

Aligning Care with What Matters Most: Implementation of Patient Priorities Care in a VA Home-Based Primary Care Setting

Chelsea Rick, Sarah Welch, Caroline Lassen-Greene, Jamie Spicer, Ralf Habermann, Sumathi Misra, Aanand Naik, Robert Dittus, Sandra Simmons

BACKGROUND

- **Patient Priorities Care (PPC)** is a structured approach to align clinical decision-making with the priorities of older adults with multiple chronic conditions (MCCs).
- Home-Based Primary Care (HBPC) is an important model of non-institutional long-term care addressing the Veteran Health Administration's directive to meet the care needs of the increasing number of aging Veterans with MCCs.
- Implementation of PPC in this unique context has not been demonstrated and presents an **opportunity to improve patient-centeredness** in this vulnerable population.

METHODS

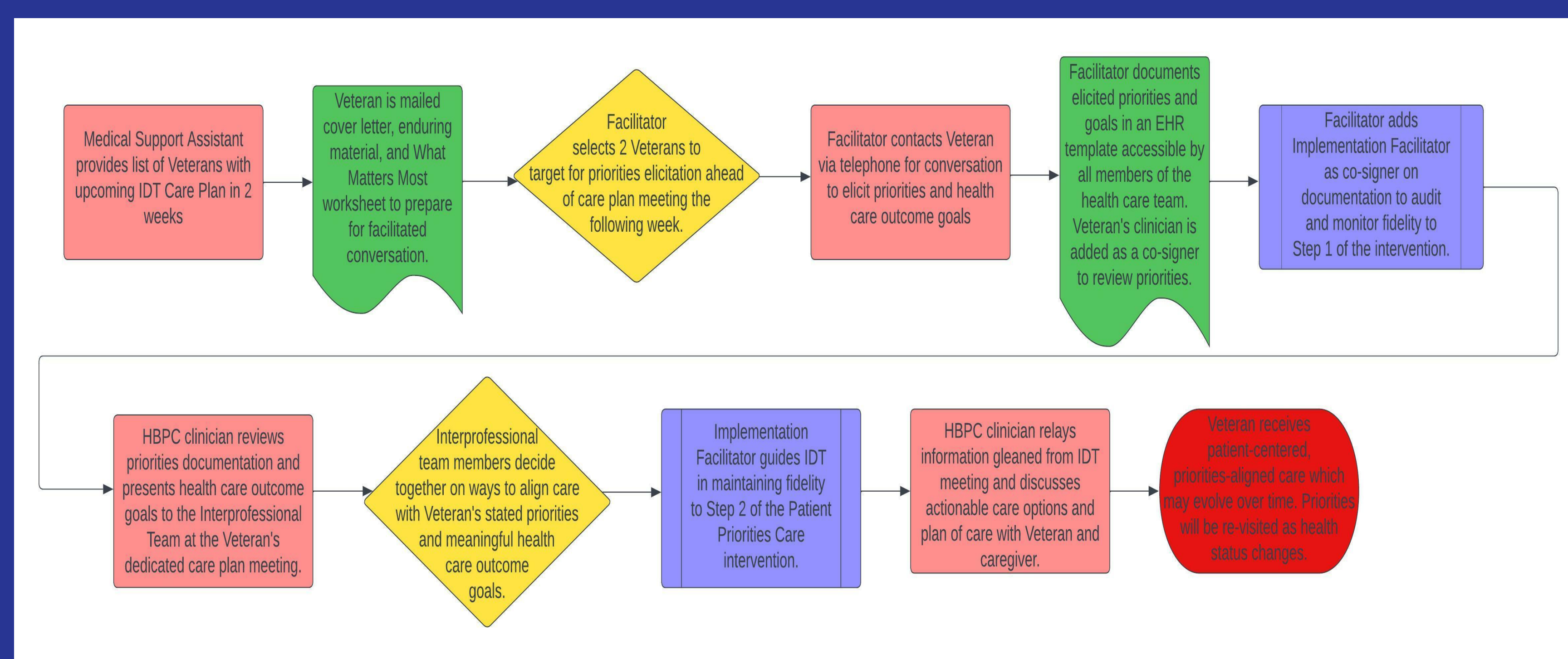
We are using the EPIS framework (Exploration, Preparation, Implementation, Sustainment) to guide implementation.

