

From: Stone, Richard A., MD
Subject: Wait Time Definitions | Attachment Added
To: Stone, Richard A., MD; Kirsh, Susan R. (b)(6) (Active HTG); (b)(6)@erpi.net; (b)(6) [USA]; Lieberman, Steven; (b)(6)
Cc: (b)(6); Oshinski, Renee
Sent: May 12, 2021 1:36 PM (UTC-05:00)
Attached: Re_ requesting a meeting with Dr. Lieberman and Dr. Stone to discuss wait time definition .eml, Dr. Stone 5.21.2021 presentation ED and Access Wait Times.pptx

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MISSION Act Quality Standards and Related Activities

VHA Office of Quality and Patient Safety (QPS)
September 1, 2021

VA



U.S. Department
of Veterans Affairs

MISSION Act Quality – Overview

VA Standards for Quality (MISSION Act Section 104 - § 1703C)

- Identify a common set of quality standards
- Compare performance to the community and analyze at the level of medical service lines
- Serve as the foundation for subsequent eligibility decisions for Community Care

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VA Standards for Quality and Measures*

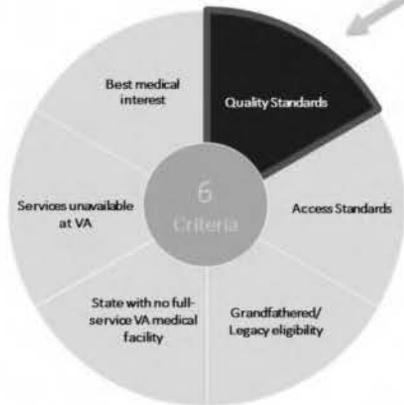
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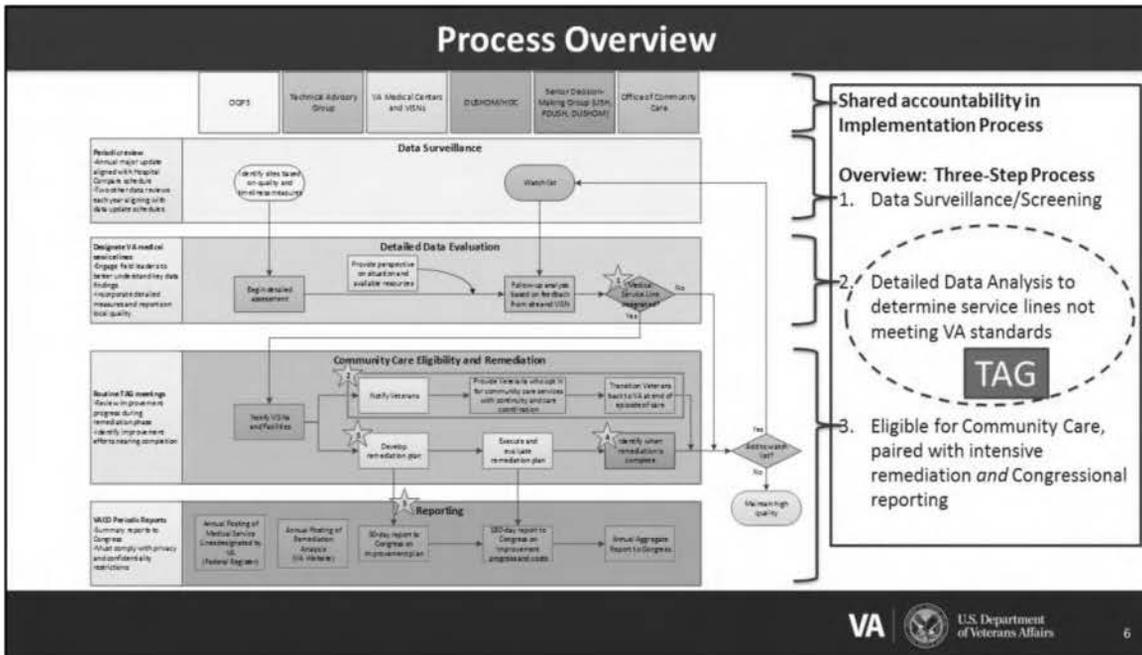
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VA



U.S. Department
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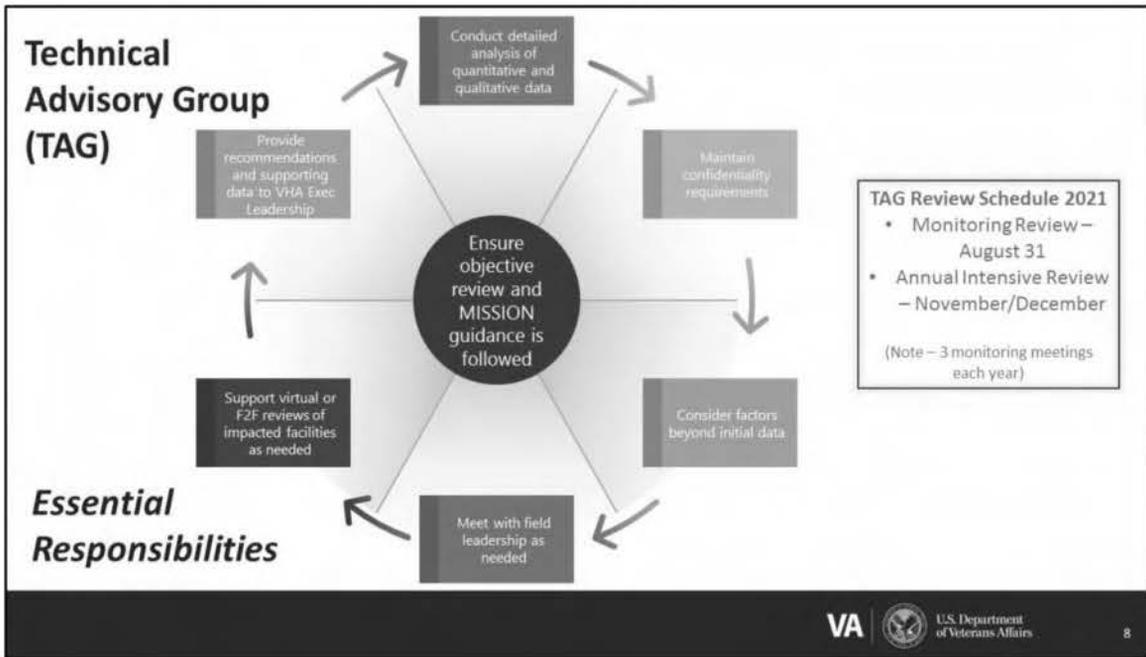
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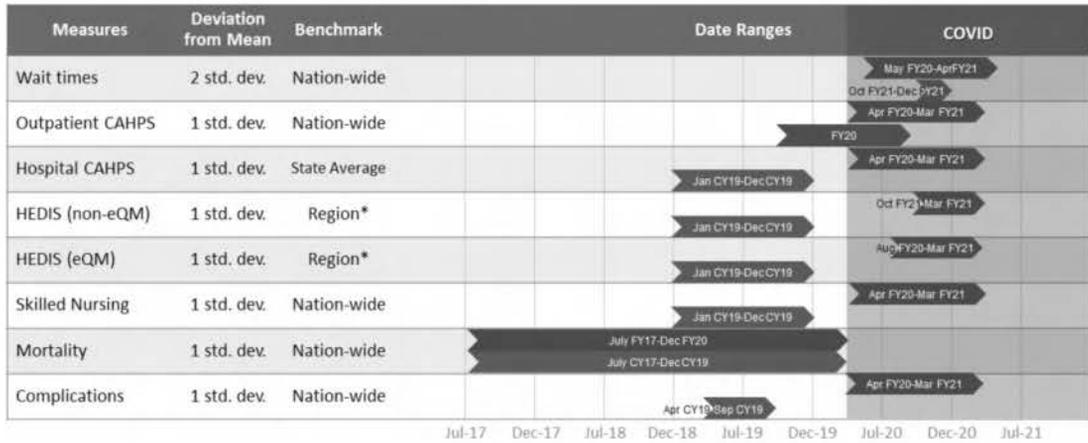
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VA and Community Surveillance Data Availability



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MISSION TAG Monitoring
Review August 31, 2021

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Appendix – Supporting Materials

MISSION Act Requirements

MISSION Act Requirements – Section 101

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Full Measure List by VA Medical Service Line – 11/2020 to Present

Medical Service Line	Timeliness Measures (VA Internal Comparison)	Quality Measures (Community Comparison)	
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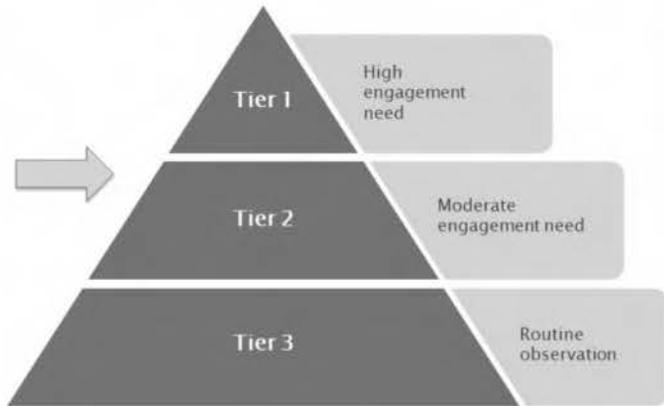
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QPS/CIC's Engagement Protocol for Improvements in Quality (EPIQ)

Strategic Engagement Needs Algorithm (SENA)

- **Relative Comparison**
 - ≥40% metrics in 5th quintile of SAIL
 - ≥65% metrics in 4th or 5th quintiles of SAIL
- **Absolute Improvement or Decline**
 - >50% of all SAIL metrics worsened from 1 year ago
 - >50% of all SAIL supporting indicators worsened from 1 year ago
- **Community Comparison**
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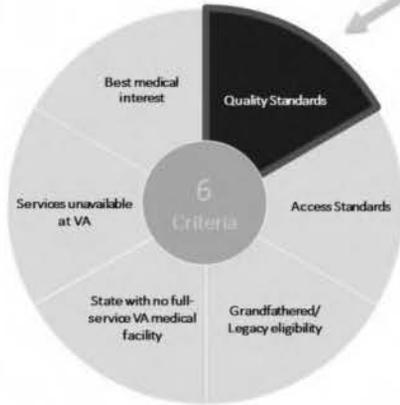
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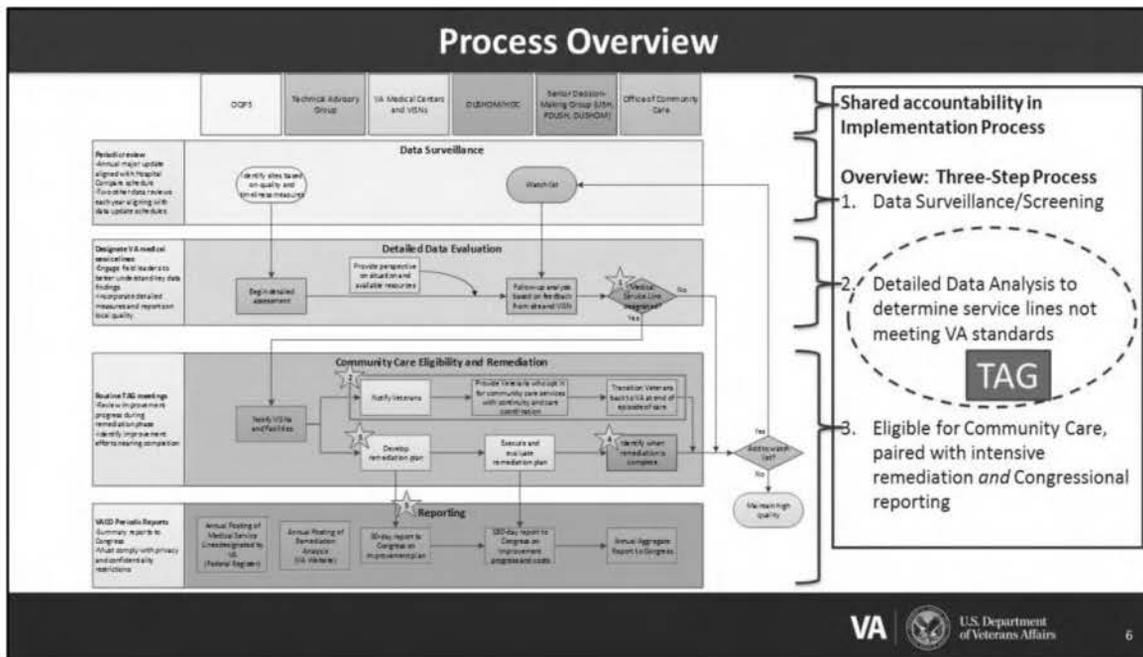


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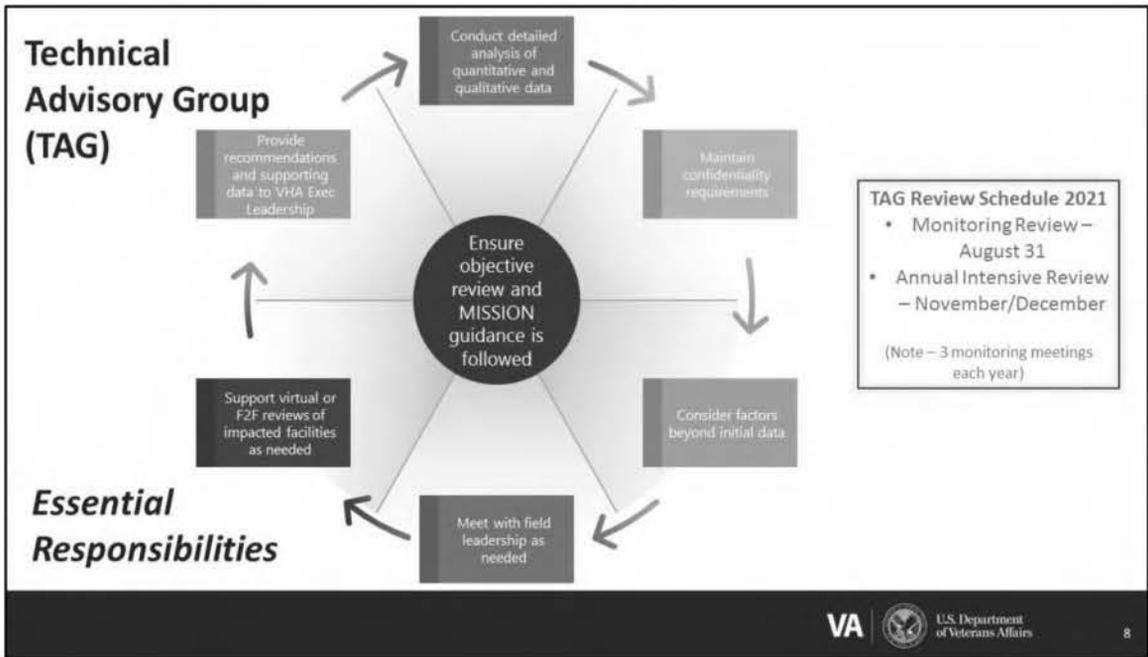
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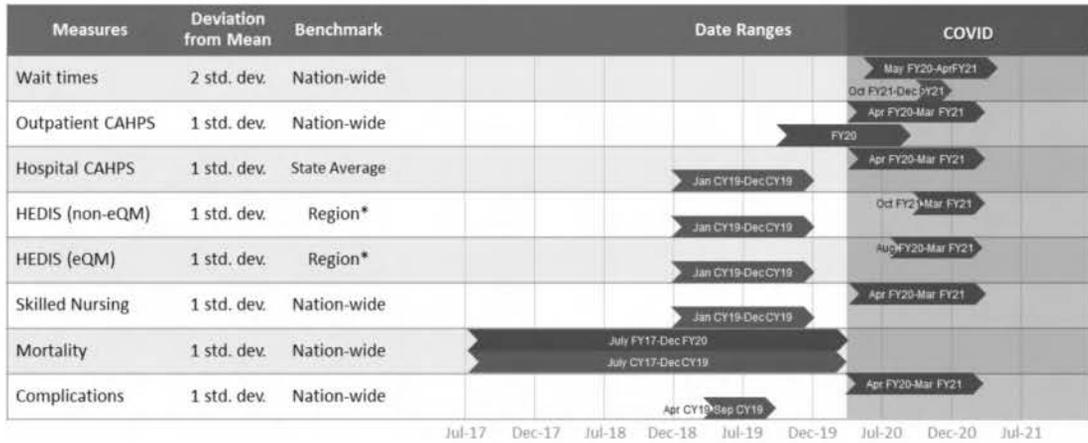
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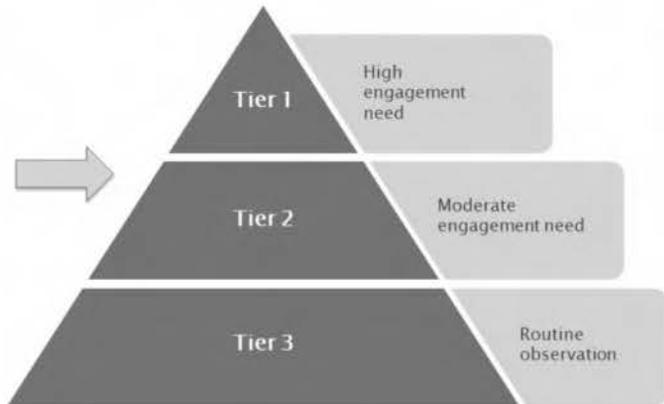
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 - **MISSION Act (Monitor List)**



MISSION Act Quality Standards and Related Activities

VHA Office of Quality and Patient Safety (QPS)
September 1, 2021

VA



U.S. Department
of Veterans Affairs

MISSION Act Quality – Overview

VA Standards for Quality (MISSION Act Section 104 - § 1703C)

