VA policy regarding the application of quality measures within VA to improve health care for Veterans.

Presentation Overview
Karen Mullen, PhD, Vice President for National Priorities, National Quality Forum (NQF), an VA measurement in the larger perspective of the experience. NQF has learned that organizational priorities should dictate development and implementation, but that some measures may not be the core or have a sufficiently large impact on quality to be worthwhile.

Tom Holf, MD, MSc, Diabetes Mellitus QUERI, and Steve Asch, MD, MPH, HIV/Hepatitis QUERI, challenged the group to reconsider the very concept of how and what was defined. They noted that quality is a multifaceted concept that should be addressed in the multifaceted research that is often narrowly understood to represent only what happens in the patient record, VA is in a position to lead the move towards measuring quality on a more complete sample of patients and encounters through the use of routinely captured data. Laura Peterson, MD, Ischemic Heart Disease QUERI, described the impact of applying performance measures as a tool to improve care, including supporting the potential outcomes of performance measures that may inadvertently diminish patient preferences and restrict clinicians from providing the best individualized care.

Dir. Stephen Fihn, Chief Officer, VA Health Services Research & Development (HSR&D), convened the forum to review what we know and what we still need to learn about quality measurement within VA, and to identify what research is most important for improving the use of quality measurement within VA.

Dr. Stephen Fihn, Chief Officer, Office of Quality and Performance Improvement, HSR&D

Director's Note
In this issue QUERI Converses Quality Forum

The output of this meeting will help target the scientific basis for policy development that are unique to VA. It also will provide a scientific foundation for future directions in quality measurement development and implementation that also would supplement the scientific basis for policy.

Day 2: Identifying Research Questions
On the second day of the meeting, participants identified what they felt were the most important research questions related to developing valid measures of quality and performance, with the aim of creating measures that are responsive to the needs of patients, providers, and administrators, that improve healthcare at a reasonable cost, and that ensure optimal patient outcomes from individualized care.

Day 1: Paper Presentations
On the first day of this conference, five papers (commissioned by HSR&D and QUERI) were presented and discussed. These papers were designed to solicit current evidence regarding the development and application of quality measures, identify current controversial, and future directions in quality measurement development and implementation that would pose for policy.
The Mental Health-QUERI, with centers in Little Rock, MD developed the TIDES model of collaborative care for depression and schizophrenia among Veterans. MH-QUERI, under the leadership of Lisa Rubenstein, MD, MSPH, and Richard Owen, Jr., MD, developed the TIDES model of collaborative care for depression and schizophrenia among Veterans. The model aims to improve the delivery of care and reduce disparities in care by focusing on the needs of individuals and families, providing training and support to health care providers, and using technology to facilitate communication among providers.

The ten-year anniversary of the QUERI program is a milestone in the development of the field of implementation science. The program has demonstrated the importance of collaboration between researchers, clinicians, and policymakers, and has helped to shape the landscape of quality improvement interventions developed by QUERI. From its inception, the QUERI program has been a driving force in the field of implementation science, and its continued success will be essential to improving the delivery of care for Veterans.

**Ten Years of Quality Improvement**

The National Meeting brought QUERI leadership, policymakers, researchers, implementation experts, and collaboration (VHA and non-VHA) to face-to-face and remote work on the importance of implementation practices and their role in improving the quality of care for Veterans. The meeting also included workshops that focused on a range of topics, including disparities in care for Veterans, including disparities in care for women Veterans and improving care for individuals with mental health concerns. The meeting also provided an opportunity for researchers to present their work and share their experiences with others.

**Implementation Research Projects**

- **Healthcare Delivery Systems:**
  - VA Greater Los Angeles Health Care System: Improving Implementation of Fall Prevention Programs
  - VA San Diego Health Care System: Guideline Implementation in Nursing Homes: Targeted Supervisory Feedback
  - VA Greater Los Angeles Health Care System: Evaluation of VISN 11 Wound Care Tele-Consultation Program
- **Disability and Rehabilitation:**
  - VA Greater Los Angeles Health Care System: Implementation and Sustainability of VA Women’s Mental Health Clinics
  - VA Palo Alto Health Care System: Best VA Practices for Reducing Heart Failure Hospitalizations
  - VA Palo Alto Health Care System: Disparities in VA Heart Failure Care
- **Primary Care:**
  - VA Connecticut Health Care System: Illness Perceptions, Emotions, and Decision Making in Veterans with CMP
  - VA Greater Los Angeles Health Care System: Implementation and Sustainability of VA Women’s Mental Health Clinics
- **Health Services Research:**
  - VA Connecticut Health Care System: Experiences of Women Veterans Exposed to IPV: A Qualitative Study
  - VA Greater Los Angeles Health Care System: Evaluation of the Health Care Needs and Barriers to VA Use
  - VA Puget Sound Health Care System: Outcomes and Correlates of Suicidal Ideation in OEF/OIF Veterans

**For Your Information**

**VHA’s Health Services Research & Development Service (HSR&D)**

VHA’s Health Services Research & Development Service (HSR&D) is a leading research organization that conducts and supports research to improve the health and care of Veterans. HSR&D supports research in a wide range of areas, including health outcomes, health services, and health policy.

