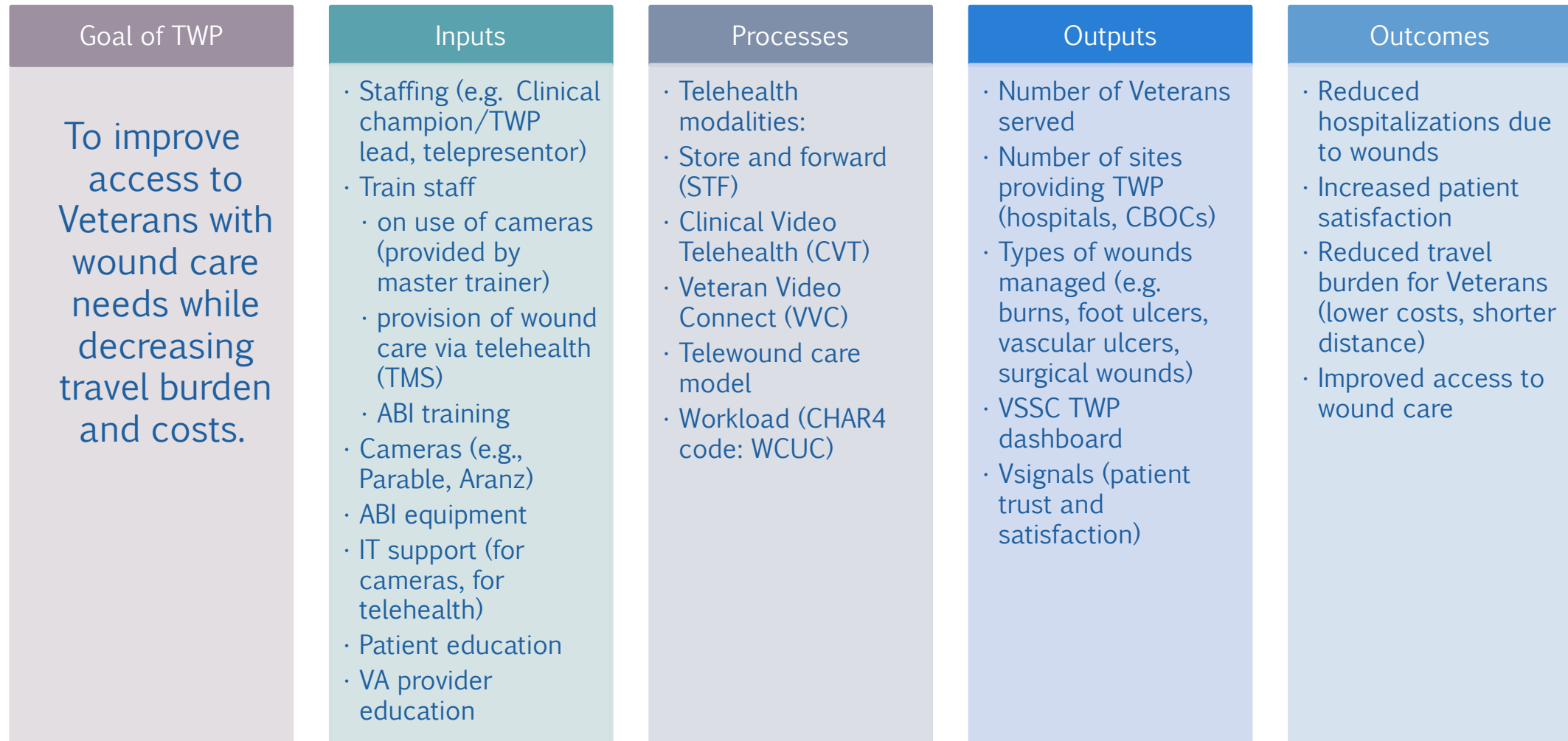
- Continuous communication on national calls



Develop stakeholder strategies/actions

- Identify/address knowledge gaps
- Include additional technology for TWP

# Logic Model



# Modified RNAO Guide for Toolkit Development



Identify evidence/guideline for implementation

- Summarize developed TWP documents
- Develop Logic model



Engage stakeholders

- Continuous communication on national calls



Develop stakeholder strategies/actions

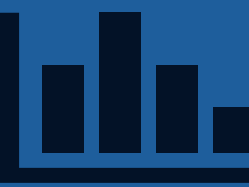
- Identify/address knowledge gaps
- Include additional technology for TWP

# Modified RNAO Guide for Toolkit Development



## Determine environmental readiness

- Finalize and provide instructions on how to use tool and interpret results



## Evaluation plan

- Identify ways sites can monitor TWP progress
- Identify ways ONS can tract toolkit utilization