- Identify a common set of quality standards
- Compare performance to the community and analyze at the level of medical service lines
- Serve as the foundation for subsequent eligibility decisions for Community Care

Quality Criterion for Community Care Eligibility (MISSION Act Section 101 - § 1703[e])

- Provides the authority to VA to enable eligibility for Community Care by designating VA medical service lines based on the quality criterion
- Affects VA medical service lines not complying with VA standards for quality, as determined through measures of both timeliness and quality

Remediation of Medical Service Lines (MISSION Act Section 109 - § 1706A)

- Required for designated VA medical service lines
- Requires extensive Congressional response and public awareness

MISSION Act-specific needs, distinct from routine VHA improvement and consultation

VA Standards for Quality and Measures*

VHA Standards	Initial Measures
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*This represents a condensed version of the list of measures posted on the Federal Register on 10/3/2019



U.S. Department
of Veterans Affairs

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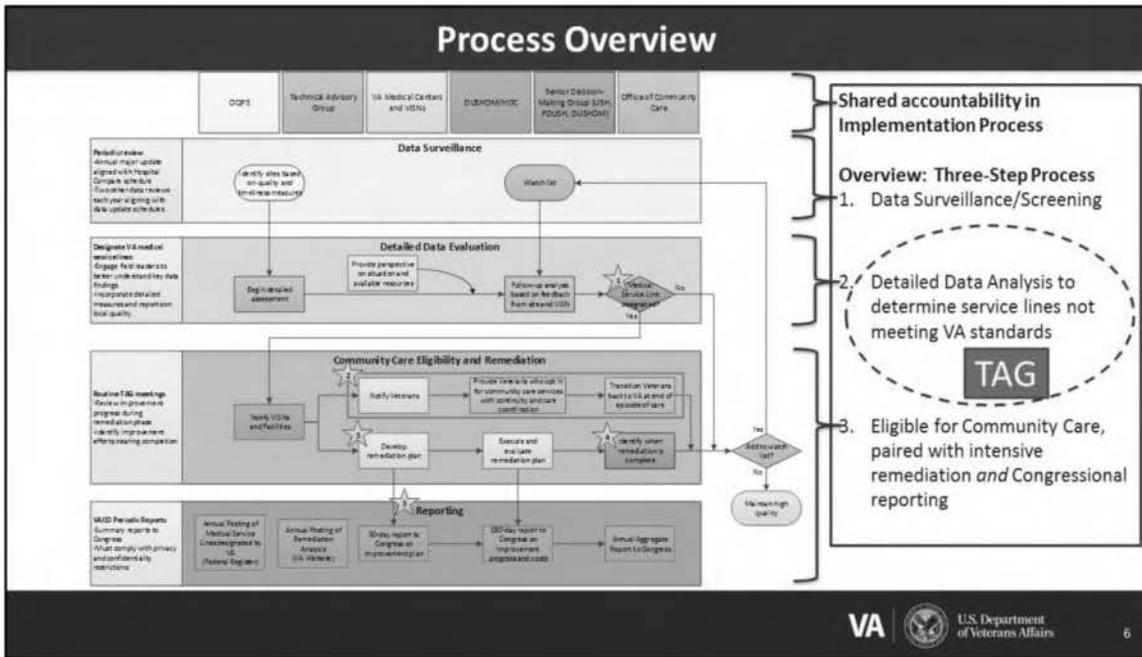


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Example: If VA has identified that the cardiology service line at a local VA medical facility is not providing care that meets VA's standards for quality, the Veteran may be able to elect to receive their cardiology care in the community. However, there may be limits on when, where, and what is available under this criterion.

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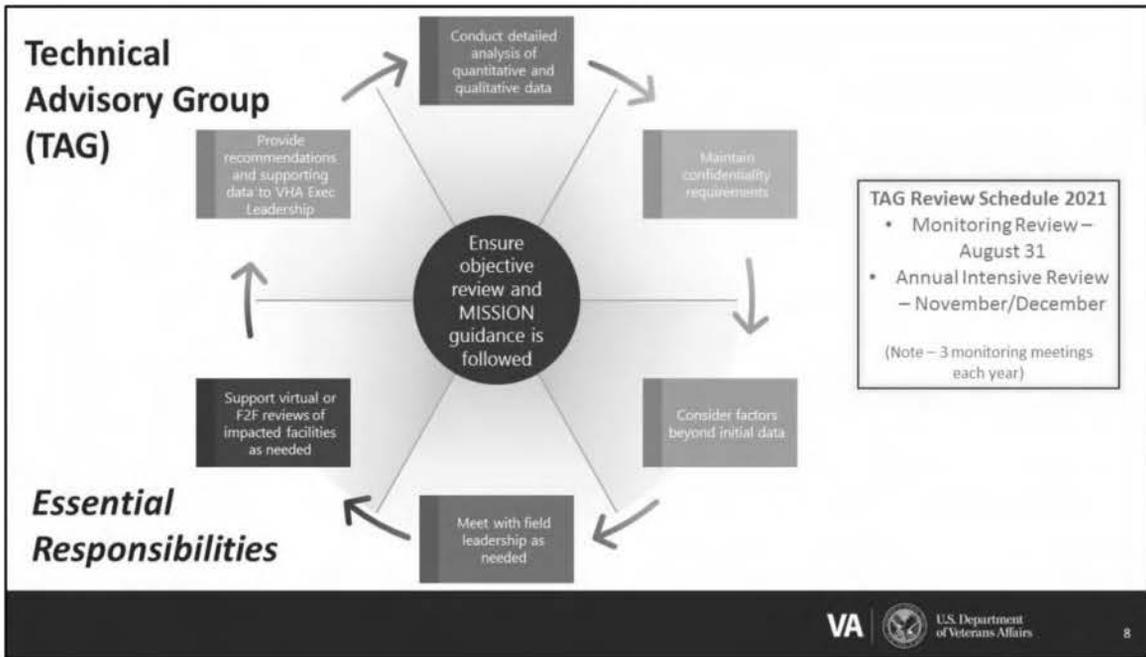
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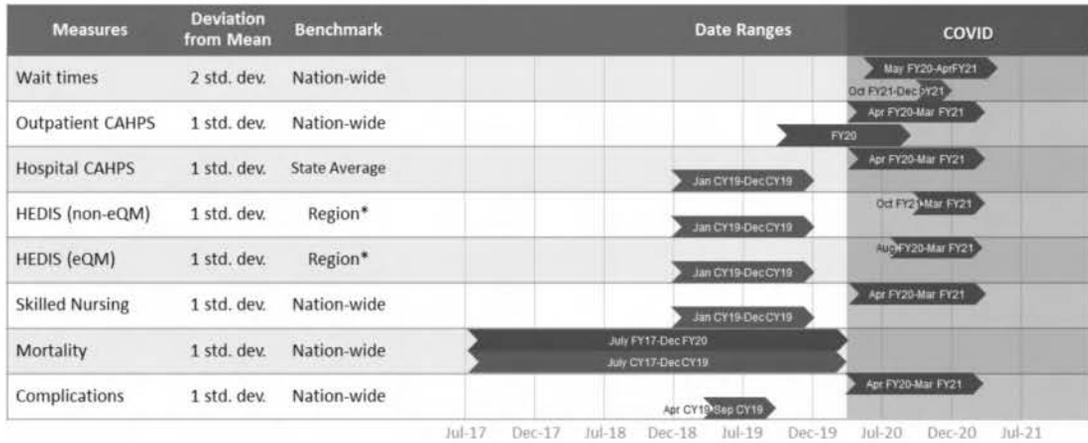
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VA
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*Some facilities were scored against a national benchmark due to a lack of sufficient sample sizes for regional data (flu and tobacco measures)

MISSION TAG Monitoring
Review August 31, 2021

Surveillance Summary: Medical Services

(Two sites flagged for TAG review during this surveillance interval)

Triggering Timeliness Measures (Top 3)

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- Primary Care CAHPS Access (17)
- Women's Health CAHPS Access (13)

Triggering Quality Measures

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LEGEND		MSL Results from Timeliness Comparison (Internal VA)		
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Review August 31, 2021

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(No sites flagged for TAG review during this surveillance interval)

Triggering Quality Measures

- CLABSI (18)
- CAUTI (13)
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- Pressure Ulcer (0)

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Appendix – Supporting Materials

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Full Measure List by VA Medical Service Line – 11/2020 to Present

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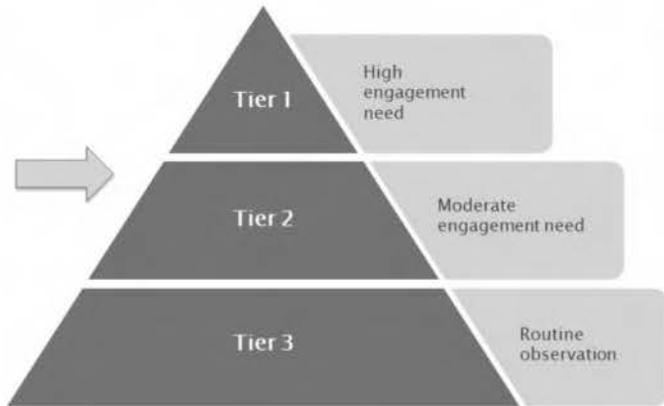
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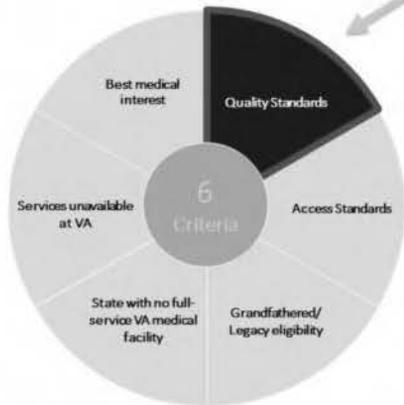
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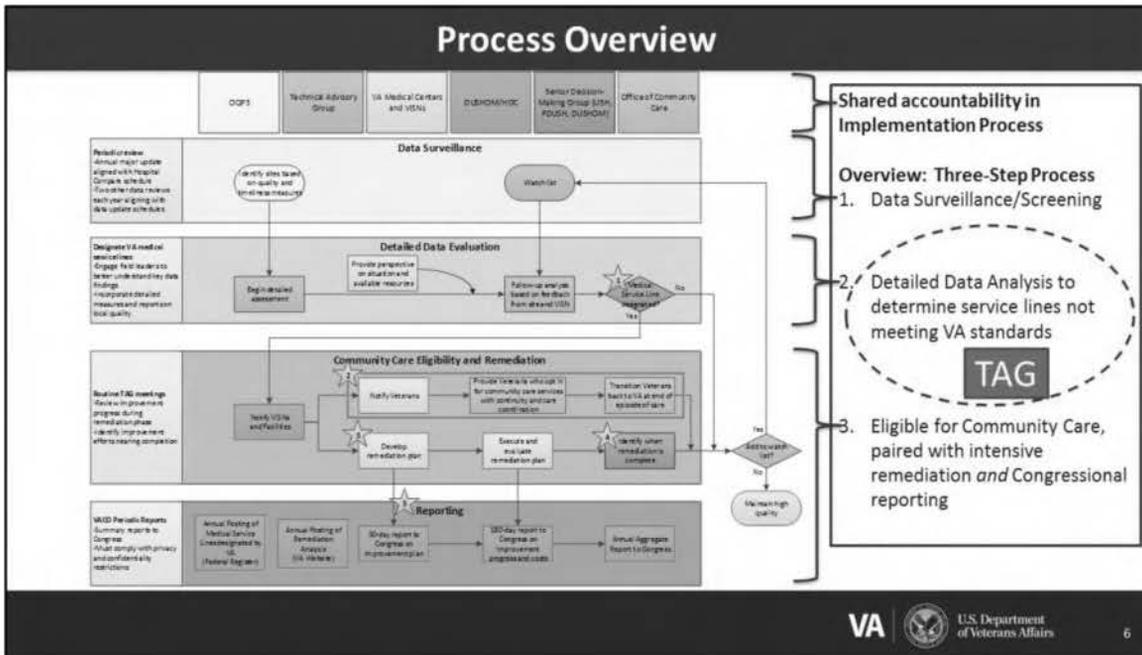
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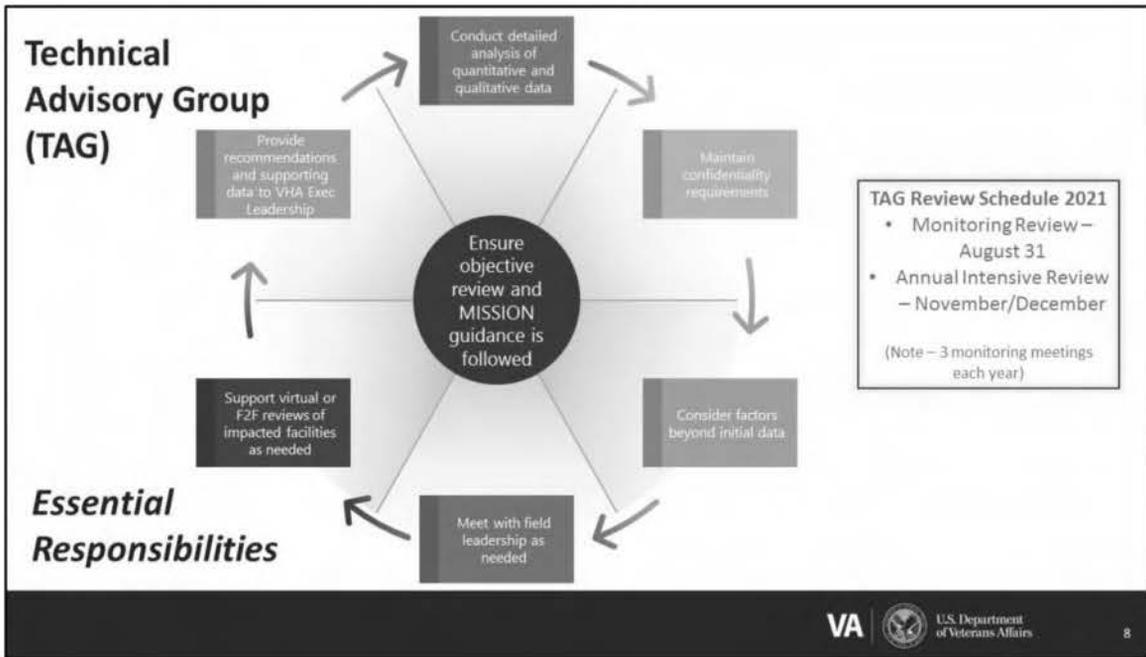
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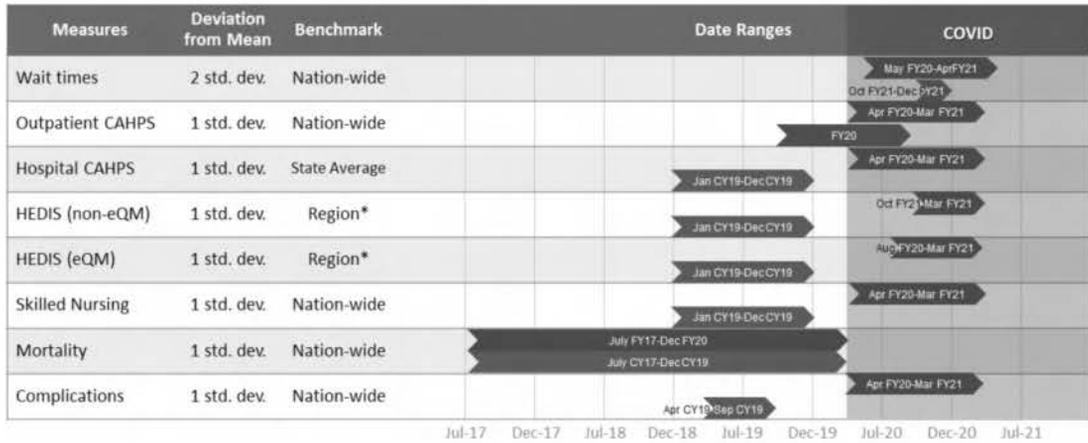
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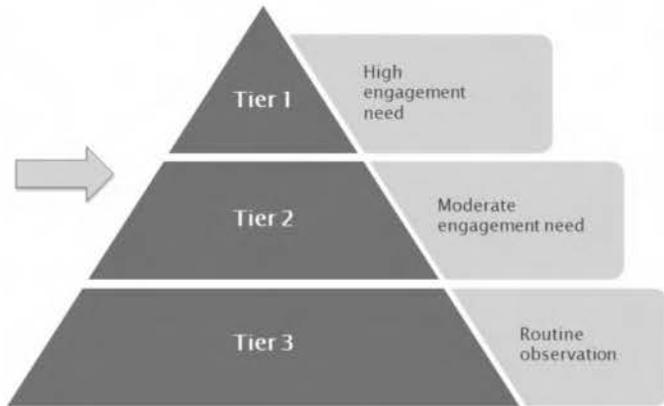
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of Veterans Affairs

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VA Standards for Quality (MISSION Act Section 104 - § 1703C)

- Identify a common set of quality standards
- Compare performance to the community and analyze at the level of medical service lines
- Serve as the foundation for subsequent eligibility decisions for Community Care

Quality Criterion for Community Care Eligibility (MISSION Act Section 101 - § 1703[e])

- Provides the authority to VA to enable eligibility for Community Care by designating VA medical service lines based on the quality criterion
- Affects VA medical service lines not complying with VA standards for quality, as determined through measures of both timeliness and quality

Remediation of Medical Service Lines (MISSION Act Section 109 - § 1706A)

- Required for designated VA medical service lines
- Requires extensive Congressional response and public awareness

MISSION Act-specific needs, distinct from routine VHA improvement and consultation