**News from the Field**

- **VA Palo Alto Health Care System:**
  - Best VA Practices for Reducing Heart Failure Hospitalizations
  - Disparities in VA Heart Failure Care
- **VA Connecticut Health Care System:**
  - Illness Perceptions, Emotions, and Decision Making in Veterans with CMP
  - Experiences of Women Veterans Exposed to IPV: A Qualitative Study
- **VA Greater Los Angeles Health Care System:**
  - Evaluation of the Health Care Needs and Barriers to VA Use
  - Implementation and Sustainability of VA Women’s Mental Health Clinics

**Contact Us**

If you have questions, comments, or would like more information about the HSR&D program, please contact: Gwenda McClure, Editor, at 857.364.6073 or by email at gwendaline.mcglynn@va.gov.
The QUERI National Meeting marked QUERI’s tenth year among Veterans. MH-QUERI, under the leadership of Chief Research and Development Officer; and Dr. John Demakis, QUERI Director (1998-2004).

Ten Years of Quality Improvement

The National Meeting brought QUERI leadership, policy-makers, researchers, implementation collaborators, and VA service users together to discuss the experiences and lessons learned about the effective and efficient implementation strategies to improve quality.

Projects

Implementation Rapid-Response Projects

Mary Hoppy, MD, MPH
VA Greater Los Angeles Health System Evaluation of Rapid Response System Triggers and Clinical Outcomes

Driscoll, PA
VA Greater Los Angeles Health System Evaluation of Facilitation of CBT Implementation in VA Primary Care System

Rebecca Sudore, MD
VA Greater Los Angeles Health System Evaluation of Readiness to Implement HIV Rapid Testing in SUD Clinics

John de Castro, MD
VA Pacific Islands Health Care System Telemental Health and Cognitive Processing Therapy for Rural Combat Veterans with PTSD

W. Bruce Nigel, MD
North Florida/South Georgia VA Health Care System Mentoring: Financial Practice Change for VA HIV Services Providers

Troy Even, MD
VA San Diego Health Care System Development and Implementation of a Smoking Cessation Program within the Community

Christopher Enright, MD
VA Minneapolis Medical Center Impact of Psychiatric Chaplaincy and Hope on Veterans with OEF/OIF Experiences

Sharon Salovaara, MD
VA Connecticut Health Care System Illness Perceptions, Coping and Decision Making in Veterans with Chronic Pain

Mary Beth O’Donnell, MD
VA Connecticut Health Care System Impact of Organizational Factors of the Spoke and Hub Model on SCI Care

Sarah Skaff, MD
VA Greater Los Angeles Health System Project in 2008 are listed here.

VA HSR&D Research Briefs, and other publications. For more information, visit research.va.gov. Additionally, all accepted manuscripts are expected to be published within 18 months of receiving the Notification of Acceptance. Research HSR&D requires notification of all changes in authorship, changes in the source, and a copy of the article.

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Contact

We welcome your input. If you have questions, comments, or would like more information about this Research Brief, please contact Geraldine McGinn, PhD, by phone at 919-762-8678.
Connecting Research and Patient Care

Ten Years of Quality Improvement

The National Meeting brought QUERI leadership, researchers, implementation experts, and collaborators (VA and non-VA) to face-to-face and virtual rooms and implementation practices to work through the VA’s health system. Case studies were presented on topics such as improving PTSD care, and improving family involvement in the care of Veterans. The conference also included 18 workshops that focused on a variety of topics important to healthcare for Veterans, including: addressing disparities in healthcare, improving and increasing healthcare for women Veterans, and managing the racio of implementation efforts. More than 100 awardees attended an array of social events, including the meeting’s tenth year celebration, recognizing a decade of QUERI accomplishments.

Newly Funded

Only awardees/projects with funding start dates that have confirmed since the latest issue of Research Report in August 2008 are listed here.

Catherine Bradley, MD, MSCE; Iowa City VAMC; Urogenital Symptoms, Depression, and PTSD in OEF/OIF Women Veterans

David Atkins, MD; QUERI Director.

Drs. Steve Olmstead and Kate Rosenhek with their first special recognition awards for medical humanities. From left to right: Dr. David Atkins, QUERI Director; Dr. Karen Cullum-Cudworth, QUERI Deputy Director; Dr. Robert Wood, Director of VA’s Health Services Research & Development Service; and Dr. Dennis de Ridder, NHIC's Director of Medical Humanities.
Meeting.