## Identify resources required

- Assemble resources
- Edit based on stakeholder feedback



# Data Elements

# Data Sources for our Evaluation

- Multi-strategy approach to evaluating the implementation and effectiveness of a Telewound Program in VISN15
- Primary data collection
  - Mailed survey of Veterans who had received a TWP visit at one of our 4 implementation sites
  - Online/email based survey (RedCap) of VA staff/providers involved in TWP care at each site
  - Quarterly check ins with TWP implementation leads at each site to learn about implementation progress, barriers and other issues
  - Telephone interviews/virtual site visits with TWP teams

## Data collection sources cont.

- Use of Clinical/Administrative Data
  - CDW
    - Telehealth visits for telewound care
    - Characteristics of individuals who receive TWP
      - Demographics
      - Wounds treated
    - Healthcare utilization related to receipt of TWP
      - Hospitalizations
      - Mortality
      - Amputation
    - Comparison to VA facilities without a TWP program

# Telehealth visits

Primary		Secondary	
Stop Code	Description	Stop Code	Description
142	Wound tx & ostomy care	179	Real time CVT to home (provider site)
225	SCI telehealth	189	Store&forward (S&F) from home (provide site)
310	Infectious Dx	685	Care of home telehealth patients
323	Primary care	690	Real time CVT (patient site)
410	Plastics	692	Real time CVT (provider site same as patient)
411	Podiatry	693	Real time CVT (not same station)
170	HBPC-MD	694	S&F (patient site)
171	HBPC-RN/LPN	695	S&F (provider – same division/station)
		696	S&F (provider not same station)

# Coding TeleWound Encounters

# CHAR4 Codes

- A CHAR4 code is used in the VistA clinical worksheet and reported in the Associated Clinics and DSS stop codes print report to help identify and describe a clinic in more detail.
- Codes are sometimes required for special National Programs but are otherwise optional – codes can be local (L), national (N) or reserved (R).
- Any additions or changes to Char4 codes require a request submitted to the CHAR\$ council.
- Current CHAR4 references located on the MCA website at:

[http://vaww.dss.med.va.gov/programdocs/pd\\_fourcc.asp](http://vaww.dss.med.va.gov/programdocs/pd_fourcc.asp)



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## Char4 – TWP care

- The CHAR4 code for TWP clinic is **WCUC**
- Why is it necessary?
  - A clinic visit has two stop codes – a primary code and a secondary code.
  - One of these codes be for the service providing care (e.g., SCI, infectious disease) and the other for the type of telehealth visit.
  - Without the CHAR4 code you can't attribute the visit to TWP

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Example of why Char4 code is needed

	A	B	C	D	E	F	G	H	I	J	K	L	M	N
1			PrimaryStopCode	Num_PSC	PrimaryStopCodeName	SecondaryStopCode	Num_SSC	SecondaryStopCodeName	NationalChar4	Num_Char4				
2			142	1	WOUND TREAT & OSTOMY CARE	NULL	0	NULL	*Missing*	1				
3			225	19	SCI TELEHEALTH VIRTUAL	NULL	0	NULL	*Missing*	19				
4			225	1	SCI TELEHEALTH VIRTUAL	NULL	0	NULL	WCUC	1				
5			225	1	SCI TELEHEALTH VIRTUAL	695	1	SF TH PRV SITE SAME DIV/STA	WCUC	1				
6			310	67	INFECTIOUS DISEASE	NULL	0	NULL	*Missing*	67				
7			310	16	INFECTIOUS DISEASE	NULL	0	NULL	CNSZ	16				
8			310	48	INFECTIOUS DISEASE	NULL	0	NULL	INPT	48				
9			310	2	INFECTIOUS DISEASE	692	2	CVT PRV SITE SAME DIV/STA	*Missing*	2				
10			323	291	PRIMARY CARE/MEDICINE	NULL	0	NULL	*Missing*	291				
11			323	9	PRIMARY CARE/MEDICINE	NULL	0	NULL	APRI	9				
12			323	31	PRIMARY CARE/MEDICINE	NULL	0	NULL	CNSZ	31				
13			323	138	PRIMARY CARE/MEDICINE	NULL	0	NULL	COTH	138				
14			323	711	PRIMARY CARE/MEDICINE	NULL	0	NULL	DPRI	711				
15			323	2	PRIMARY CARE/MEDICINE	NULL	0	NULL	IACT	2				
16			323	77	PRIMARY CARE/MEDICINE	179	77	RT CLIN VID CARE HOME	*Missing*	77				
17	657	657			/MEDICINE	179	3	RT CLIN VID CARE HOME	COTH	3				