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VHA Standards	Initial Measures
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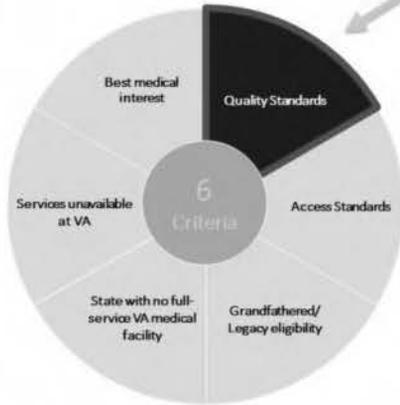


U.S. Department
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Quality Criterion for Community Care Eligibility Section 101 - § 1703[e]

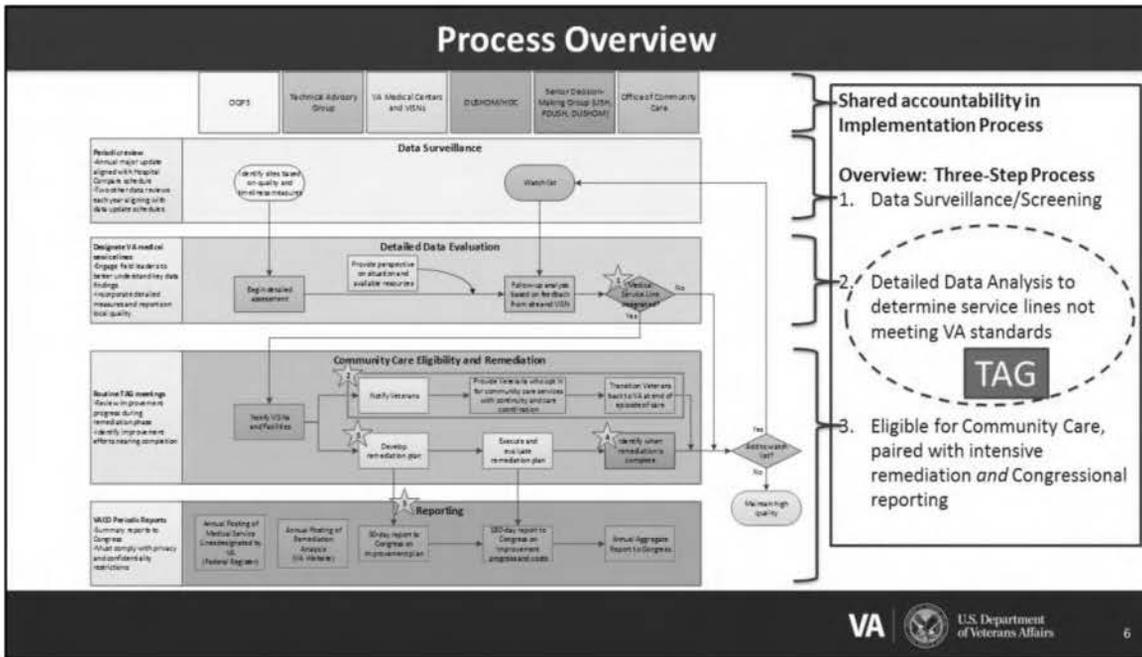


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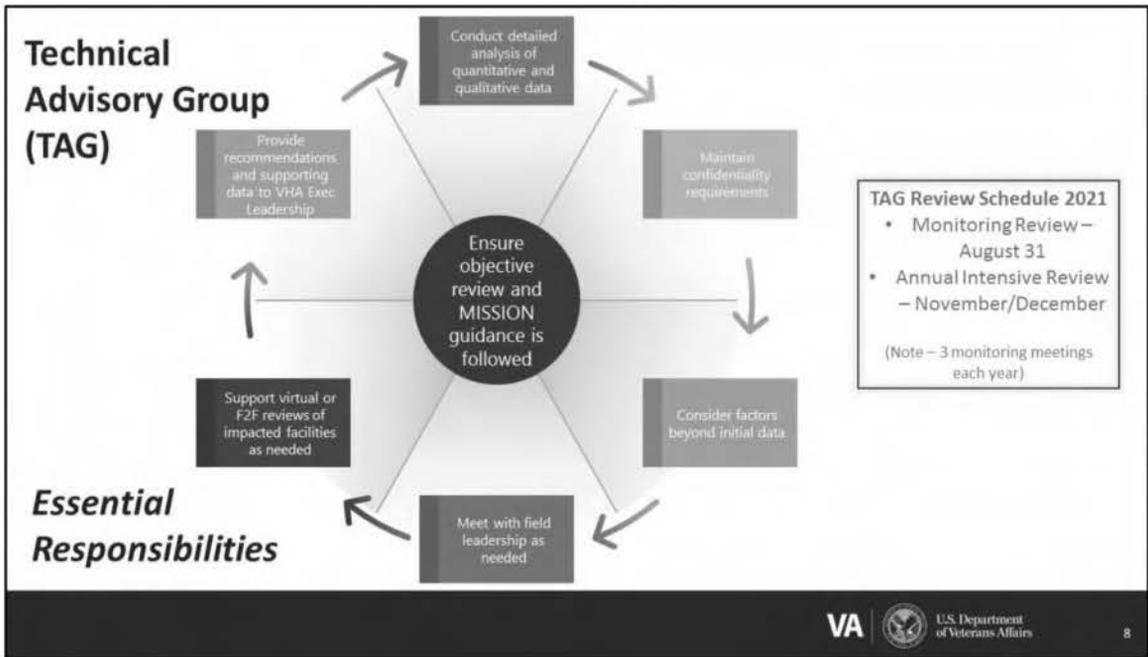
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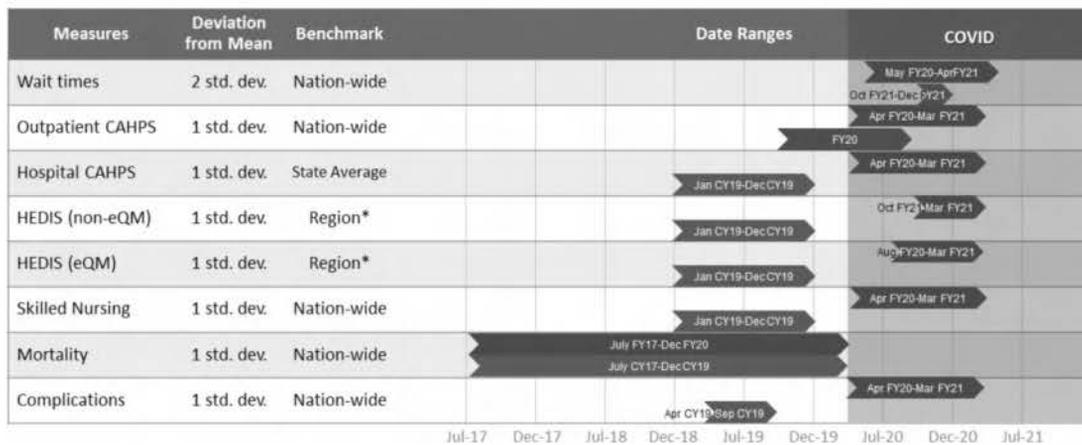
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VA and Community Surveillance Data Availability



VA
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*Some facilities were scored against a national benchmark due to a lack of sufficient sample sizes for regional data (flu and tobacco measures)

MISSION TAG Monitoring
Review August 31, 2021

Surveillance Summary: Medical Services

(Two sites flagged for TAG review during this surveillance interval)

Triggering Timeliness Measures (Top 3)

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LEGEND		MSL Results from Timeliness Comparison (Internal VA)		
		Flagged	Triggering Measure	No Triggering Measures
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MISSION TAG Monitoring
Review August 31, 2021

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(No sites flagged for TAG review during this surveillance interval)

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- CLABSI (18)
- CAUTI (13)
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MSL Results from Quality Comparison (With Community)	For TAG review before SDMG recommendations	N/A	N/A	13 (4 more than previous surveillance interval)
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	No performance issues identified	N/A	N/A	92 (2 more than previous surveillance interval)

MISSION TAG Monitoring
Review August 31, 2021

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(No sites flagged for TAG review during this surveillance interval)

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Short Stay

- Antipsychotic Medications (26)
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- Pressure Ulcer (0)

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Appendix – Supporting Materials

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MISSION Act Requirements – Section 101

- ✓ – Measure quality of a medical service line of a VA facility by comparing it with 2 or more distinct and appropriate quality measures at non-Department medical service lines

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VA

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of Veterans Affairs

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Full Measure List by VA Medical Service Line – 11/2020 to Present

Medical Service Line	Timeliness Measures (VA Internal Comparison)	Quality Measures (Community Comparison)	
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U.S. Department
of Veterans Affairs

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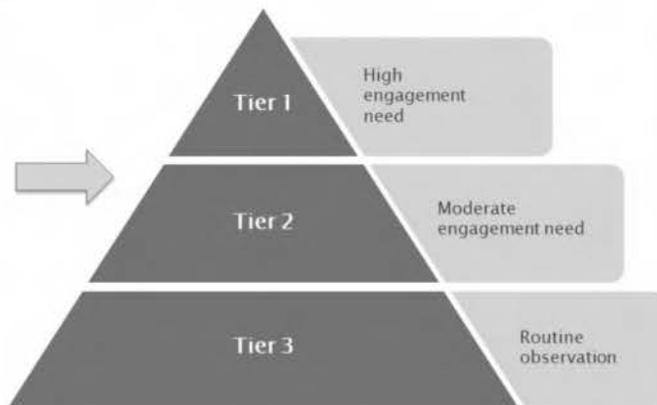
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MISSION Act Quality Standards and Related Activities

VHA Office of Quality and Patient Safety (QPS)
September 1, 2021

VA



U.S. Department
of Veterans Affairs

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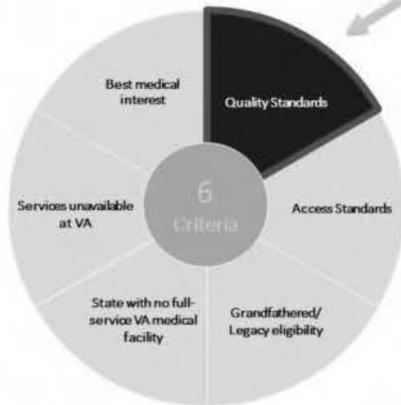


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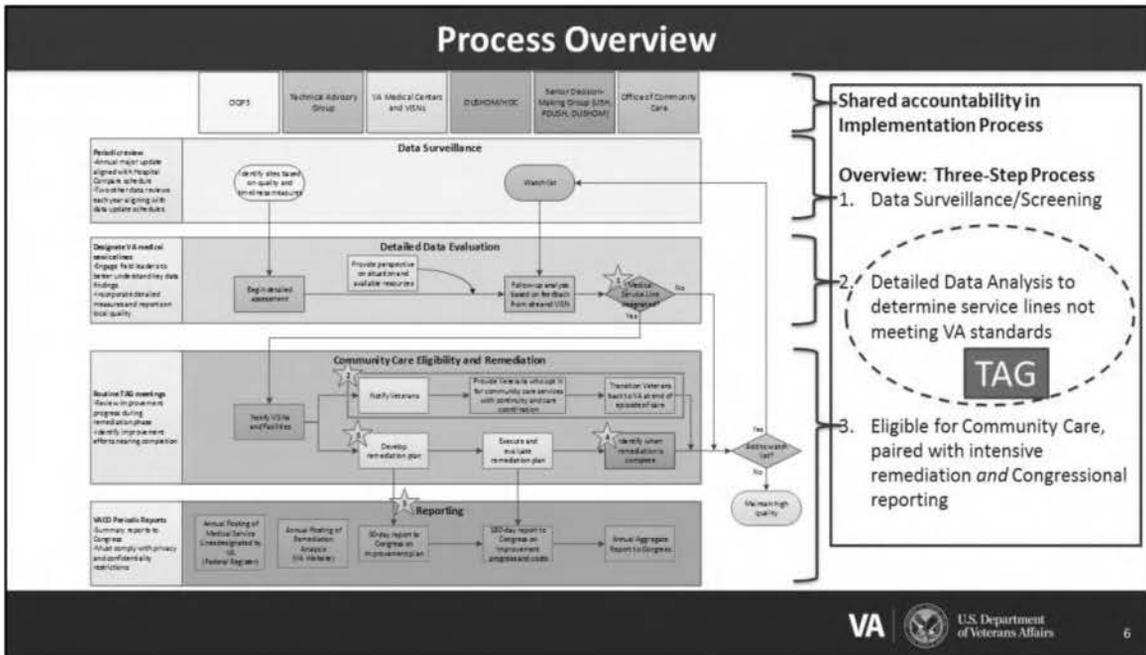


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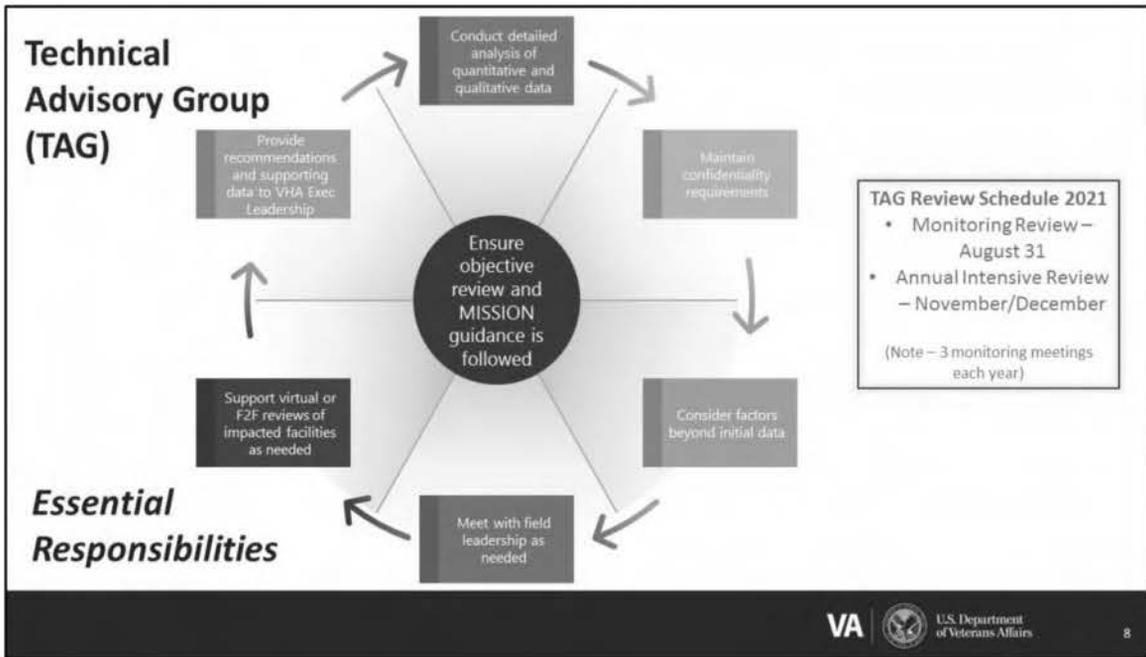
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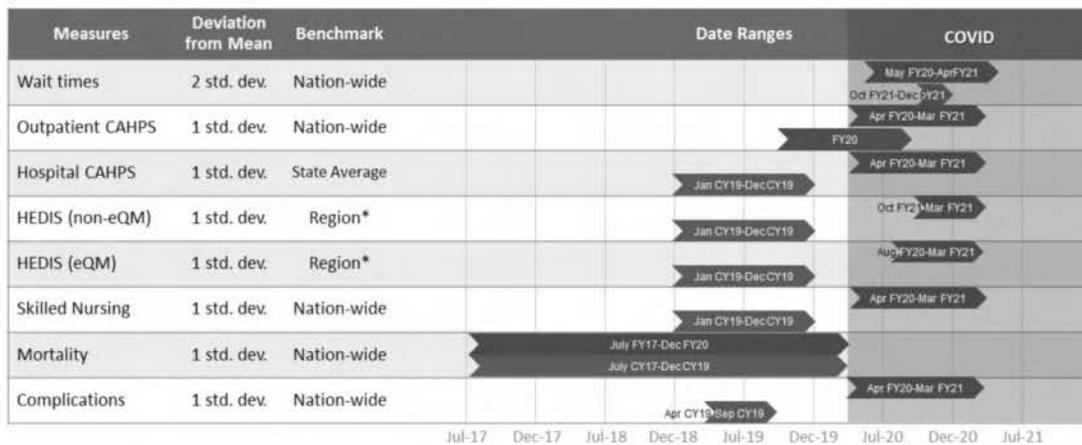
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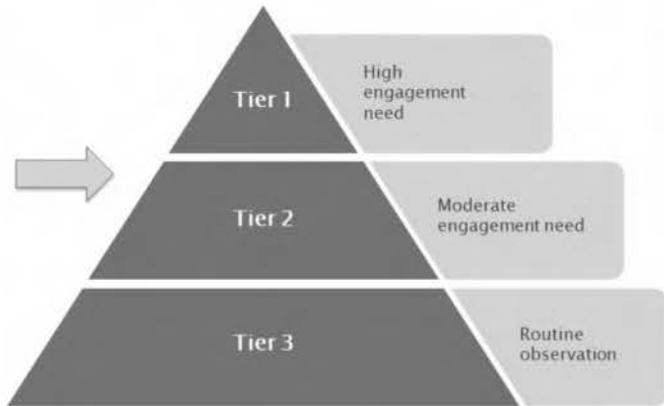
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From: Stone, Richard A., MD
Subject: Wait Time Definitions | Attachment Added
To: Stone, Richard A., MD; Oshinski, Renee; (b)(6); Kirsh, Susan R.; Fields, Mary (b)(6); (b)(6) (Active HTG); (b)(6) @erpi.net; (b)(6) USA; Lieberman, Steven; (b)(6); (b)(6)
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Sent: May 21, 2021 8:00 AM (UTC-05:00)
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VETERANS HEALTH ADMINISTRATION

