

Case Example: Regular Meeting to Provide Input on Individual Projects and Research Center Priorities



Organization

The Center for Innovations in Quality, Effectiveness and Safety (IQEST) is a partnership between VA Health Services Research & Development (HSR&D) and Baylor College of Medicine (BCM) in Houston, Texas. As one of the 19 competitively awarded Centers of Innovation (COINs) funded by HSR&D, IQEST has a track record of excellence in the areas of pragmatic behavioral health, diagnostic safety, measurement development, and patient-centered care. IQEST also has robust programs in quantitative and qualitative methodology, and several education programs to train the next generation of health services researchers. IQEST's Veteran Community Engagement Committee began in 2016.

Mission Statement

IQEST developed the Veteran 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 IQEST 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. The overall goals of the CEC 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; and 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.

Who is involved?

- CEC Members

The IQEST CEC is comprised of approximately 6-8 Veteran members. Membership reflects the diversity of the Houston area, and includes:

- Veterans representing the Army, Navy, Marines, and Air Force
- Male and female Veterans
- Diversity in age/war generation and race/ethnicity

Over time, the CEC will expand membership to include caregivers and health care providers

- CEC Liaisons

The committee is overseen by the CEC Faculty Advisor (.10 FTE), a faculty member of IQEST, and the CEC Coordinator, an IQEST research coordinator (.40 FTE).

- IQEST Leadership

A member of the IQEST Leadership Team also attends every CEC meeting.

Organization of meetings

Veteran members and IQEST investigators attended separate orientation sessions to introduce the concept of stakeholder engagement, and provide key information on the meeting process. CEC meetings are held approximately four to six times a year (September-May). Prior to each meeting, the Faculty Advisor reaches out to individual IQEST investigators to discuss how their projects could benefit from Veteran feedback. The Faculty Advisor and CEC Coordinator meet with investigators prior to the meeting to discuss the meeting process, and how to approach the CEC for more targeted (vs. general) feedback on their projects. The CEC Coordinator sends materials electronically to members to review approximately five days before the meeting. The materials are provided by the investigator and can include: a brief PowerPoint presentation, a list of three questions the investigator would like feedback on, a brief abstract, and an investigator biosketch.

The CEC Coordinator prepares the meeting agenda and meetings begin at 11:30am. The first 15 minutes of the meeting allow for networking opportunities between members, and investigators arrive at approximately 11:45am. Investigators meet and have lunch with the CEC until 12:45pm. Lunch is funded through IQEST's BCM affiliation. A member of the investigator's project team takes notes during the meeting. The last 15 minutes is utilized for the Faculty Advisor and Coordinator to discuss any administrative issues (e.g. if the investigator is requesting a letter of support for a grant submission, upcoming meeting dates). The meeting is co-facilitated by the Faculty Advisor and Coordinator.