St Louis Sheet5

## Other data sources

- PSSG – distance  
Will calculate the distance between a Veteran's home and the closest CBOC and closest VA medical center
- VSSC for real time information on TWP visits
- Vsignals (Voice of the Veteran – Veterans Experience Office)

## TWP on VSSC Telehealth Dashboard

- Includes information about workload, visits, clinic stops, clinic location and encounter provider
- Able to drill down to a specific facility or clinic, look at information over time at the clinic, provider or patient level
- Can be used for benchmarking








## Vsignals – Voice of the Veteran

- A brief, web-based survey that can be completed on a computer or smart phone
- Veterans are emailed after an appointment at VAMC, clinic or in the home/residence
- Vsignals dashboard to examine results

Experience Scores - Overview x VA VA INSIDER – A RESOURCE FOR x +

← → ↺ 🏠 🔒 https://va.voice.va.gov/sso/va/pages/787?roleId... 🌐 ☆ 🗂️ 👤 ...

📁 VA Bookmarks 📁 VA Shortcuts 📁 VA Health Services Res... 📄 outlook.luc.edu 📁 Home - PubMed -... > 📁 Other favorites

A-11 CX Domain	Definition of each A-11 CX Domain
 Ease/Simplicity	It was easy for the survey participant to complete what they needed to do.
 Efficiency/Speed	It took a reasonable amount of time for the survey participant to do what they needed to do.
 Quality	The needs of the survey participant have been addressed.
 Employee Helpfulness	Employees interacting with the survey participant were helpful.
 Equity/Transparency	The survey participant felt they were being treated fairly.
 Satisfaction	The survey participant is satisfied with the service received.
 Confidence/Trust	The survey participant's confidence in the VA has increased as a result of this interaction.

\* A detailed listing of each survey question and their A-11 CX Domain mapping is provided on the [Resources tab](#).

## Percentage of Agreement Over Time Across A-11 CX Domains

A display of the aggregate percentage of agreement (i.e., the percentage of respondents who selected "Strongly Disagree to Disagree" [1-2],

## Vsignals data

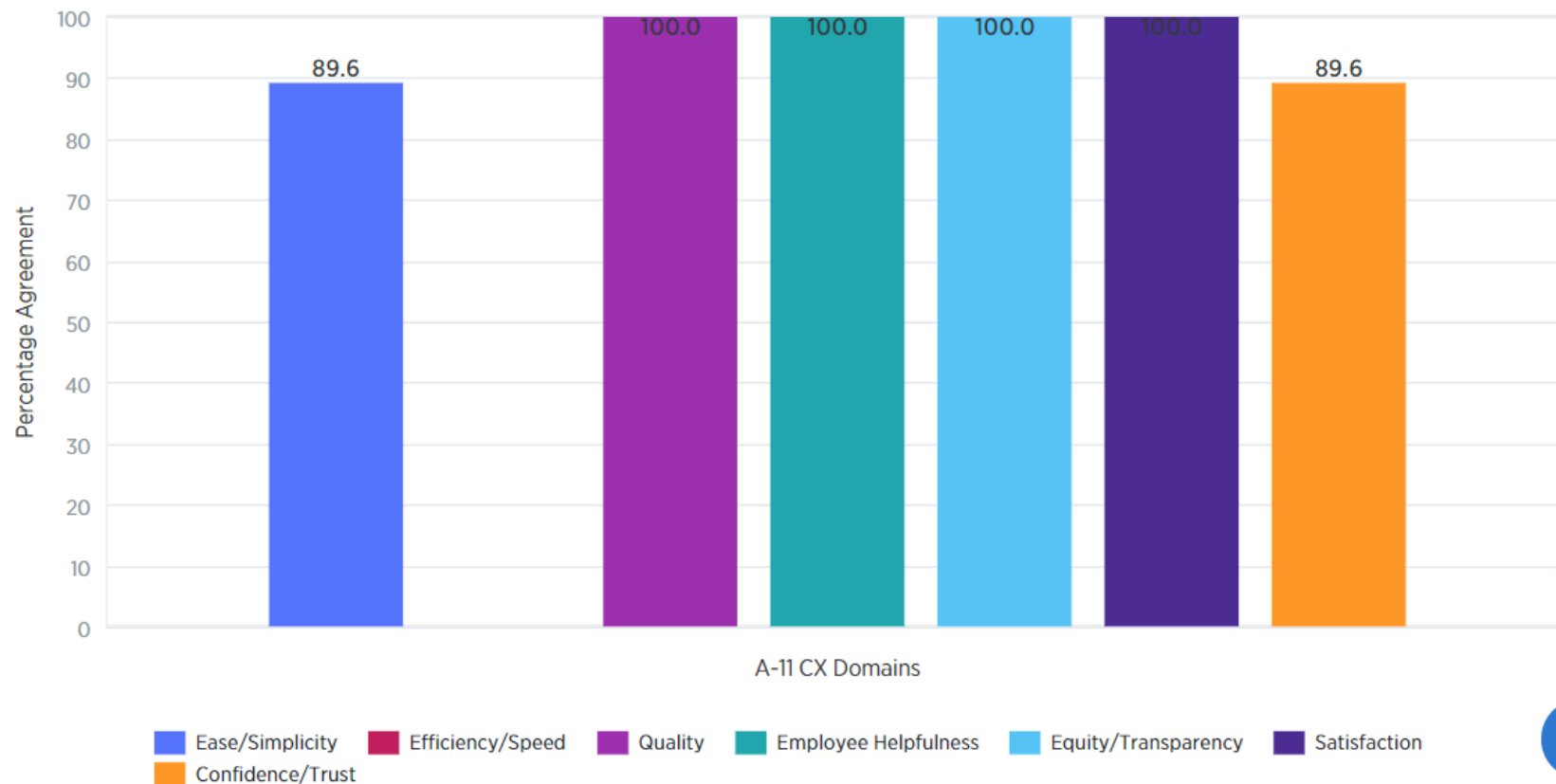
- Requires access (VISN office can grant access)
- Drop down menu for various services/care provided by VA
- TWP would be under Telehealth module (select telewound in the char4 menu)
- Multiple filters to delve into data by various characteristics and time frames (similar to VSSC menus)
- Provides experience scores for the various domains