**CO-ED Sequester Update
&
Average Wait Time Calculation**

Presentation for: Dr. Rich Stone
Presented by: Susan Kirsh, MD, MPH
Date: Friday, May 21st, 2021



CO-ED Sequester BLUF

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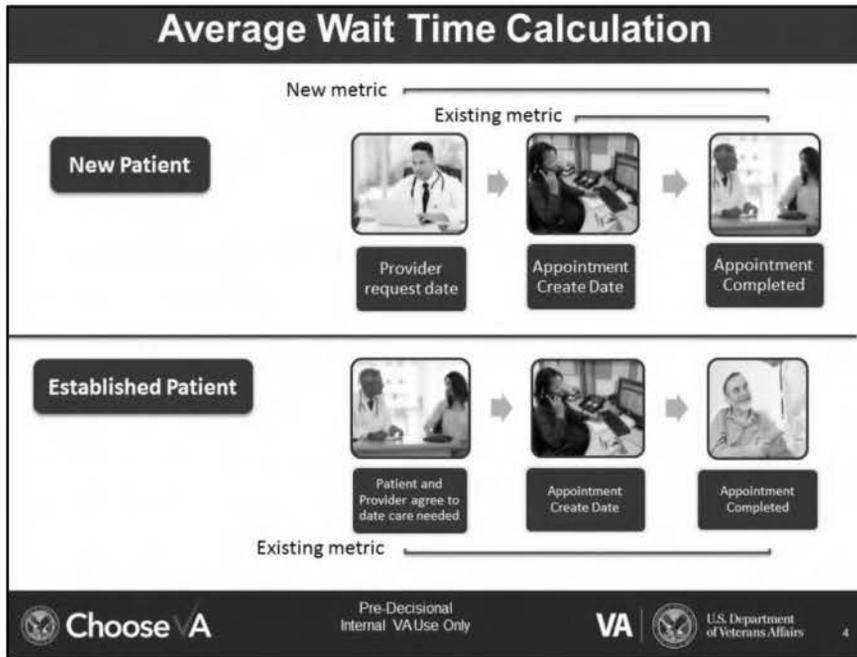
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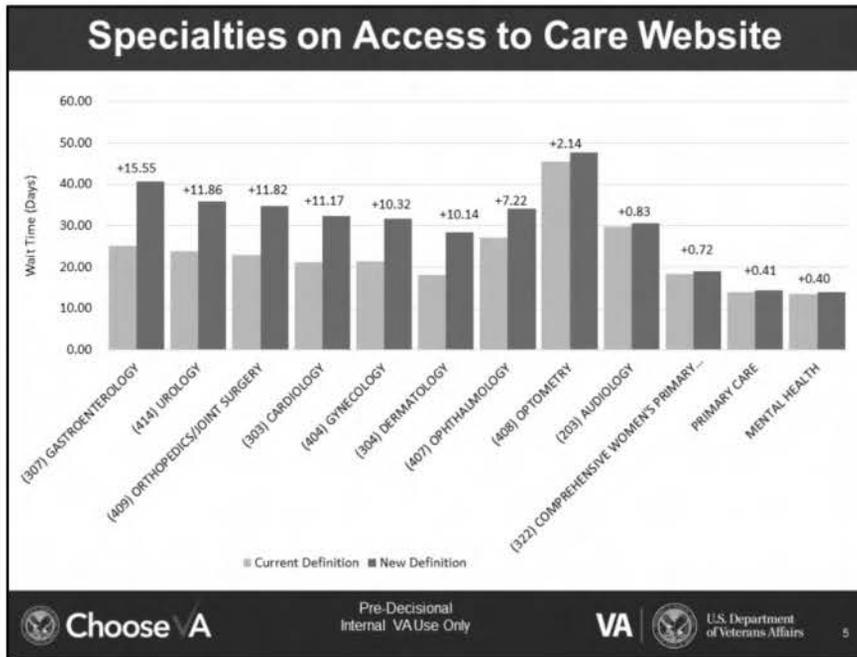
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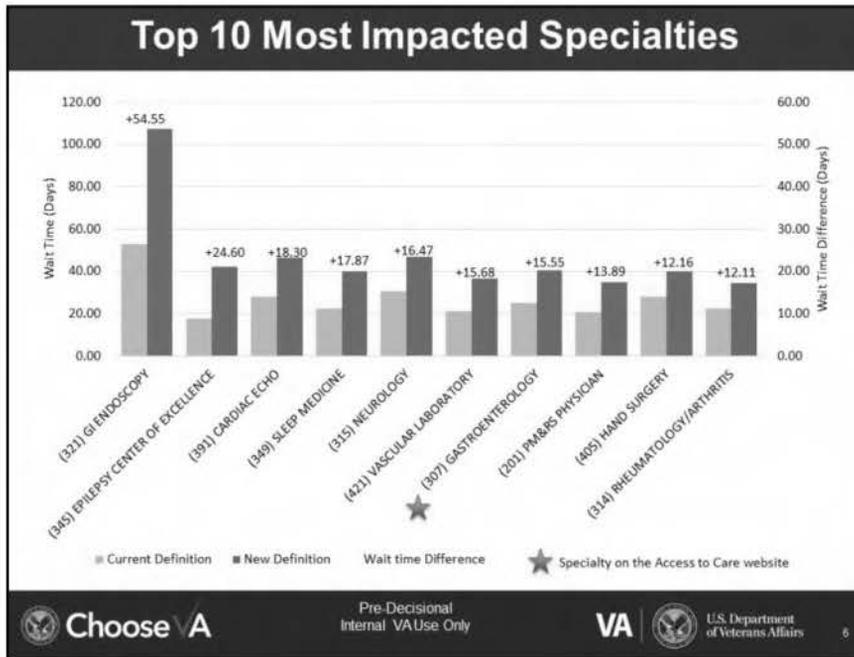


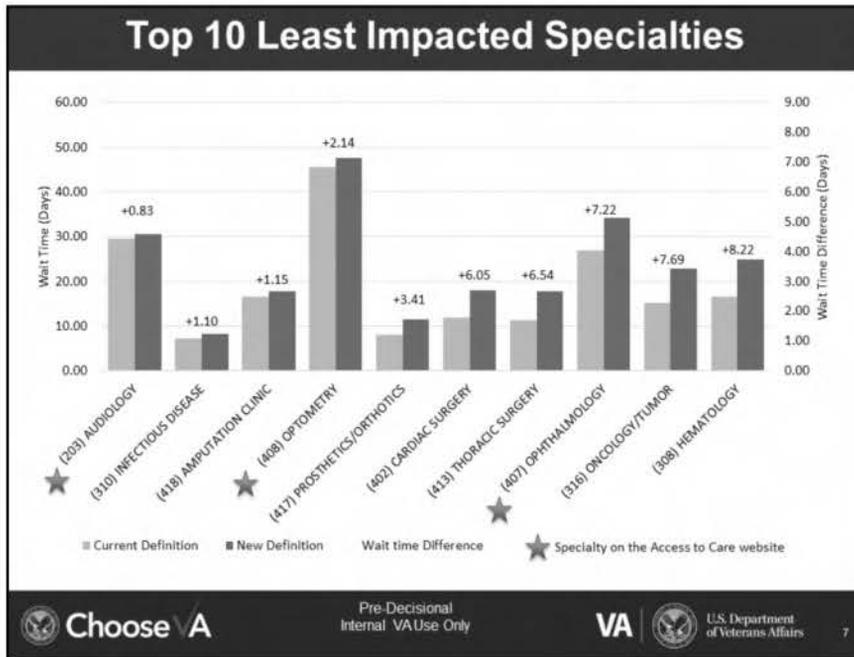
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VETERANS HEALTH ADMINISTRATION

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Presentation for: Dr. Rich Stone

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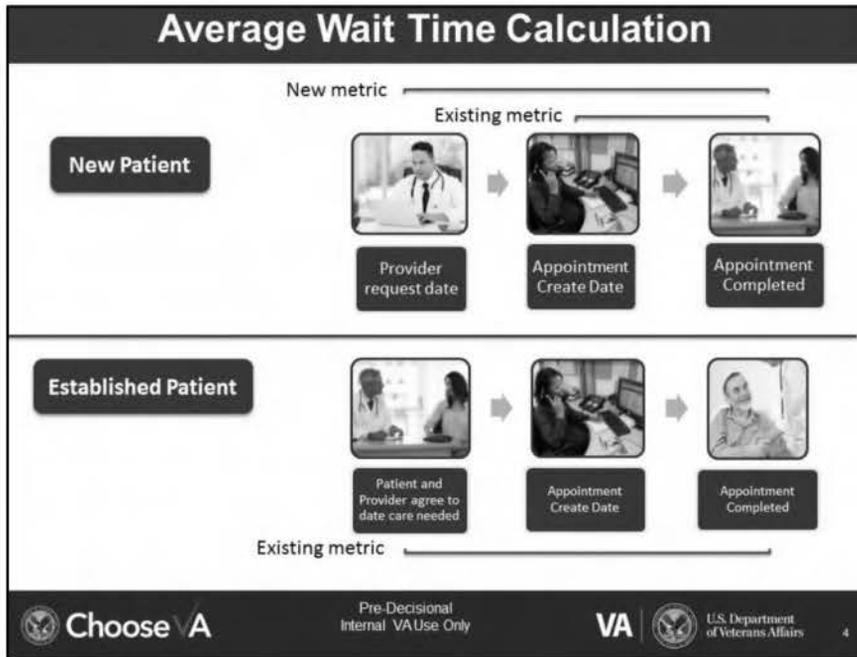
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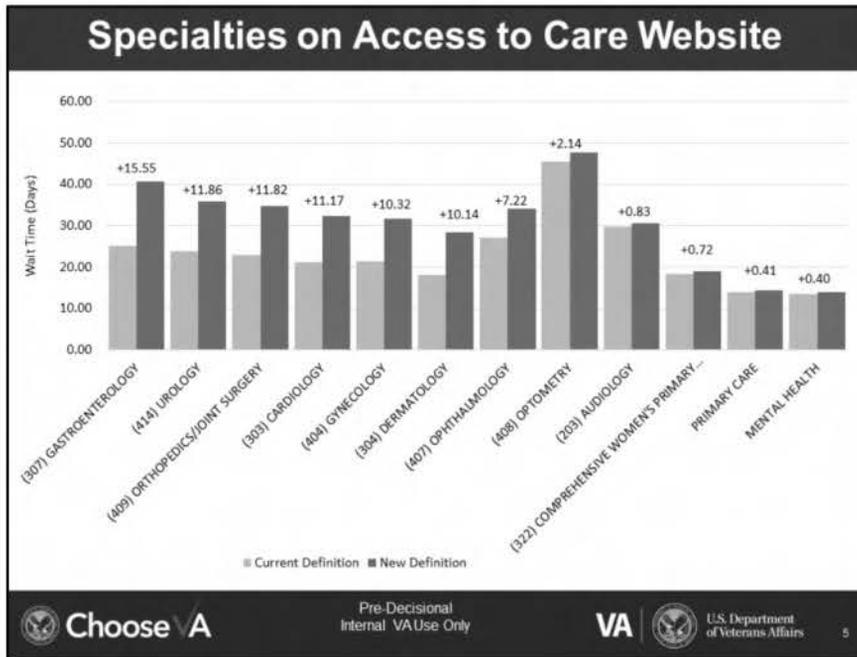
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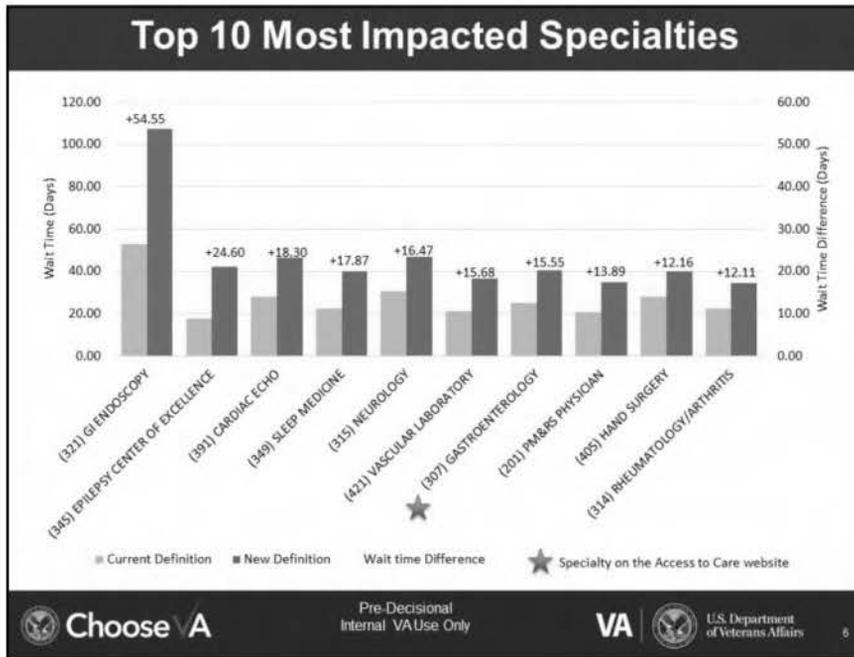


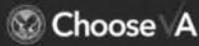
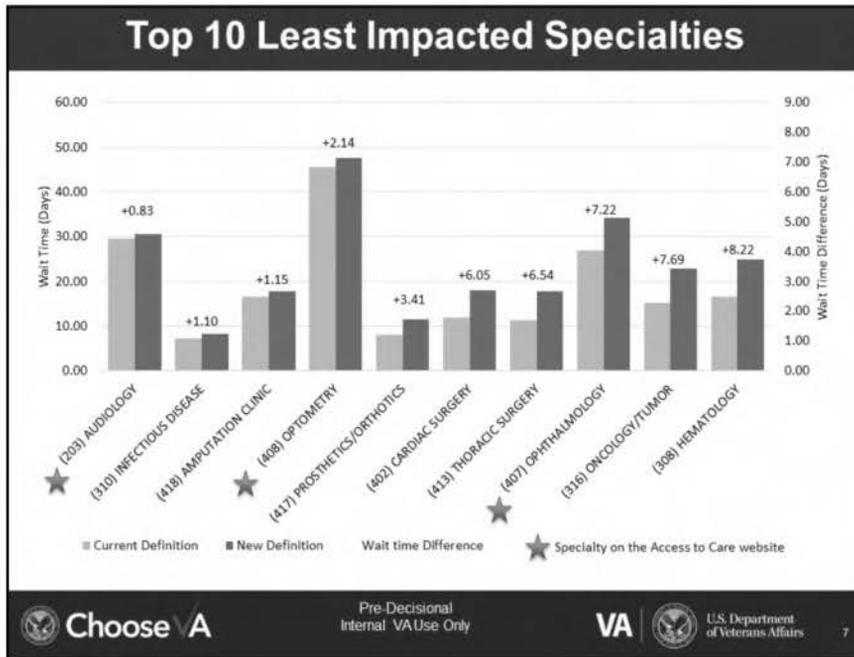
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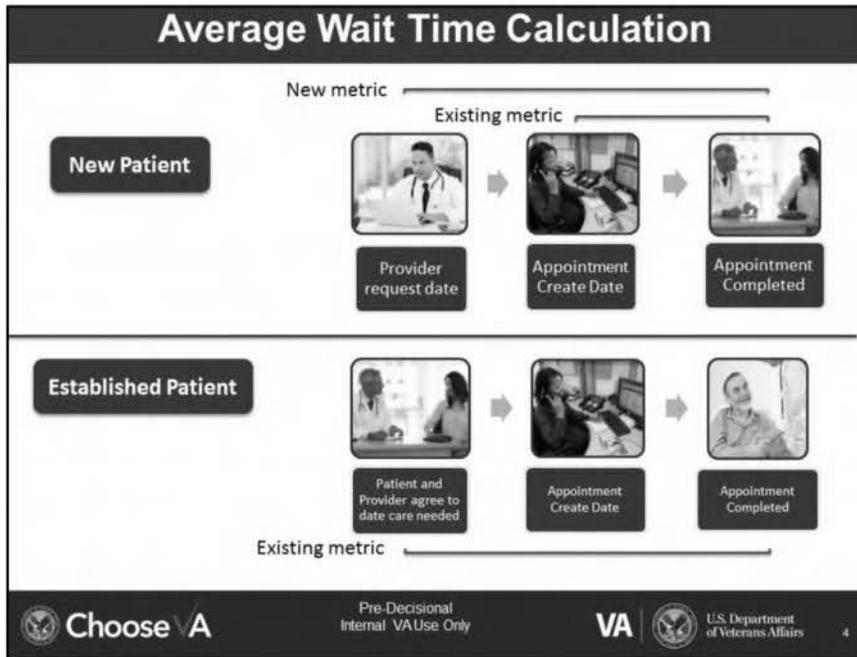
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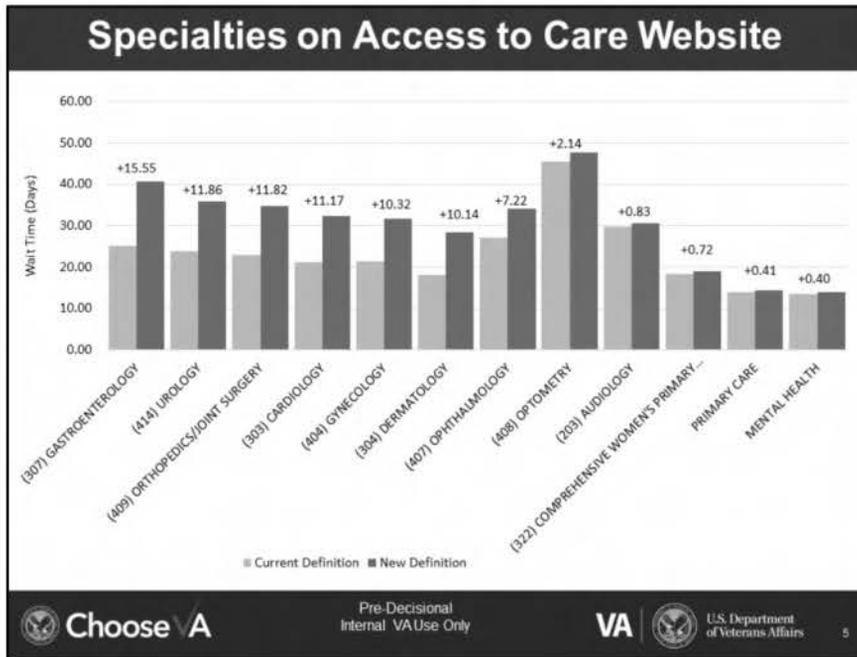
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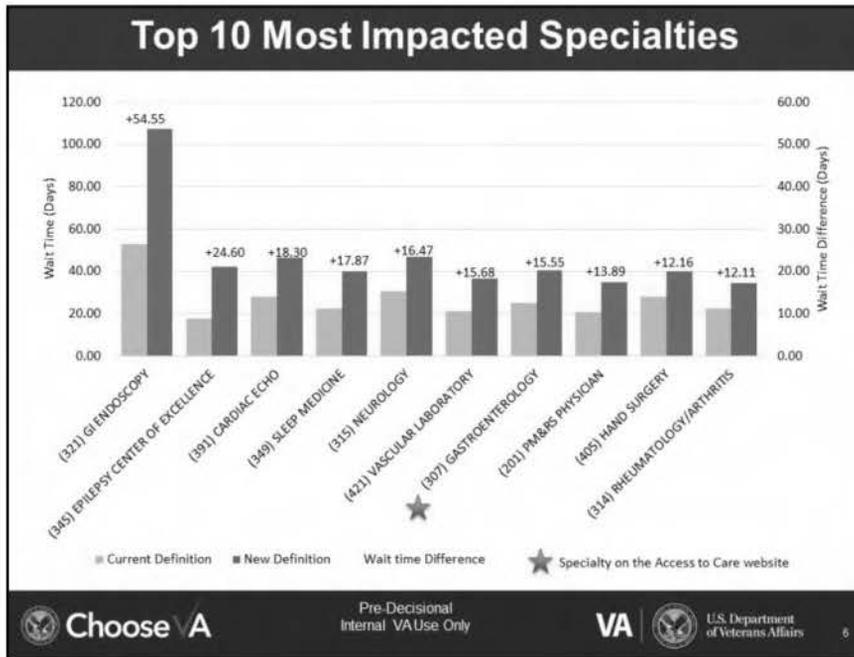


