

The National Academies of
SCIENCES • ENGINEERING • MEDICINE

Developing a Patient-Centered Approach to Optimizing Veterans' Access to Health Care Services: A Workshop

Virtual Workshop Agenda (Eastern Standard Time)

Thursday, July 9, 2020	
10:00 am	Welcome and Opening Remarks Kenneth W. Kizer, Atlas Research, LLC Planning Committee Chair
10:10 am	Session 1: Workshop Welcome and Overview <i>Moderator: Kenneth W. Kizer, Atlas Research, LLC</i> Introduction <ul style="list-style-type: none">Kenneth W. Kizer, Atlas Research, LLC VA Overview and Workshop Context <ul style="list-style-type: none">Susan Kirsh, U.S. Department of Veterans AffairsKameron Matthews, U.S. Department of Veterans Affairs Overview of Findings from Related National Academies of Sciences, Engineering, and Medicine Projects <ul style="list-style-type: none">Sharyl Nass, National Academies of Sciences, Engineering, and Medicine Veteran Perspective on Access <ul style="list-style-type: none">Adrian Atizado, Veteran Advocate Panel Discussion
11:20 am	Break
11:30 am	Session 2: Strategic Considerations for Conceptualizing Access <i>Moderator: Andrew Bindman, University of California, San Francisco</i> Applying the Behavioral Model to the Veteran Population <ul style="list-style-type: none">Lillian Gelberg, University of California, Los Angeles and VA Greater Los Angeles Healthcare System Conceptualization and Operationalization of a Patient-Centered Measure of Perceived Access <ul style="list-style-type: none">John Fortney, University of Washington and VA Puget Sound Health Care System

The National Academies of
SCIENCES • ENGINEERING • MEDICINE

	<p>Access to Health Care Services: Not Enough, Yet Too Much</p> <ul style="list-style-type: none"> • Hal F. Yee, Jr., Los Angeles County Department of Health Services <p>Beyond Wait Times: Defining and Measuring Access</p> <ul style="list-style-type: none"> • Shantanu Agrawal, National Quality Forum <p>Panel Discussion</p>
1:00 pm	Lunch Break
1:30 pm	<p>Session 3: Operational and Tactical Considerations for Measuring Access <i>Moderator: Lisa Rubenstein, RAND Corporation</i></p> <p>The Bauhaus of Measuring Access: Form Should Follow Function in Deciding What to Measure</p> <ul style="list-style-type: none"> • Kevin Grumbach, University of California, San Francisco Department of Family and Community Medicine <p>Measuring Access: Definitions and History</p> <ul style="list-style-type: none"> • Mary Barton, National Committee for Quality Assurance <p>Theory to Action: Applying Frameworks to Real-World Access Measurement</p> <ul style="list-style-type: none"> • Patrick Romano, University of California, Davis, School of Medicine <p>Measuring Access: Lessons From Across the Pond</p> <ul style="list-style-type: none"> • Martin Roland, University of Cambridge <p>Panel Discussion</p>
3:00 pm	Break
3:10 pm	<p>Session 4: Increasing Access Capacity <i>Moderator: David Au, University of Washington</i></p> <p>Current VA Use of Telehealth and Future Strategies for Expanding Access</p> <ul style="list-style-type: none"> • Susan Kirsh, U.S. Department of Veterans Affairs • Leonie Heyworth, U.S. Department of Veterans Affairs <p>Challenges and Opportunities in the Use of Telehealth/Telemedicine and Other Virtual Strategies to Expand Access</p> <ul style="list-style-type: none"> • Brian Skow, Avera eCARE <p>Strategies and Tools to Build Access Capacity and Optimize Health Care Access within Health Care Systems</p> <ul style="list-style-type: none"> • B. Rao Tripuraneni, Kaiser Permanente

The National Academies of
SCIENCES • ENGINEERING • MEDICINE

	<p>Systems Engineers and Queuing Theory</p> <ul style="list-style-type: none"> Eva Lee, Georgia Institute of Technology <p>Panel Discussion</p>
4:40 pm	Wrap-Up
Friday, July 10, 2020	
10:00 am	<p>Session 5: Ensuring Adequate/Timely Access for Special Patient Populations <i>Moderator: Jeannette South-Paul, University of Pittsburgh and University of Pittsburgh Medical Center</i></p> <p>Assessing and Promoting Equity in VA Health Care</p> <ul style="list-style-type: none"> Donna L. Washington, VA HSR&D Center for the Study of Healthcare Innovation, Implementation, and Policy, VA Greater Los Angeles Healthcare System <p>Women's Access to VA Services</p> <ul style="list-style-type: none"> Bevanne Bean-Mayberry, VA HSR&D Center for the Study of Healthcare Innovation, Implementation, and Policy, VA Greater Los Angeles Healthcare System <p>Strategies to Optimize Access And Ensure Continuity of Care for Patients with Complex Conditions</p> <ul style="list-style-type: none"> Evelyn Chang, VA HSR&D Center for the Study of Healthcare Innovation, Implementation, and Policy, VA Greater Los Angeles Healthcare System <p>Supporting Integrated Care and Meeting Social Needs for VA Patients</p> <ul style="list-style-type: none"> Laura Taylor, Veterans Health Administration, U.S. Department of Veterans Affairs <p>Panel Discussion</p>
11:30 am	Break
11:40 am	<p>Session 6: Stakeholder Perspectives on the Discussion and Priorities for the Path Forward <i>Moderator: Heather Young, University of California, Davis</i></p> <p>Panelists</p> <ul style="list-style-type: none"> Donald Overton, Blinded Veterans Association René Campos, Veterans-Wounded Warrior Care and Military Officers Association of America Pamela LeDeaux, VA New Jersey Health Care System

The National Academies of
SCIENCES • ENGINEERING • MEDICINE

	<ul style="list-style-type: none">• Tia Archambault, U.S. Department of Veterans Affairs• Peter Choi, U.S. Department of Veterans Affairs• Alexis MacDonald, House Veterans' Affairs Committee• Emily Blair, Senate Committee on Veterans' Affairs
1:00 pm	Concluding Remarks Summary Statement David Pryor, Ascension Health Workshop Wrap-Up Susan Kirsh, U.S. Department of Veterans Affairs Kenneth W. Kizer, Atlas Research, LLC
1:30 pm	Adjourn