



The National Academies of Sciences, Engineering, and Medicine Implementing High-Quality Primary Care.

Presented by:

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U.S. Department
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Identifying PX Moments that Matter



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Measuring the Moments that Matter

Effectiveness - We have national standards to ensure that we deliver a consistent, high-quality level of service for Veterans, within and across VA facilities.

"I got the care and services I needed."

Ease - We work to make services feel predictable, by setting expectations with Veterans and making sure they understand where they are in the process and what is coming next.

"It was easy to get the care and services I needed."

Emotion - We strive to engage and connect with Veterans through personal interactions that demonstrate empathy, making them feel like they are valued and heard.

"I felt like a valued patient."

VEO Administers the Outpatient Services Surveys to Capture Veteran Feedback About Their VHA Experience—Below is an Overview Of This Feedback from February 27, 2020 to May 27, 2020.

Likert-Scale Questions from Outpatient Services Surveys:

Survey	# Responses Last 90 Days	Question with Highest Score	Question with Lowest Score
Scheduling an Appointment	49,053	"When scheduling my appointment, I was treated with courtesy and respect." (94.2% agreement)	"It was easy to get my appointment" (85.9% agreement)
Healthcare Visit	29,857	"My provider explained things in a way that I could understand." (94.1% agreement)	"After I checked in for my appointment, I knew what to expect." (90.0% agreement)
Pharmacy (In-Person)	12,201	"During my most recent VA health care experience, I felt respected and comfortable." (91.8% agreement)	"My wait time was reasonable." (85.7% agreement)
Pharmacy (Mail)	221,684	"My prescription(s) arrived at my preferred address." (97.9% agreement)	"I knew when to expect my prescription(s)." (81.0% agreement)
Labs/Imaging	14,832	"When I got my lab tests (blood draw, etc.) or imaging (X-ray, MRI, CT scan) done, I was treated with courtesy and respect." (97.7% agreement)	"I trust [Facility Name] for my health care needs." (93.3% agreement)

Free-Text Responses from Outpatient Services Surveys:

Total Number of Comments in Outpatient Services Surveys from February 27, 2020 to May 27, 2020: 138,396 Responses

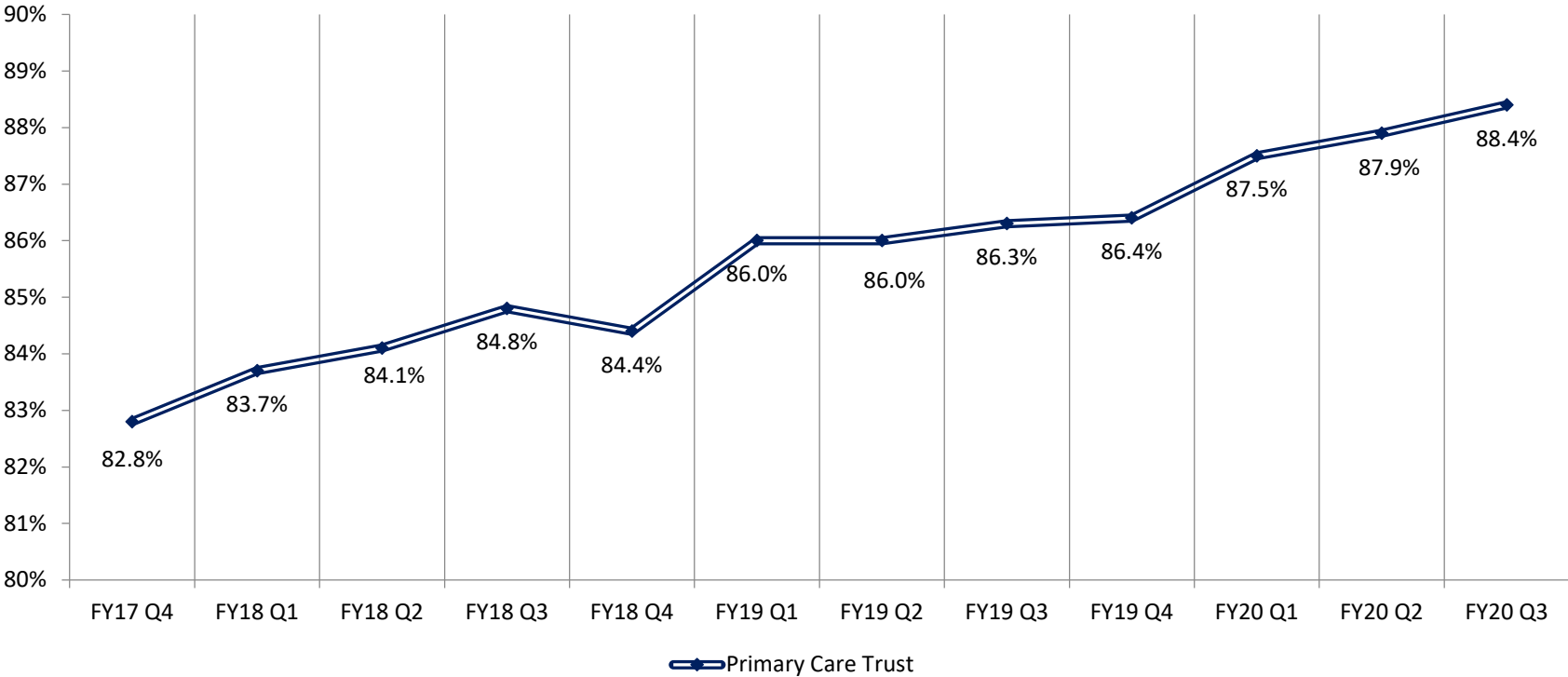
Top Compliments for the last 90 days:

1. Quality of Care
2. Interactions with Staff
3. Cleanliness of Facility
4. Satisfaction with Specialty Care
5. Information about Available Benefits

Top Concerns for the last 90 days :

1. Cancellation of VA Prescriptions
2. Accuracy of Mail Order Prescription Address
3. Scheduling an Appointment
4. General MISSION Act Feedback
5. Appointment Cancellation by VA

Trust Over Time from July 2017 to May 2020 for the Primary Care Clinic Class in the Outpatient Services Surveys



BLUF: Over time since FY17 Q4, Primary Care Clinic Class Trust has increased 5.6% from 82.8% to 88.4%.