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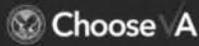
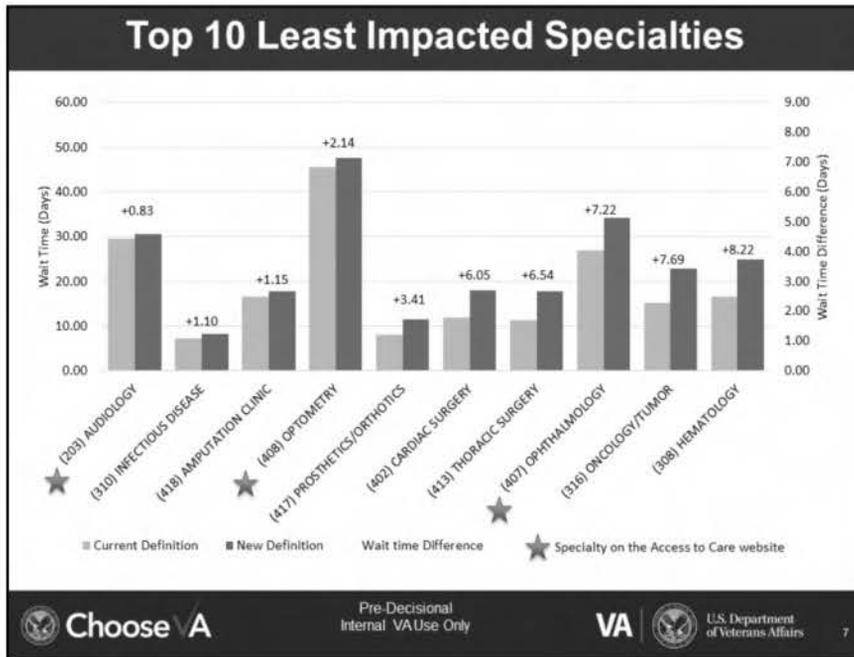


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MISSION Act Quality Standards and Related Activities

VHA Office of Quality and Patient Safety (QPS)
September 1, 2021

VA



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MISSION Act Quality – Overview

VA Standards for Quality (MISSION Act Section 104 - § 1703C)

- Identify a common set of quality standards
- Compare performance to the community and analyze at the level of medical service lines
- Serve as the foundation for subsequent eligibility decisions for Community Care

Quality Criterion for Community Care Eligibility (MISSION Act Section 101 - § 1703[e])

- Provides the authority to VA to enable eligibility for Community Care by designating VA medical service lines based on the quality criterion
- Affects VA medical service lines not complying with VA standards for quality, as determined through measures of both timeliness and quality

Remediation of Medical Service Lines (MISSION Act Section 109 - § 1706A)

- Required for designated VA medical service lines
- Requires extensive Congressional response and public awareness

MISSION Act-specific needs, distinct from routine VHA improvement and consultation

VA Standards for Quality and Measures*

VHA Standards	Initial Measures
Timely Care: Provided without inappropriate or harmful delays	Patient-reported measures on getting timely appointments, care, and information Wait times for outpatient care
Effective Care: Based on scientific knowledge of what is likely to provide benefit to Veterans	Smoking and Tobacco Use Cessation Immunization for Influenza Breast and Cervical Cancer Screening Mortality Rates - Risk Adjusted Controlling high blood pressure Beta-blocker treatment after heart attack Comprehensive Diabetes Care – Blood Pressure and Glucose control Improvement in function (short-stay nursing home patients) Newly received antipsychotic medications (short-stay nursing home patients)
Safe Care: Avoids harm from care that is intended to help Veterans	Catheter and central line associated infection rates C. difficile infection rate Death rate among surgical patients with serious treatable complications Nursing home safety measures
Veteran-Centered Care: Anticipates and responds to Veterans specific needs	Patient's overall rating of the Provider Patient's rating of Coordination of Care HCAHPS Overall Rating of Hospital HCAHPS Care Transition Measure

*This represents a condensed version of the list of measures posted on the Federal Register on 10/3/2019

Things to Remember...

- VA standards for quality reflect care that is **timely, effective, safe, and Veteran-centered**.
- VA **compares its care** to the care provided in the community.
- Where VA compares favorably to the community, **that's great!**
- Where we do not, we are committed to improving our care.
- If there is a **significant or serious concern**, Veterans have the option to receive care in the community for specific medical services that do not meet the VA standards for quality and timeliness while remediations are underway at their VA facility.

Quality Criterion for Community Care Eligibility Section 101 - § 1703[e]



Veterans may be provided the option for community care if a medical service line* does not meet VA's standards for quality based on two conditions:

- Quality – compared to community (2 or more measures)
- Timeliness – compared to same service line at other VA facilities

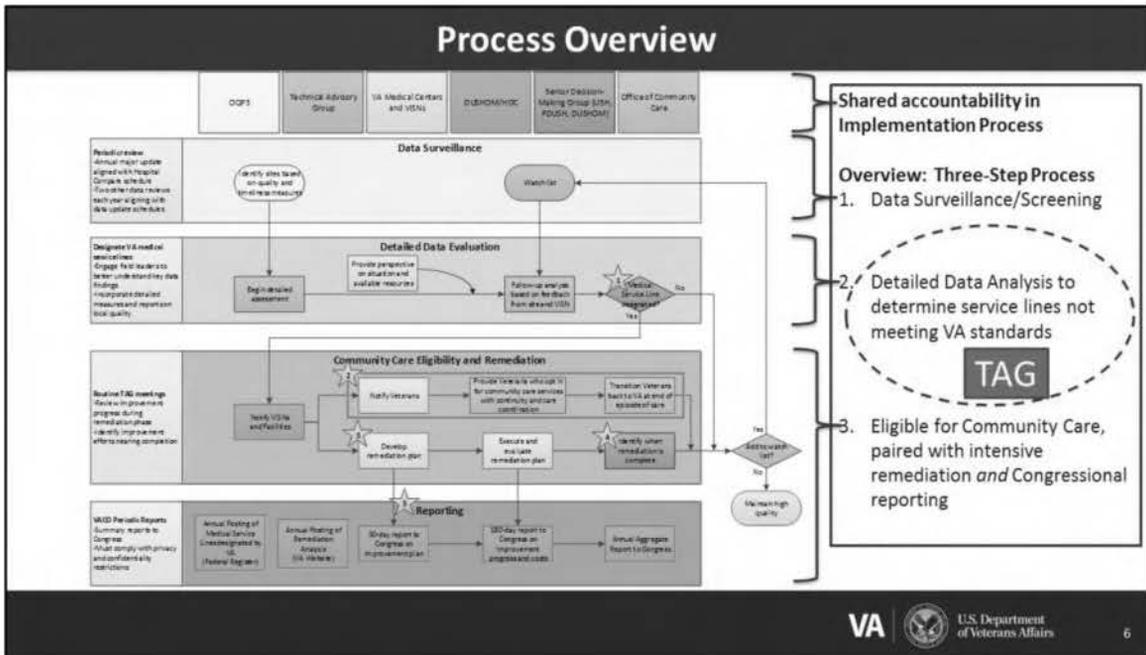
Example: If VA has identified that the cardiology service line at a local VA medical facility is not providing care that meets VA's standards for quality, the Veteran may be able to elect to receive their cardiology care in the community. However, there may be limits on when, where, and what is available under this criterion.

*Medical service line - "a specific medical service or set of services delivered in a VA facility."
Source: VA regulations (AQ-46)

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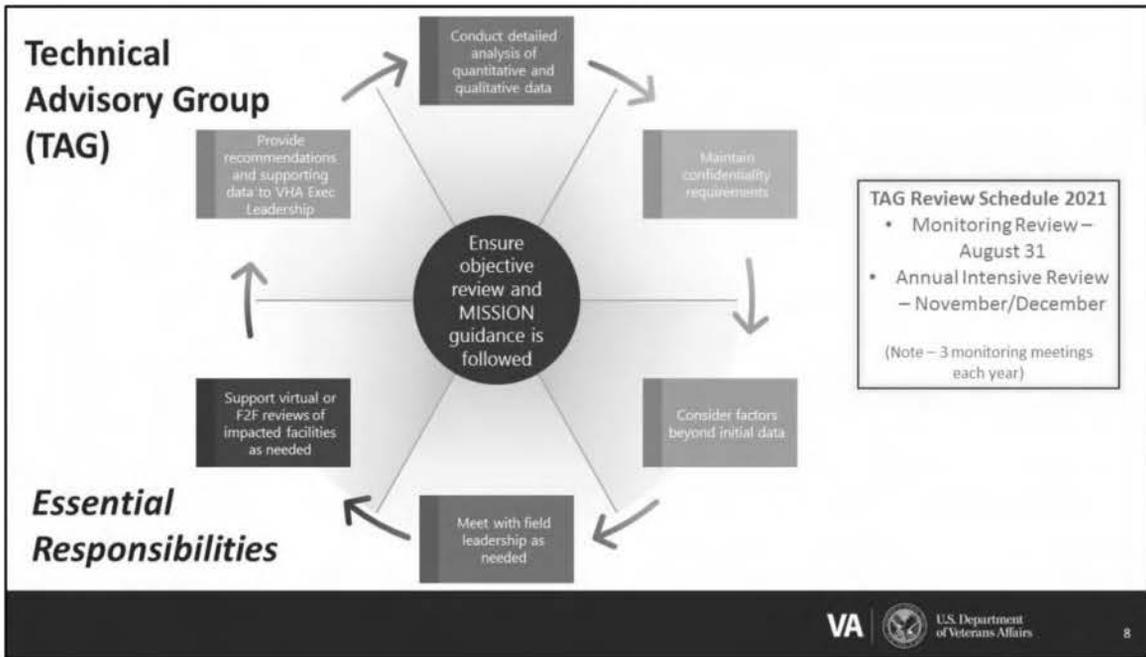
Surveillance Logic Leading to Technical Advisory Group (TAG) Evaluation

Data Surveillance

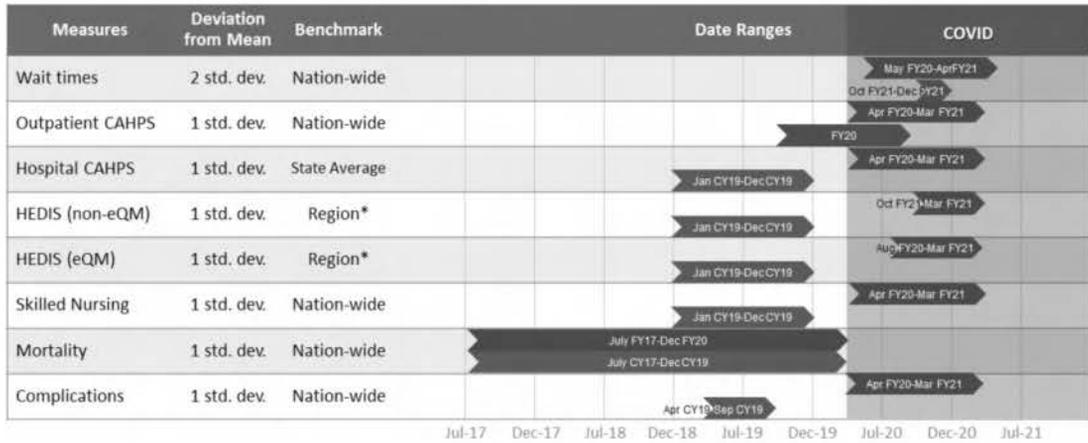
- Measures are triggered through comparisons against a benchmark (one or two standard deviations worse than the benchmark average)
 - Timeliness measures are compared with internal VA data
 - Quality measures are primarily compared with community data
- Medical Service Lines are flagged in timeliness and/or quality
 - Flagging is based on the number of triggered measures
 - For example, Primary Care at Everytown VAMC is flagged in quality due to triggering in two quality measures

Detailed Data Evaluation

- Any Medical Service Line flagged in both timeliness and quality is brought to the TAG for further evaluation
- The TAG reports Detailed Data Evaluation findings to the Senior Decision-Making Group (USH's Office) to inform their recommendations to the VA Secretary on medical service lines to be designated



VA and Community Surveillance Data Availability



VA
 Community
 VA Baseline

*Some facilities were scored against a national benchmark due to a lack of sufficient sample sizes for regional data (flu and tobacco measures)

MISSION TAG Monitoring
Review August 31, 2021

Surveillance Summary: Medical Services

(Two sites flagged for TAG review during this surveillance interval)

Triggering Timeliness Measures (Top 3)

- Cardiology CAHPS Access (24)
- Primary Care CAHPS Access (17)
- Women's Health CAHPS Access (13)

Triggering Quality Measures

- Flu Immunizations (137)
- CAHPS Provider Rating (13)
- Breast Cancer Screening (12)
- CAHPS Care Coordination (12)
- Cervical Cancer Screening (7)
- DM – Blood Pressure Control (4)

LEGEND		MSL Results from Timeliness Comparison (Internal VA)		
		Flagged	Triggering Measure	No Triggering Measures
	For TAG review before SDMG recommendations			
	For standard VHA improvement processes			
	No performance issues identified			
MSL Results from Quality Comparison (With Community)	Flagged	2 (2 more than previous surveillance interval)	11 (10 more than previous surveillance interval)	16 (14 more than previous surveillance interval)
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MISSION TAG Monitoring
Review August 31, 2021

Surveillance Summary: Hospital Care

(No sites flagged for TAG review during this surveillance interval)

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- CAUTI (13)
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LEGEND		MSL Results from Timeliness Comparison (Internal VA)		
		Flagged	Triggering Measure	No Triggering Measures
MSL Results from Quality Comparison (With Community)	For TAG review before SDMG recommendations	N/A	N/A	13 (4 more than previous surveillance interval)
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MISSION TAG Monitoring
Review August 31, 2021

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Triggering Quality Measures:

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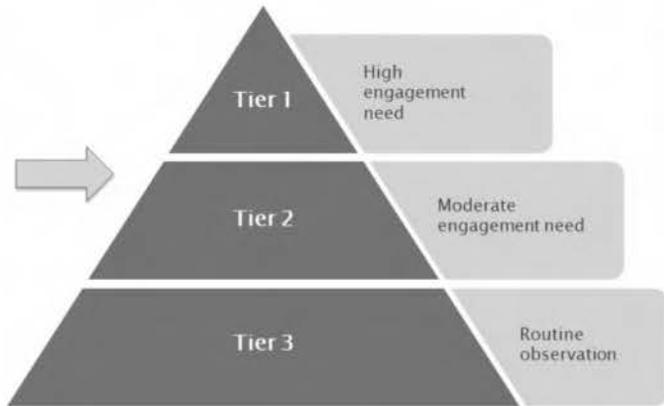
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MISSION Act Quality Standards and Related Activities