Dr. Stephan Fihn, Chief Officer, Office of Quality and Performance and Chief Officer, Office of Quality and Performance, emphasized the importance of QUERI stakeholder collaboration at QUERI National Meeting. Dr. Hayward indicated that Rod Hayward, MD, and Eve Kerr, MD, MPH, both part of the NQF experience. NQF has learned that organizational priorities should be reflected in the measures researchers have been measuring. They noted that quality is a multidimensional concept that should be reflected in the measures researchers use, but is often narrowly understood to represent only what happens in the VA system.

Ray Caldwell, MD, and Exxon, MD, MPH, both part of Dollaroq et al, collaborators on a paper that explores the relationship between quality measurement and its ultimate value to patients. Dr. Hayward indicated that optimal measurement systems require an understanding of what values and preferences for care are most important to patients.

Director's Note

This winter’s issue of Research Brief focuses on VA Quality Enhancement Research Initiative (QUERI), a program aimed to improve the quality of healthcare for Veterans by implementing research findings into routine clinical practice. QUERI’s role has expanded over its 15-year period. In this issue, we summarize the meeting and highlight some of the key discussions.

In this issue

QUERI Quality Forum: Advancing Quality Measurement in VA

On October 25th and 26th, HSR&D and QUERI hosted an international workshop of 20 experts on quality measurement. Participants included researchers, policy experts, and clinical decision-makers from within and outside VA, with the goal of identifying priority areas for research on the development, validation, and implementation of quality measures for the VA healthcare system. In order for VA to maintain its position of national leadership and continue to serve as a model for other systems, QUERI Director David Atkins, MD, MPH, and HSR&D Director Dr. Robert Andrias, PhD, DPT, continued the forum to review what we know and what still needs to be learned about quality measurement within VA, and to identify what research is most important for improving the use of quality measure within VA.

Day 1: Paper Presentations

On the first day of the conference, five papers (commissioned by HSR&D and QUERI) were presented and discussed. These papers were designed to summarize current evidence regarding the development and application of quality measures, identify current controversies, and provide future directions in quality measure development and implementation that would contribute to the scientific basis for policy.

Day 2: Identifying Research Questions

On the second day of the meeting, participants identified what they felt were the most important research questions related to developing valid measures of quality and performance, with the aim of creating measures that are responsive to the needs of patients, providers, and administrators, that improve healthcare at a reasonable cost, and that ensure optimal patient outcomes from individualized care. Healthcare at a reasonable cost, and that ensure optimal patient outcomes from individualized care. Healthcare at a reasonable cost, and that ensure optimal patient outcomes from individualized care. Healthcare at a reasonable cost, and that ensure optimal patient outcomes from individualized care. Healthcare at a reasonable cost, and that ensure optimal patient outcomes from individualized care.
In this issue

QUERI Conference on Quality Improvement in VA: Advancing Quality Measurement in VA

On October 29th and 30th, HSR&D and QUERI hosted an invitational workshop of 50 experts in order to improve the quality of care for Veterans. The conference convened in October 2008. HSR&D and QUERI hosted this invitational workshop in order to improve the quality of care for Veterans. The conference convened in October 2008.

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The output of this meeting will help target QUERI’s research to the most important areas, especially in regards to improving the quality of measurements and improving the health care of Veterans, including improving the measurement of quality improvement in VA.

Quality Forum: Advancing Quality Measurement in VA

Quality Forum: Advancing Quality Measurement in VA

Director’s Note

This winter’s issue of Research Brief focuses on VA Quality Enhancement Research Initiative (QUERI), a program aimed to improve the quality of healthcare for Veterans by implementing research findings into routine clinical practice. QUERI holds a national meeting each year in October to discuss the most important areas of research and identify what research is most important for improving the quality of care within VA.

Important QUERI Collaborators

QUERI has emerged as a leader in exploring important improvement programs. QUERI can provide resources to support health care providers and managers for the VA healthcare system. In order for VA to maintain its position of national leadership to continue to guide QUERI researchers.

Newly Funded

For Your Information

Research Briefs

• What is an optimal combination of structure, process and outcome measures to ensure quality?
• What sets of measures best correspond to our notion of quality of care, provider, and patient levels?
• What factors influence the perceived value of a measure for administrators, providers, and patients?

Paper Presentations

• Paper presentations will be held as part of the meeting. In addition, on October 29th, a small group of experts discussing quality measurement and implementation that also would supplement the scientific basis for policy.

Day 1: Paper Presentations

On the first day of this conference, five papers (commissioned by HSR&D and QUERI) were presented and discussed. These papers were designed to support the current evidence regarding the development and application of quality measurements, identify current controversies, and help determine future directions for quality measurement development and implementation that would support the scientific basis for policy.

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The output of this meeting will help target QUERI’s research to the most important areas, especially in regards to improving the quality of measurements and improving the health care of Veterans, including improving the measurement of quality improvement in VA. It will also provide a scientific foundation for future improvements.