## A-11 Customer Experience (CX) Domains

### TWP CARE

A display of the aggregate percentage of respondents who selected within the following ranges "Strongly Disagree to Disagree" [1-2], "Neither Agree nor Disagree" [3], or "Agree to Strongly Agree" [4-5] for each survey question across the A-11 CX Domains.



# Acknowledgements

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  - Bridget M. Smith, PhD Elizabeth Tarlov, PhD, RN; Jamie Patrianakos, MA; Kevin Stroupe, PhD; Rebecca Kartje, MD, MS; Ibuola (Dunni) Kale, MPH; Carol Kostovich, PhD; Timothy P. Hogan, PhD
- National Partners Key Members:
  - Brian Stevenson, FACCOR, FACPPM; Devin Harrison, FACCOR, FACPPM; Mona Baharestani, Ph.D., ANP, CWON, FACCWS; Shantia McCoy-Jones, Ph.D. candidate, MSN, RN, CRNP, CWCN; Alyshia C. Leisure, MBA

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# Additional Resources



## Using Data & Information Systems in Partnered Research Cyberseminar Series

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**Next session:**  
**February 16<sup>th</sup> at 12 pm Eastern**

**Leveraging VA Data and Partnerships to  
Advance Equity-Guided Improvement:  
Introducing the Primary Care Equity Dashboard**

# VIReC Options for Specific Questions

## HSRData Listserv

- Community knowledge sharing
- ~1,400 VA data users
- Researchers, operations, data stewards, managers

– Subscribe by visiting

<https://vaww.virec.research.va.gov/Support/HSRData-L.htm> (VA Intranet)

## HelpDesk

- Individualized support



[virec@va.gov](mailto:virec@va.gov)

(708) 202-2413



## Quick links for VA data resources

*Quick Guide: Resources for Using VA Data:*

<http://vaww.virec.research.va.gov/Toolkit/QG-Resources-for-Using-VA-Data.pdf> (VA Intranet)

VIReC: <http://vaww.virec.research.va.gov/Index.htm> (VA Intranet)

Archived cyberseminar: *Meet VIReC: The Researcher's Guide to VA Data*

[https://www.hsrd.research.va.gov/for\\_researchers/cyber\\_seminars/archives/video\\_archive.cfm?SessionID=3696&Seriesid=22](https://www.hsrd.research.va.gov/for_researchers/cyber_seminars/archives/video_archive.cfm?SessionID=3696&Seriesid=22)

VIReC Cyberseminars (overview of series and link to archive):

<http://www.virec.research.va.gov/Resources/Cyberseminars.asp>

VHA Data Portal (data source and access information): <http://vaww.vhadataportal.med.va.gov/Home.aspx>  
(VA Intranet)

Quality Enhancement Research Initiative (QUERI): <https://www.queri.research.va.gov>

QUERI Implementation Network Archived Cyberseminars:

<https://www.hsrd.research.va.gov/cyberseminars/catalog-archive.cfm?SeriesSortParam=y&SeriesIDz=83>

Implementation Research Group (IRG) Archived Cyberseminars:

<https://www.gotostage.com/channel/implementresearchgrpchristinekowalski>

Center for Evaluation and Implementation Resources (CEIR): <https://www.queri.research.va.gov/ceir/default.cfm>