VHA Office of Quality and Patient Safety (QPS)
September 1, 2021

VA



U.S. Department
of Veterans Affairs

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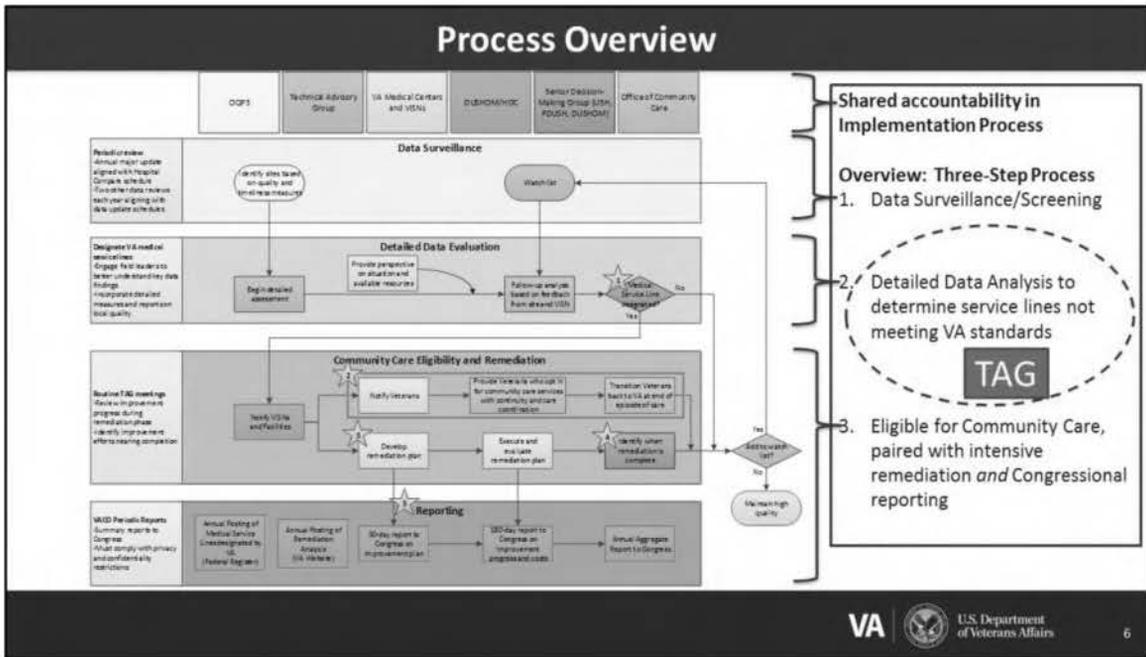
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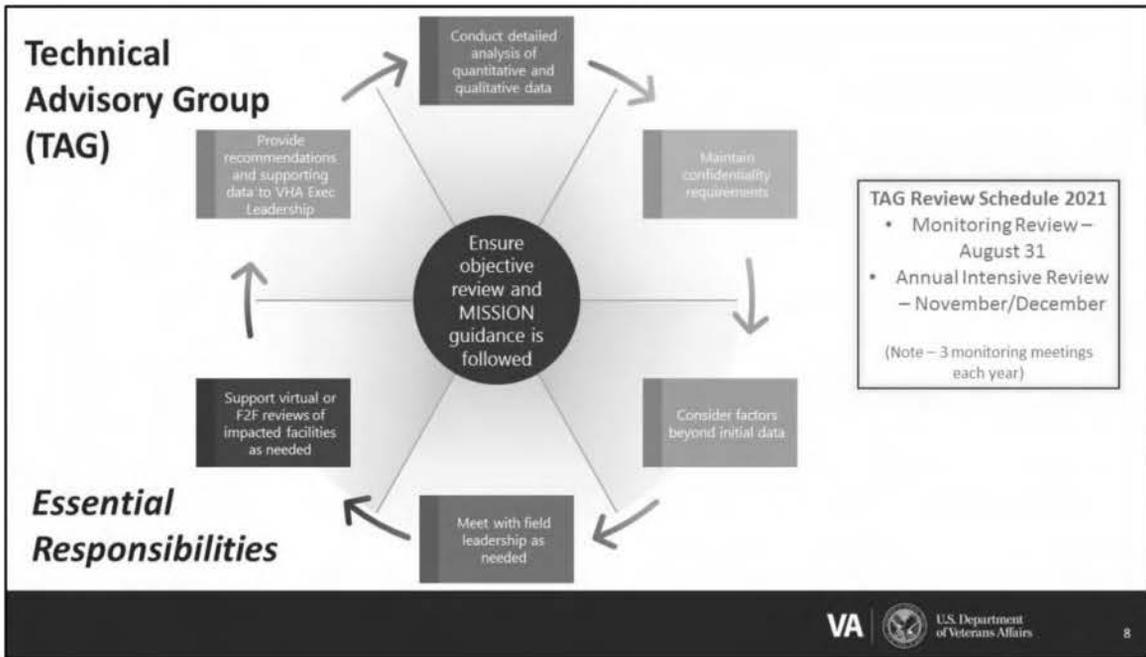
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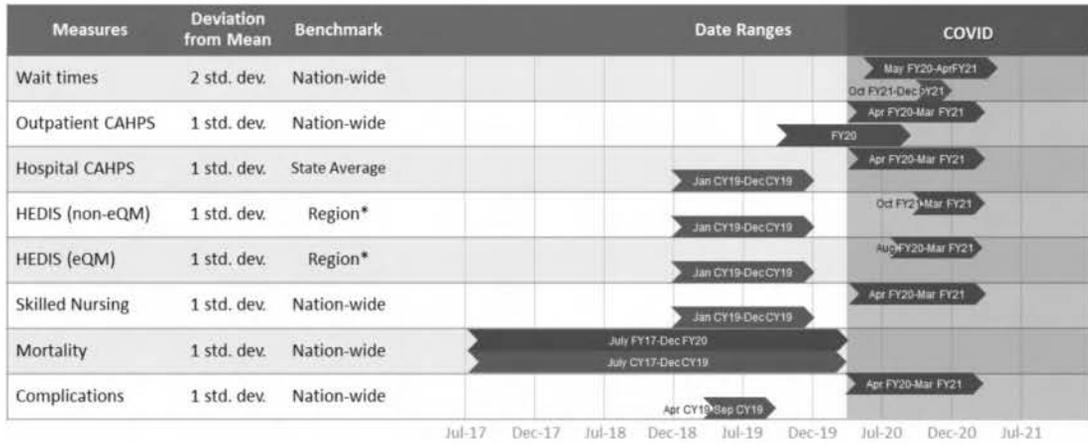
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MISSION TAG Monitoring
Review August 31, 2021

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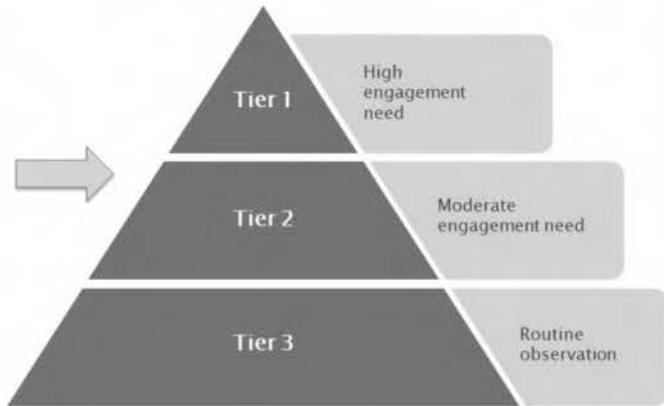
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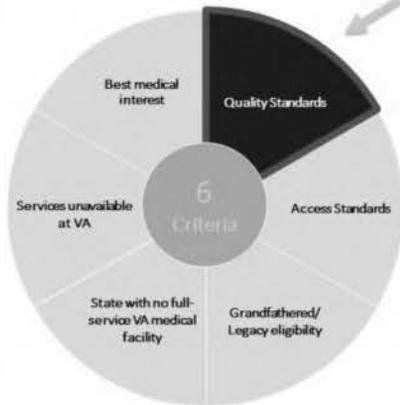
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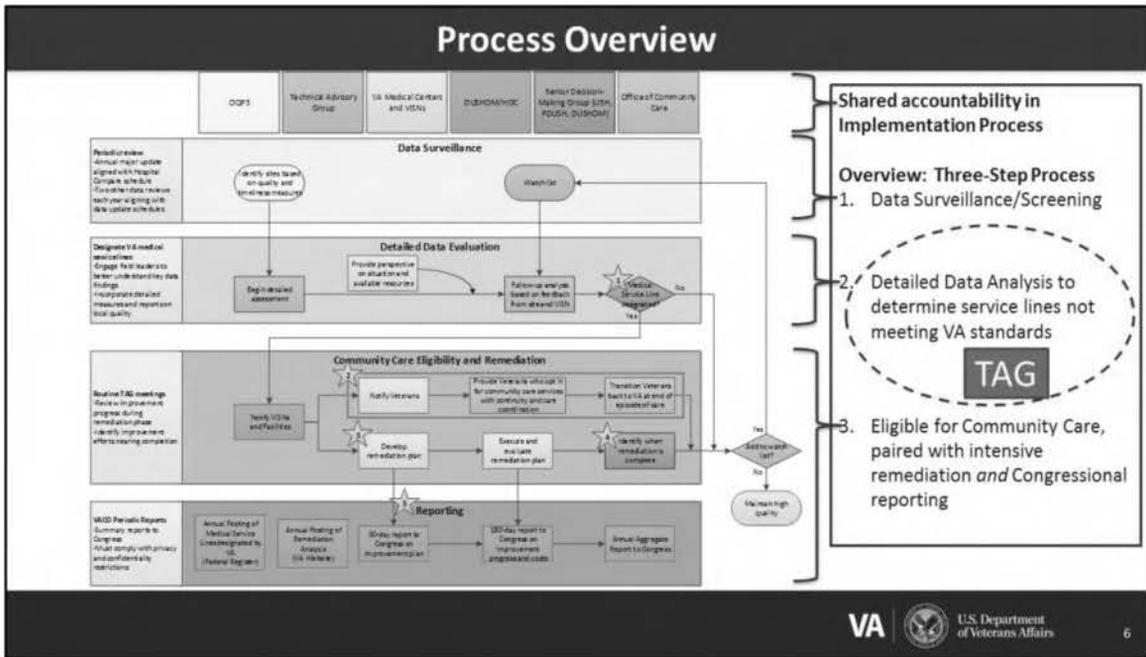


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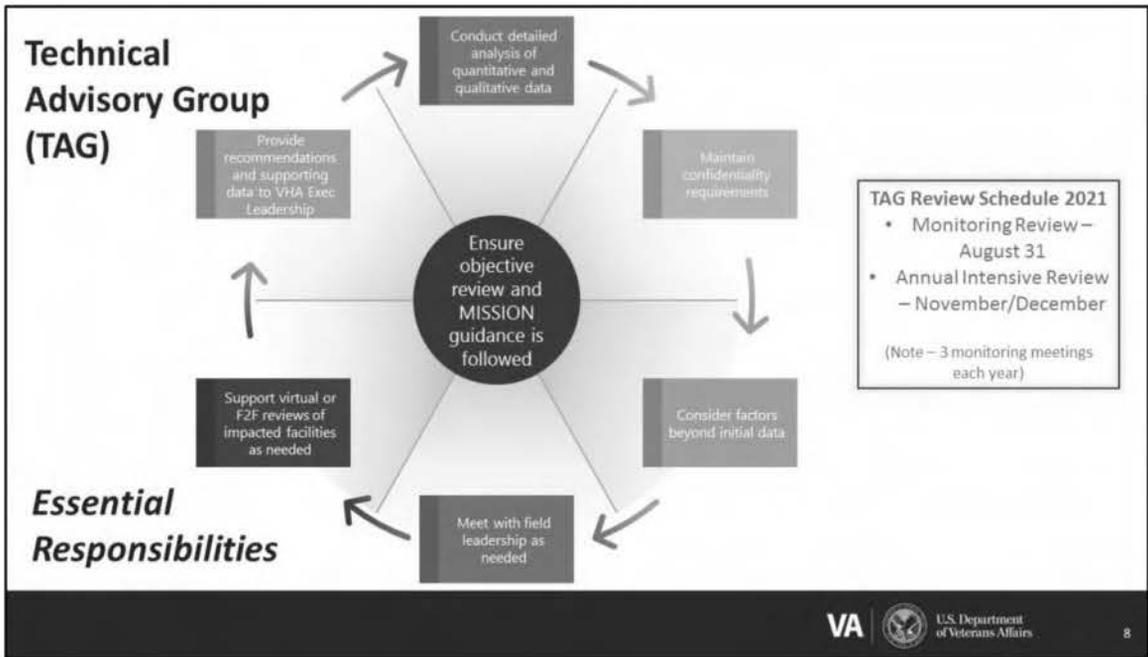
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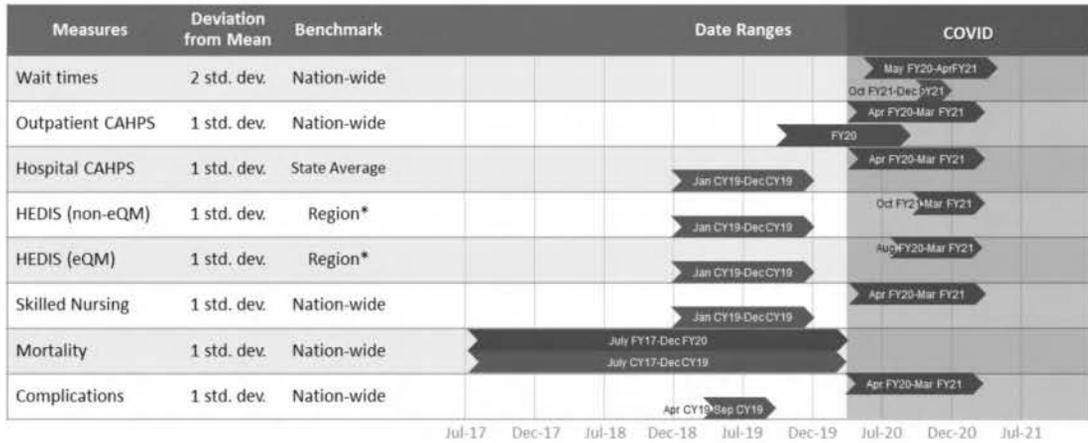
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LEGEND		MSL Results from Timeliness Comparison (Internal VA)		
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MSL Results from Quality Comparison (With Community)	For TAG review before SDMG recommendations	N/A	N/A	13 (4 more than previous surveillance interval)
	For standard VHA improvement processes	N/A	N/A	24 (7 fewer than previous surveillance interval)
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MISSION TAG Monitoring
Review August 31, 2021

Surveillance Summary: Extended Care Services

(No sites flagged for TAG review during this surveillance interval)

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Short Stay

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U.S. Department
of Veterans Affairs

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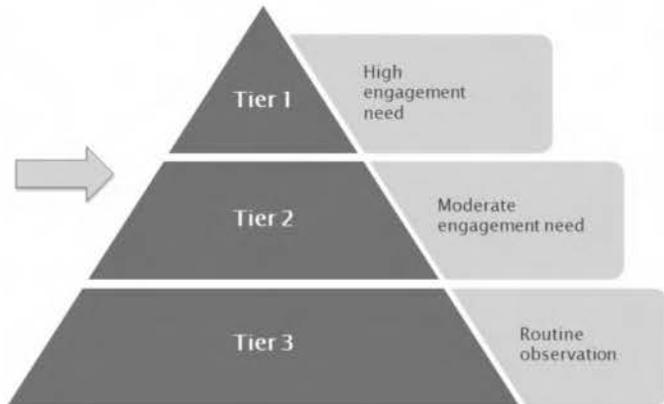
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VHA Office of Quality and Patient Safety (QPS)
September 1, 2021