Primary Care in the Veterans Health Administration

- Over 9 million enrollees, 5.5 million in Primary Care
- Publicly funded
- 170 Medical Centers
- >1,000 Community Based Outpatient Clinics
- ~400,000 staff
- Each Veteran assigned to an individual Primary Care provider/team
- 8,000 Primary Care teams

What is Outstanding Primary Care?

Outstanding Primary Care it is patient-centered, evidence and team-based, continuity-focused, accessible, timely, comprehensive, coordinated, continuously improving, and focused on population health and disease prevention. The Patient Aligned Care Team (PACT) model of care delivery is based on the Patient Centered Medical Home that, when the recommended staff are present and well-trained, produces superior outcomes with respect to quality metrics, access, patient and employee experience. Adherence to the staffing model is highly recommended in order to maximize opportunities in these areas and optimize care coordination.

Other Team Members

Clinical Pharmacy Specialist:

± 3 panels

Clinical Pharmacy anticoagulation:

± 5 panels

Social Work: ± 2 panels

Nutrition: ± 5 panels

Case Managers

Trainees

Integrated Behavioral Health

Psychologist ± 3 panels

Social Worker ± 5 panels

Care Manager ± 5 panels

Psychiatrist ± 10 panels

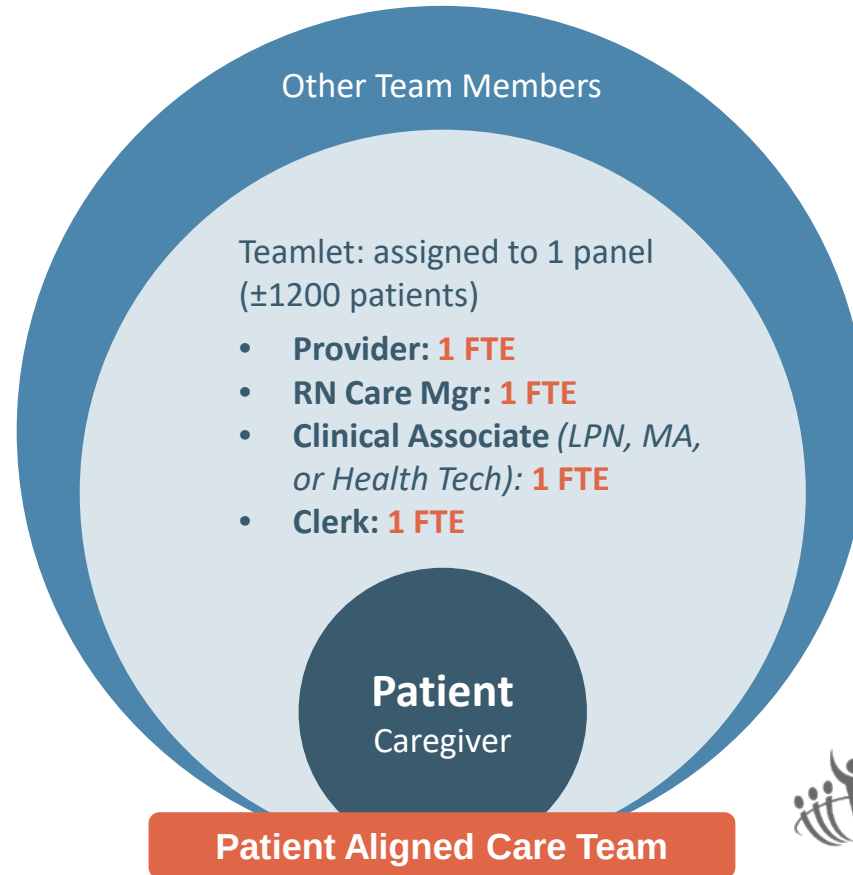
For each parent facility

Health Promotion Disease Prevention

Program Manager: 1 FTE

Health Behavior Coordinator: 1 FTE

My HealtheVet Coordinator: 1 FTE



Compared to Low-Functioning PACTs, High-Functioning PACTs Demonstrate:

- Increased Veteran Satisfaction ratings by 24% for PCP care and 10% for overall care [CAHPS]*
- 17% less ED use and a 6% decrease in Veteran mortality
- 36% increase in contact within 2 days of VA hospital discharge
- 42% more telephone encounters
- Higher performance on 41 of 48 clinical quality metrics
- 4.2% decrease in hospitalizations for ambulatory care-sensitive conditions
- 17% less burnout among Primary Care staff (MDs, RNs, LPNs, MSAs)

*Nelson, et al. *JAMA Intern Medicine*. 2014.

Nelson, et al. *JAMA Internal Medicine*. 2017.

Develop the Entire Picture



Questions?

Check out PX SharePoint Online site [here](#)

Contact PX: vapx@va.gov



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