



VA HSR&D PACT CYBERSEMINAR

Effects of Clinical Resource Hubs on
Primary Care Quality & Access in the
Veterans Health Administration

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DISCLAIMER

The views expressed are those of the presenters and
**do not necessarily reflect the position or
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OUTLINE OF PRESENTATION

- 1 Describe the VA's national Clinical Resource Hub (CRH) initiative**
- 2 Summarize study design and results from the evaluation of CRH and primary care access**
- 3 Summarize study design and results from the evaluation of CRH and primary care quality**
- 4 Discuss next steps in the quality evaluation**

CLINICAL RESOURCE HUBS – AN INTERVENTION TO ADDRESS STAFF SHORTAGES & IMPROVE PRIMARY CARE ACCESS

- Despite rising primary care demand, especially among aging baby boomers, primary care provider vacancies are projected to increase¹
- Rural and other underserved areas are especially vulnerable to staffing shortage resulting in declines in Veteran access to primary care
- National CRH program launched in 2019 as part of VA's response to the MISSION Act
- CRH is a regional, primarily telehealth intervention that provides primary care and other services including mental health and specialty care using a Hub and Spoke model²

¹ Malayala SV, Vasireddy D, Atluri P, Alur RS. Primary Care Shortage in Medically Underserved and Health Provider Shortage Areas: Lessons from Delaware, USA. *J Prim Care Community Health*. 2021;12:2150132721994018. 2150132721994018

² Burnett, K et al (2023). The Clinical Resource Hub Initiative First Year Implementation of the Veterans Health Administration Regional Telehealth Contingency Staffing Program. *J Ambul Care Manage*, 46(3), 228-239.

WHAT IS A CLINICAL RESOURCE HUB?

- VISN-level directed resource providing **primary care**, mental health, and specialty staffing
- Each VISN employs providers and staff for the Hub
- Hubs deliver mostly virtual care synchronously to clinics not located near the Hub

WHAT IS A SPOKE SITE?

- A clinic experiencing a staffing deficit that is approved to receive Hub clinical services (can be either VAMC, CBOC, or Other Outpatient Services)
- Care provided by the Hub via telephone, video to the clinic, video to the Veteran's home, or in-person when a mobile deployment team has been sent
- Type of care provided is primary care, mental health care, pharmacy services, or specialty care

WHAT IS PRIMARY CARE?

Definition:

- High-quality primary care is the provision of whole-person, integrated, accessible, and equitable health care by interprofessional teams
- Interprofessional teams are accountable for addressing an individual's health and wellness needs across settings and through sustained relationships with patients, families, and communities

Starfields 4 C's: First contact, continuity, comprehensive, and coordinated care



CLINICAL RESOURCE HUB NATIONAL EVALUATION³

- Evaluation coordinated by the Primary Care Analytics Team (PCAT) in Seattle
- The overall design of the evaluation is based on RE-AIM framework by Glasgow and colleagues
 - Reach, Effectiveness, Adoption, Implementation, and Maintenance
- Five CRH Evaluation Component Teams:
 - Implementation (Patient and provider experience)
 - **Access to care**
 - Cost and Utilization
 - **Quality of Care (effectiveness and maintenance)**
 - Mental Health Care

³Rubenstein et al (2023). Learning from national implementation of the Veterans Affairs Clinical Resource Hub (CRH) program for improving access to care: protocol for a six year evaluation. *BMC Health Serv Res.* 23,790.

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THANK YOU!

COMMENTS & QUESTIONS?

Contact PCAT@va.gov for more information

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