VA



U.S. Department
of Veterans Affairs

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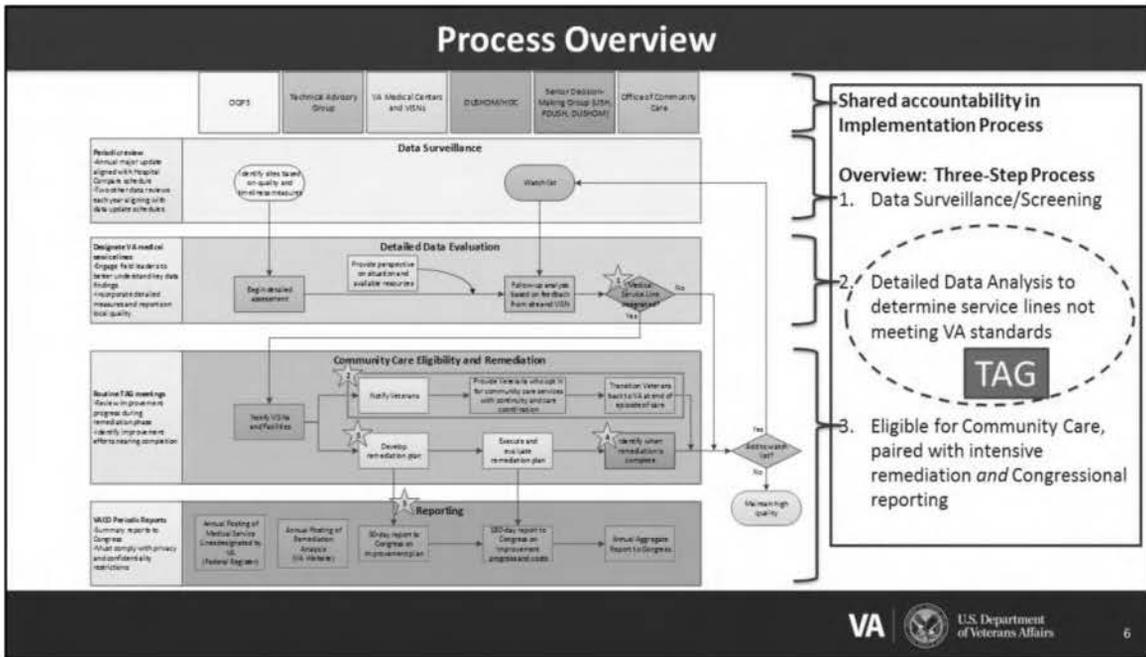
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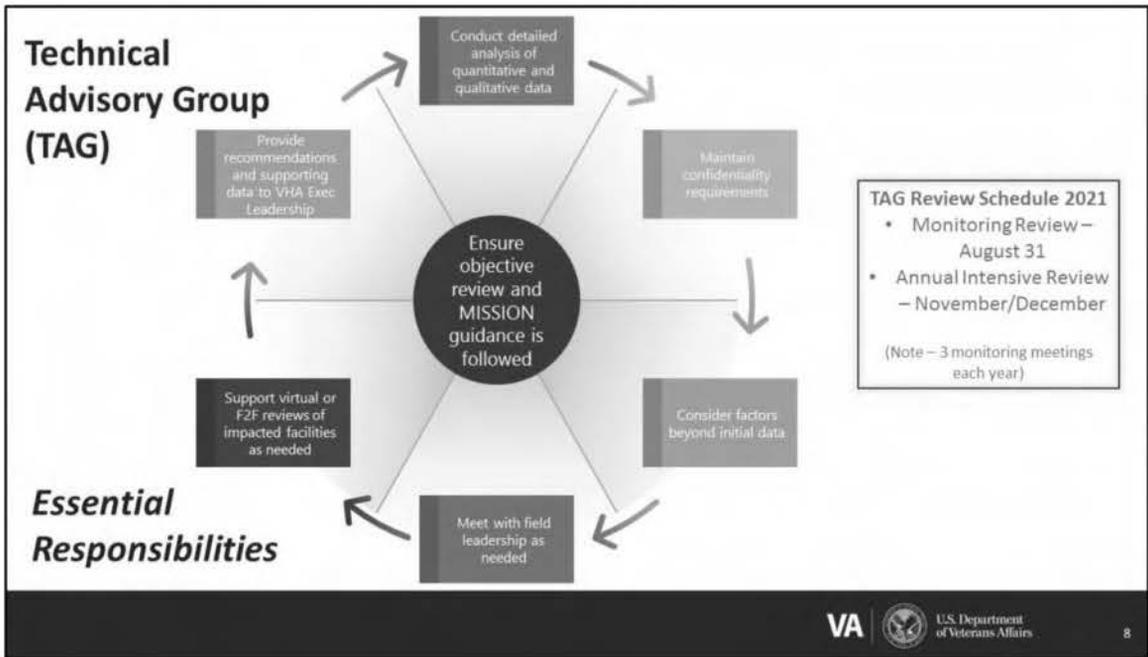
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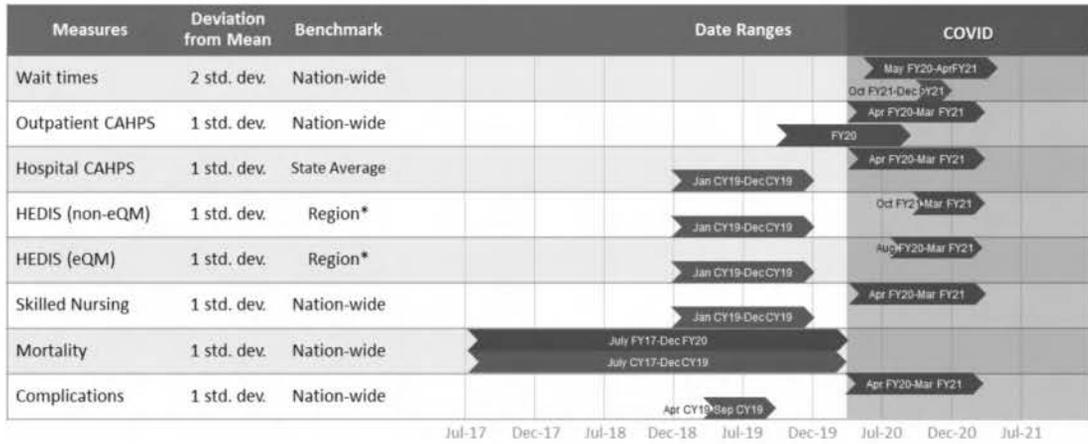
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MISSION TAG Monitoring
Review August 31, 2021

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(Two sites flagged for TAG review during this surveillance interval)

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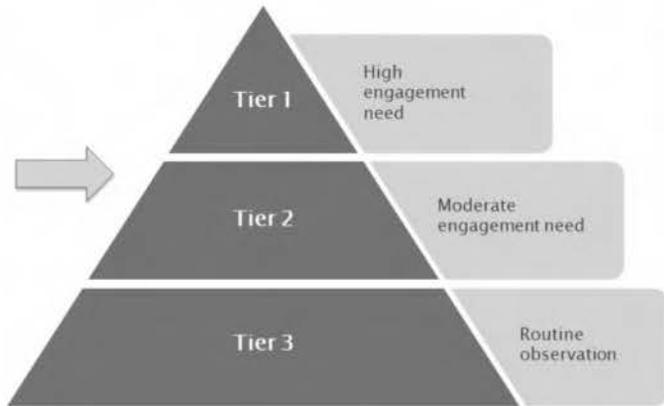
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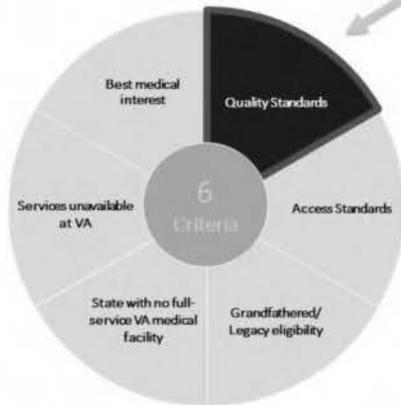


U.S. Department
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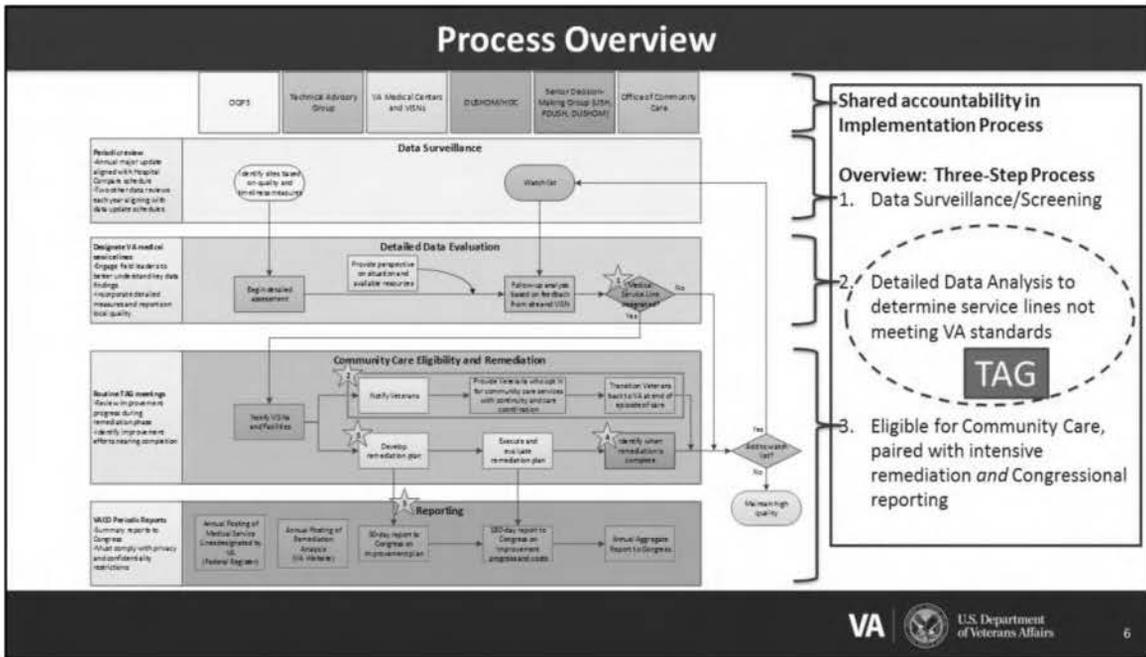
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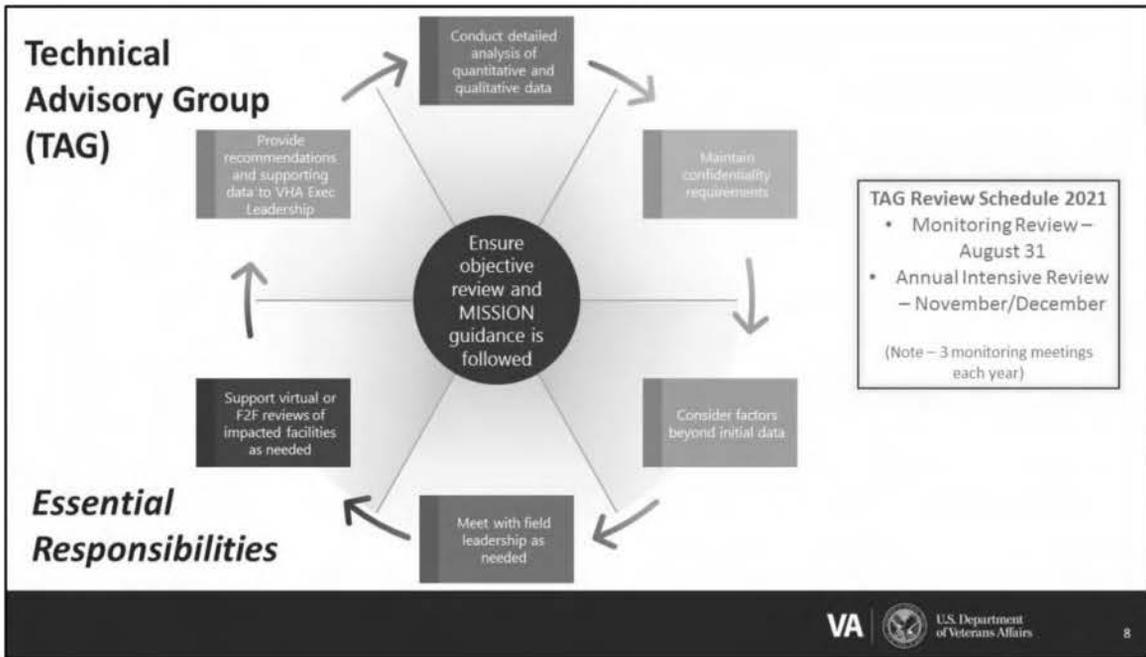
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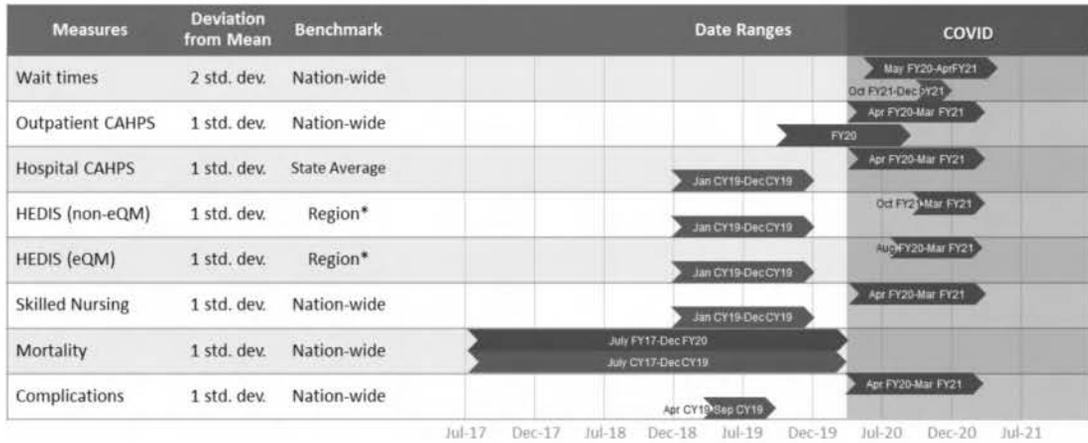
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MSL Results from Quality Comparison (With Community)	For TAG review before SDMG recommendations	N/A	N/A	13 (4 more than previous surveillance interval)
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	No performance issues identified	N/A	N/A	92 (2 more than previous surveillance interval)

MISSION TAG Monitoring
Review August 31, 2021

Surveillance Summary: Extended Care Services

(No sites flagged for TAG review during this surveillance interval)

Triggering Quality Measures:

Short Stay

- Antipsychotic Medications (26)
- Functional Improvement (8)
- Pressure Ulcer (0)

Triggering Quality Measures:

Long Stay

- Falls with Major Injury (4)
- Physical Restraints (3)

Due to the lack of timeliness measures, Skilled Nursing Home medical service lines **may not be designated** by the VA Secretary, per MISSION Act requirements.

LEGEND		MSL Results from Timeliness Comparison (Internal VA)		
		Flagged	Triggering Measure	No Triggering Measures
	For TAG review before SDMG recommendations			
	For standard VHA improvement processes			
	No performance issues identified			
MSL Results from Quality Comparison (With Community)	Flagged	N/A	N/A	7 (3 more than previous surveillance interval)
	Triggering Measure	N/A	N/A	27 (3 fewer than previous surveillance interval)
	No Triggering Measure	N/A	N/A	98 (same as previous surveillance interval)

Remediation of Medical Service Lines – Section 109 - § 1706A

- **Required** for those occasions **where VA medical service lines are designated** based on the quality standards criterion for Community Care eligibility
- **Community care eligibility** concludes when **remediation is complete** (service line meets standards)
- Requires extensive response:
 - **Federal Register posting of service lines** that did not meet VA standards
 - **Remediation action plan** submitted within 30 days
 - **Identification of VAMC, VISN, VHA Central Office individuals accountable** for remediation of medical service line to meet VA standards for quality
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MISSION Act-specific needs, distinct from routine VHA improvement and consultation

Appendix – Supporting Materials

MISSION Act Requirements

MISSION Act Requirements – Section 101

- ✓ – Measure quality of a medical service line of a VA facility by comparing it with 2 or more distinct and appropriate quality measures at non-Department medical service lines

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- Criteria are applied on a **case-by-case basis** using information **specific to each Veteran**. **Veteran decision to opt-in or opt-out**
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- These criteria are **always active**, so Veterans are eligible **any time the conditions are met**

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- Criterion applies to the **entire medical service line based on analysis for care**. **Veteran decision to opt-in or opt-out**
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- **Cap limit placed by Congress on the number of service lines eligible (3 locally and 36 nationally)**
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Full Measure List by VA Medical Service Line – 11/2020 to Present

Medical Service Line	Timeliness Measures (VA Internal Comparison)	Quality Measures (Community Comparison)	
Primary Care (PC)	% Wait Within 20 Days from CD CAHPS Routine (bottom box) CAHPS Urgent (bottom box) CAHPS Questions (bottom box)	Smoking and Tobacco Cessation Counselling Flu Immunization Controlling High Blood Pressure** Risk Adjusted Mortality Rate for CHF** Beta-Blocker Treatment After Heart Attacks**	Diabetes Management – HbA1c Poor Control** Diabetes Management – Blood Pressure Control** Care Coordination Overall Rating of Provider
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* No timeliness measures are available for this medical service line, so it is not able to be designated according to MISSION Act requirements.

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U.S. Department
of Veterans Affairs

Factors for Consideration in TAG Evaluation

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Factor	Description*
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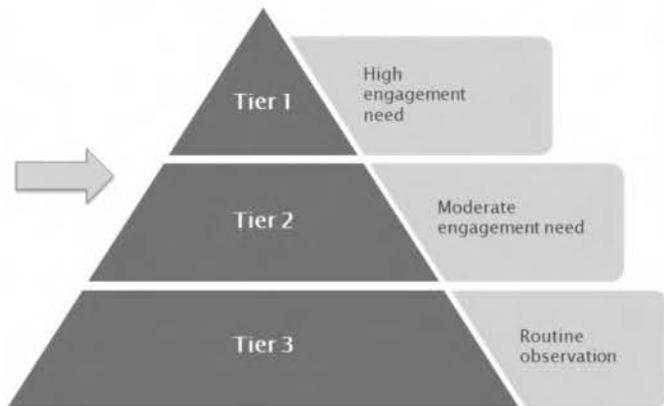
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 - ≥40% metrics in 5th quintile of SAIL
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 - >50% of all SAIL metrics worsened from 1 year ago
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 - Under-served VA (Mental Health and Primary Care)
 - **MISSION Act (Monitor List)**



MISSION Act Quality Standards and Related Activities

VHA Office of Quality and Patient Safety (QPS)
September 1, 2021

VA



U.S. Department
of Veterans Affairs

MISSION Act Quality – Overview

VA Standards for Quality (MISSION Act Section 104 - § 1703C)

- Identify a common set of quality standards
- Compare performance to the community and analyze at the level of medical service lines
- Serve as the foundation for subsequent eligibility decisions for Community Care

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- Provides the authority to VA to enable eligibility for Community Care by designating VA medical service lines based on the quality criterion
- Affects VA medical service lines not complying with VA standards for quality, as determined through measures of both timeliness and quality

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VHA Standards	Initial Measures
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Safe Care: Avoids harm from care that is intended to help Veterans	Catheter and central line associated infection rates C. difficile infection rate Death rate among surgical patients with serious treatable complications Nursing home safety measures
Veteran-Centered Care: Anticipates and responds to Veterans specific needs	Patient's overall rating of the Provider Patient's rating of Coordination of Care HCAHPS Overall Rating of Hospital HCAHPS Care Transition Measure

*This represents a condensed version of the list of measures posted on the Federal Register on 10/3/2019

Things to Remember...