- **Developmental formative evaluation** has occurred to qualitatively capture organizational readiness and facilitators and barriers through observation and key informant interviews.
- **Implementation strategies were selected** based on the assessment of contextual determinants. Members of the interprofessional team have been trained in both eliciting patient priorities and aligning care with these priorities.
- Implementation mapping informed development of an **implementation blueprint** to embed PPC into the existing clinical workflow with attention to the context of providing home-based chronic care management for this socially, medically complex population.
- PPC champions serve as **implementation facilitators** and audit fidelity to the intervention.

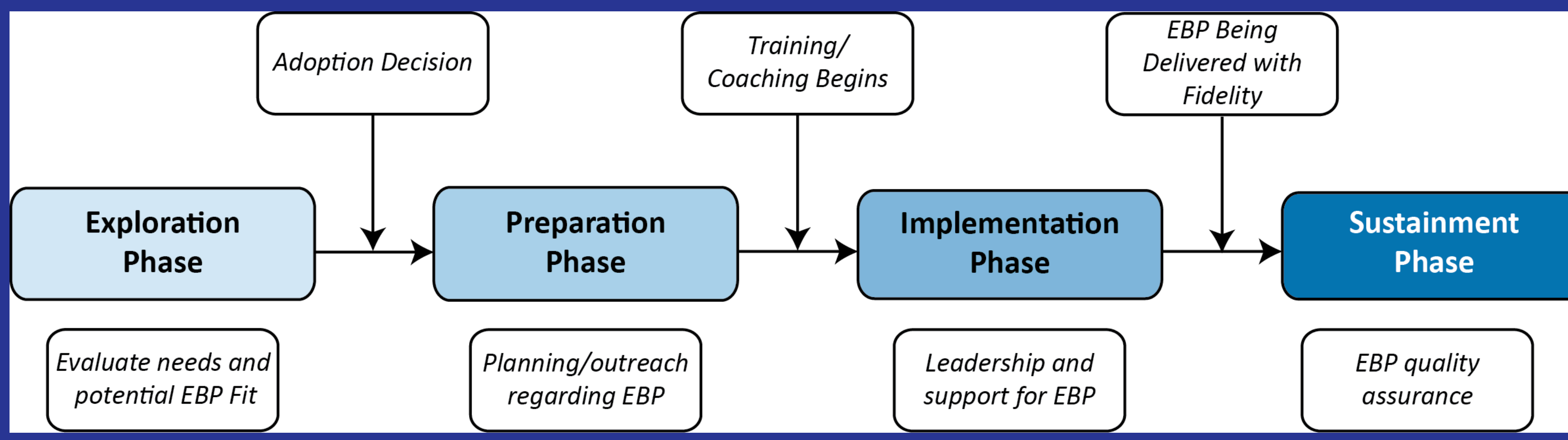
In order to improve patient-centeredness of care for older Veterans with multiple chronic conditions, we aim to implement Patient Priorities Care in a VA Home-Based Primary Care setting.



Integration of Patient Priorities Care into the existing HBPC Workflow



The EPIS (Exploration, Preparation, Implementation, Sustainment) framework guides the process of pre-implementation, implementation, and sustainment of the Patient Priorities Care Evidence-Based Practice into the Home-Based Primary Care setting.



RESULTS

- The **exploration** phase involved stakeholder engagement, mastery of the PPC evidence base, and understanding of existing patient characteristics and HBPC policies.
- The **preparation** phase involved observation of team meetings, understanding of existing clinical workflow, baseline measurement of electronic health record (EHR) documentation of identified priorities and care preferences, and participation in national case-based tele-mentoring sessions.
- The **implementation** phase is ongoing with implementation facilitators continually leading HBPC team members to maintain fidelity to the intervention.
- The **sustainment** phase will be measured with the help of a VA Geriatrics and Extended Care Mentored Partnership Grant in FY23-24.
- Process measures include adoption rates of priorities' documentation in the EHR and **evidence of goal-aligned care delivery by direct observation of interprofessional care plan meetings**.
- Balance measures will include time spent on PPC in lieu of other duties.
- Outcome measures will include proximal changes in clinical care and Veteran satisfaction.

IMPACT

PPC is an effective, feasible approach for enabling older adults with MCCs to achieve what matters most to them while minimizing treatment burden and increasing patient and clinician satisfaction in ambulatory settings. Implementation in the HBPC setting will be demonstrated with completion of these efforts and will serve to provide a plan for **contextualized replication**.



Dr. Rick is supported by the VA Office of Academic Affiliations and VA Quality Scholars Program. This material is the result of work supported with resources and facilities at the Tennessee Valley Healthcare System.