- VA standards for quality reflect care that is **timely, effective, safe, and Veteran-centered**.
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- If there is a **significant or serious concern**, Veterans have the option to receive care in the community for specific medical services that do not meet the VA standards for quality and timeliness while remediations are underway at their VA facility.

Quality Criterion for Community Care Eligibility Section 101 - § 1703[e]

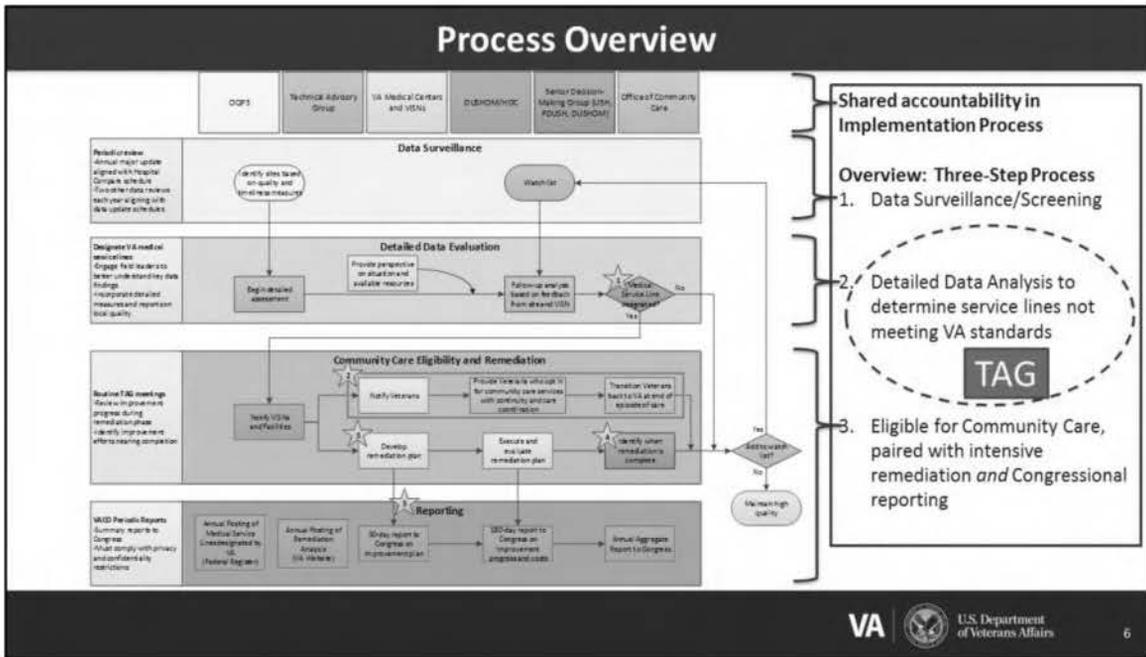


Veterans may be provided the option for community care if a medical service line* does not meet VA's standards for quality based on two conditions:

- Quality – compared to community (2 or more measures)
- Timeliness – compared to same service line at other VA facilities

Example: If VA has identified that the cardiology service line at a local VA medical facility is not providing care that meets VA's standards for quality, the Veteran may be able to elect to receive their cardiology care in the community. However, there may be limits on when, where, and what is available under this criterion.

*Medical service line - "a specific medical service or set of services delivered in a VA facility."
Source: VA regulations (AQ-46)



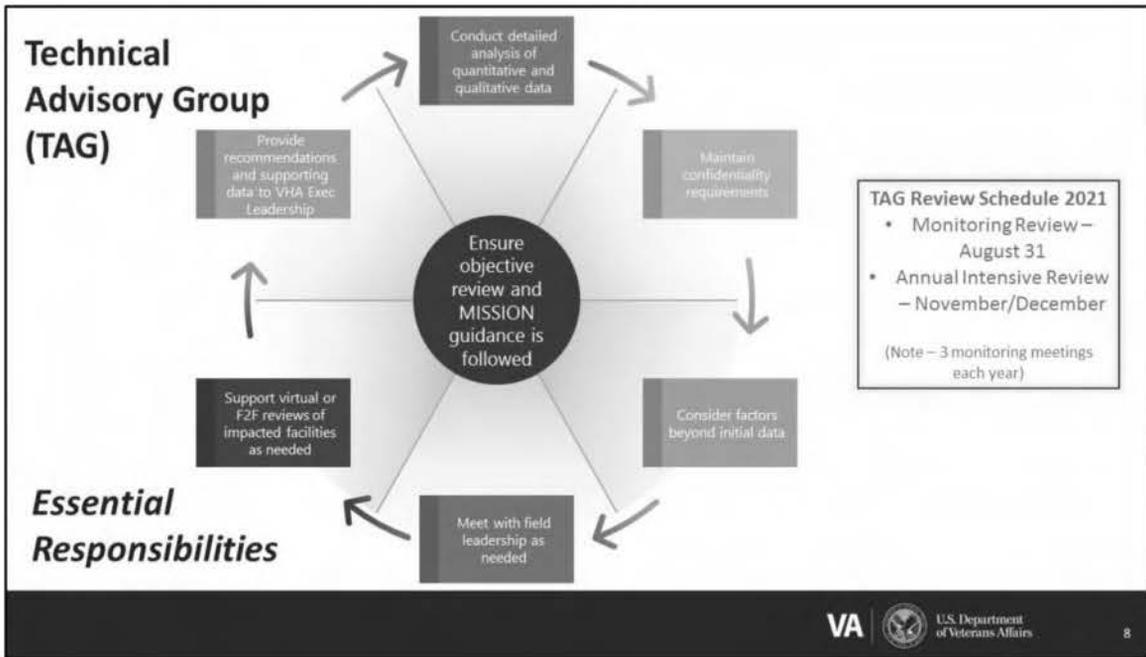
Surveillance Logic Leading to Technical Advisory Group (TAG) Evaluation

Data Surveillance

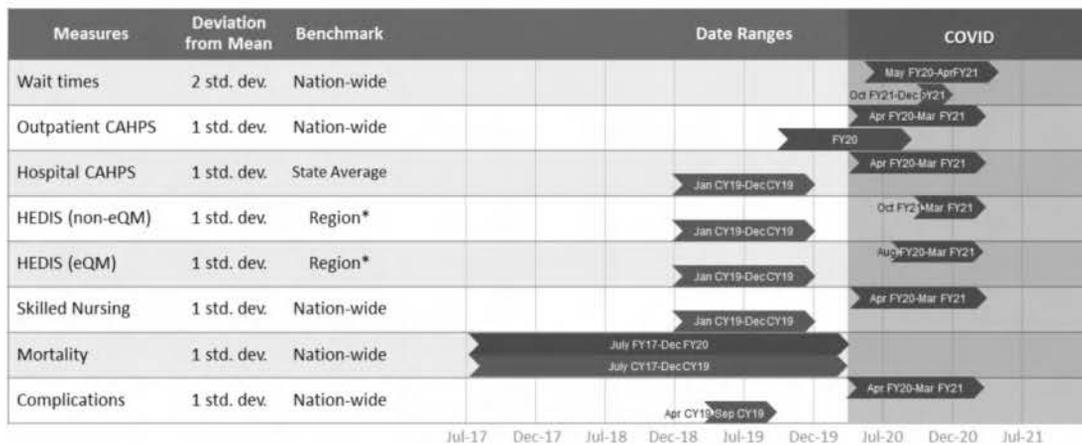
- Measures are triggered through comparisons against a benchmark (one or two standard deviations worse than the benchmark average)
 - Timeliness measures are compared with internal VA data
 - Quality measures are primarily compared with community data
- Medical Service Lines are flagged in timeliness and/or quality
 - Flagging is based on the number of triggered measures
 - For example, Primary Care at Everytown VAMC is flagged in quality due to triggering in two quality measures

Detailed Data Evaluation

- Any Medical Service Line flagged in both timeliness and quality is brought to the TAG for further evaluation
- The TAG reports Detailed Data Evaluation findings to the Senior Decision-Making Group (USH's Office) to inform their recommendations to the VA Secretary on medical service lines to be designated



VA and Community Surveillance Data Availability



VA
 Community
 VA Baseline

*Some facilities were scored against a national benchmark due to a lack of sufficient sample sizes for regional data (flu and tobacco measures)

MISSION TAG Monitoring
Review August 31, 2021

Surveillance Summary: Medical Services

(Two sites flagged for TAG review during this surveillance interval)

Triggering Timeliness Measures (Top 3)

- Cardiology CAHPS Access (24)
- Primary Care CAHPS Access (17)
- Women's Health CAHPS Access (13)

Triggering Quality Measures

- Flu Immunizations (137)
- CAHPS Provider Rating (13)
- Breast Cancer Screening (12)
- CAHPS Care Coordination (12)
- Cervical Cancer Screening (7)
- DM – Blood Pressure Control (4)

LEGEND		MSL Results from Timeliness Comparison (Internal VA)		
		Flagged	Triggering Measure	No Triggering Measures
	For TAG review before SDMG recommendations			
	For standard VHA improvement processes			
	No performance issues identified			
MSL Results from Quality Comparison (With Community)	Flagged	2 (2 more than previous surveillance interval)	11 (10 more than previous surveillance interval)	16 (14 more than previous surveillance interval)
	Triggering Measure	0 (1 fewer than previous surveillance interval)	9 (6 more than previous surveillance interval)	124 (78 more than previous surveillance interval)
	No Triggering Measure	3 (3 fewer than previous surveillance interval)	39 (20 more than previous surveillance interval)	347 (120 fewer than previous surveillance interval)

MISSION TAG Monitoring
Review August 31, 2021

Surveillance Summary: Hospital Care

(No sites flagged for TAG review during this surveillance interval)

Triggering Quality Measures

- CLABSI (18)
- CAUTI (13)
- HCAHPS Hospital Rating (11)
- HCAHPS Care Transition (10)

Due to the lack of timeliness measures, Inpatient medical service lines **may not be designated** by the VA Secretary, per MISSION Act requirements.

LEGEND		MSL Results from Timeliness Comparison (Internal VA)		
		Flagged	Triggering Measure	No Triggering Measures
MSL Results from Quality Comparison (With Community)	For TAG review before SDMG recommendations	N/A	N/A	13 (4 more than previous surveillance interval)
	For standard VHA improvement processes	N/A	N/A	24 (7 fewer than previous surveillance interval)
	No performance issues identified	N/A	N/A	92 (2 more than previous surveillance interval)

MISSION TAG Monitoring
Review August 31, 2021

Surveillance Summary: Extended Care Services

(No sites flagged for TAG review during this surveillance interval)

Triggering Quality Measures:

Short Stay

- Antipsychotic Medications (26)
- Functional Improvement (8)
- Pressure Ulcer (0)

Triggering Quality Measures:

Long Stay

- Falls with Major Injury (4)
- Physical Restraints (3)

Due to the lack of timeliness measures, Skilled Nursing Home medical service lines **may not be designated** by the VA Secretary, per MISSION Act requirements.

LEGEND		MSL Results from Timeliness Comparison (Internal VA)		
		Flagged	Triggering Measure	No Triggering Measures
	For TAG review before SDMG recommendations			
	For standard VHA improvement processes			
	No performance issues identified			
MSL Results from Quality Comparison (With Community)	Flagged	N/A	N/A	7 (3 more than previous surveillance interval)
	Triggering Measure	N/A	N/A	27 (3 fewer than previous surveillance interval)
	No Triggering Measure	N/A	N/A	98 (same as previous surveillance interval)

Remediation of Medical Service Lines – Section 109 - § 1706A

- **Required** for those occasions **where VA medical service lines are designated** based on the quality standards criterion for Community Care eligibility
- **Community care eligibility** concludes when **remediation is complete** (service line meets standards)
- Requires extensive response:
 - **Federal Register posting of service lines** that did not meet VA standards
 - **Remediation action plan** submitted within 30 days
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 - **Ongoing Congressional reporting** of status *and* **cost** of remediation actions
 - Reporting annually on public facing website

MISSION Act-specific needs, distinct from routine VHA improvement and consultation

Mission Act Quality Standards Tracking Report (MAQSTR)

The MISSION Act Quality Standards Tracking Report (MAQSTR) is designed to help compare VHA performance measure results to comparable community benchmarks

The main report displays:

- Measure Domains
- Short description of performance measures
- Preferred data direction
- Short description of performance measures
- Quarterly and yearly data
- Community scores
- Facility prior year score
- Links to the source reports
- Measure data timeframes

The screenshot shows the MAQSTR report interface for 'Adult Postoperative Care'. The table lists various performance measures with columns for Measure ID, Measure Name, Measure Domain, Measure Type, and a grid of data points for different quarters and years. The data points include scores and trends (up/down arrows).

Measure ID	Measure Name	Measure Domain	Measure Type	Q1 2020	Q2 2020	Q3 2020	Q4 2020	YTD 2020	YTD 2019	Community Score
1000-0001-0001	1000-0001-0001	1000-0001-0001	1000-0001-0001	1000-0001-0001	1000-0001-0001	1000-0001-0001	1000-0001-0001	1000-0001-0001	1000-0001-0001	1000-0001-0001
1000-0001-0002	1000-0001-0002	1000-0001-0002	1000-0001-0002	1000-0001-0002	1000-0001-0002	1000-0001-0002	1000-0001-0002	1000-0001-0002	1000-0001-0002	1000-0001-0002

https://reports.vssc.med.va.gov/ReportServer/Pages/ReportViewer.aspx?/IPEC/NDPP/NDPP_Production/NDPP

Appendix – Supporting Materials

MISSION Act Requirements

MISSION Act Requirements – Section 101

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Are there differences between the quality criterion and other eligibility criteria for community care?

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Standards for Quality

- Criterion applies to the **entire medical service line based on analysis for care**. **Veteran decision to opt-in or opt-out**
- The **decision to use the criterion is made by the VA Secretary** based on the analysis of the data
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VA

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of Veterans Affairs

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Full Measure List by VA Medical Service Line – 11/2020 to Present

Medical Service Line	Timeliness Measures (VA Internal Comparison)	Quality Measures (Community Comparison)	
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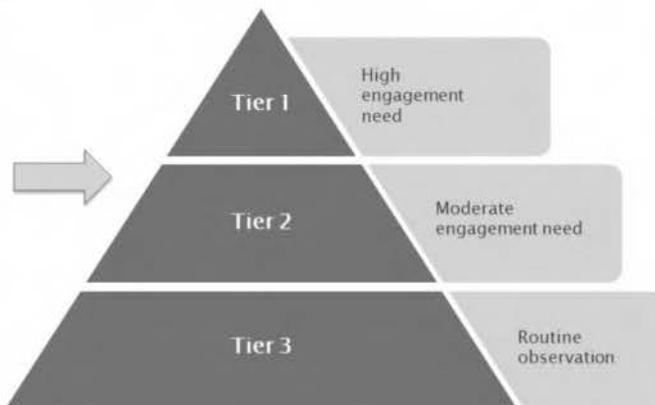
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U.S. Department
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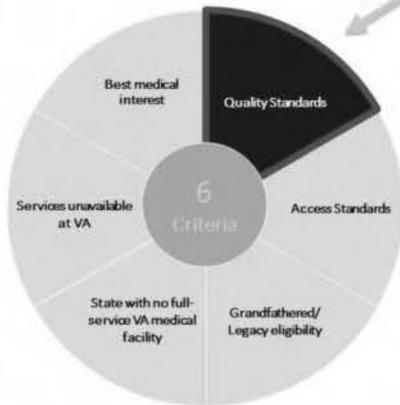


U.S. Department
of Veterans Affairs

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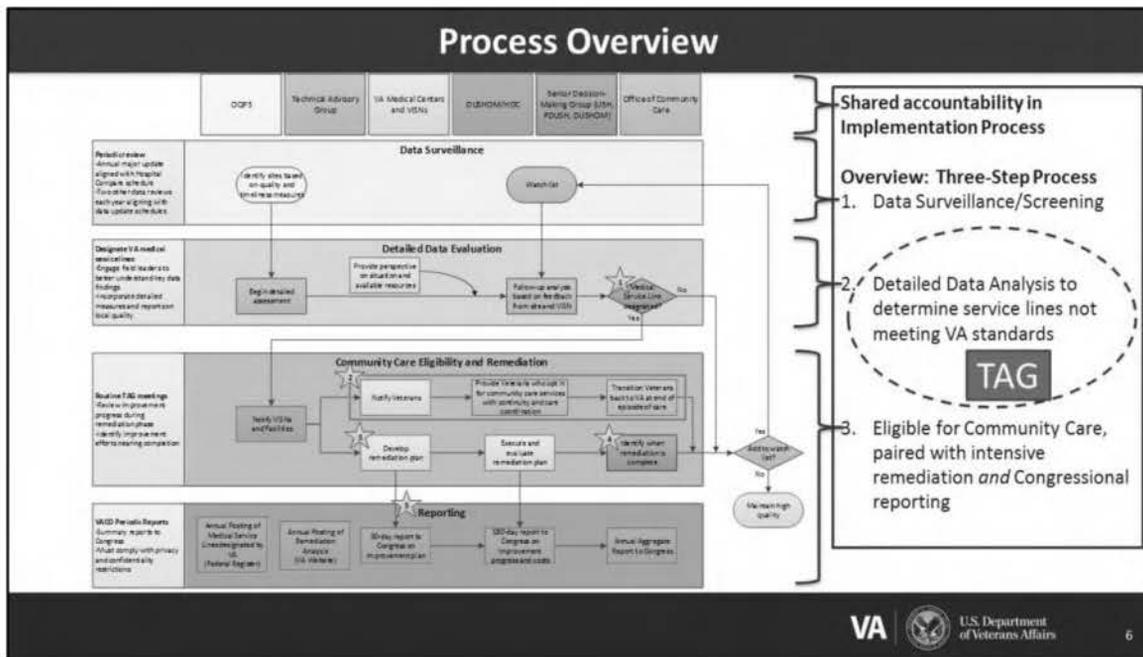


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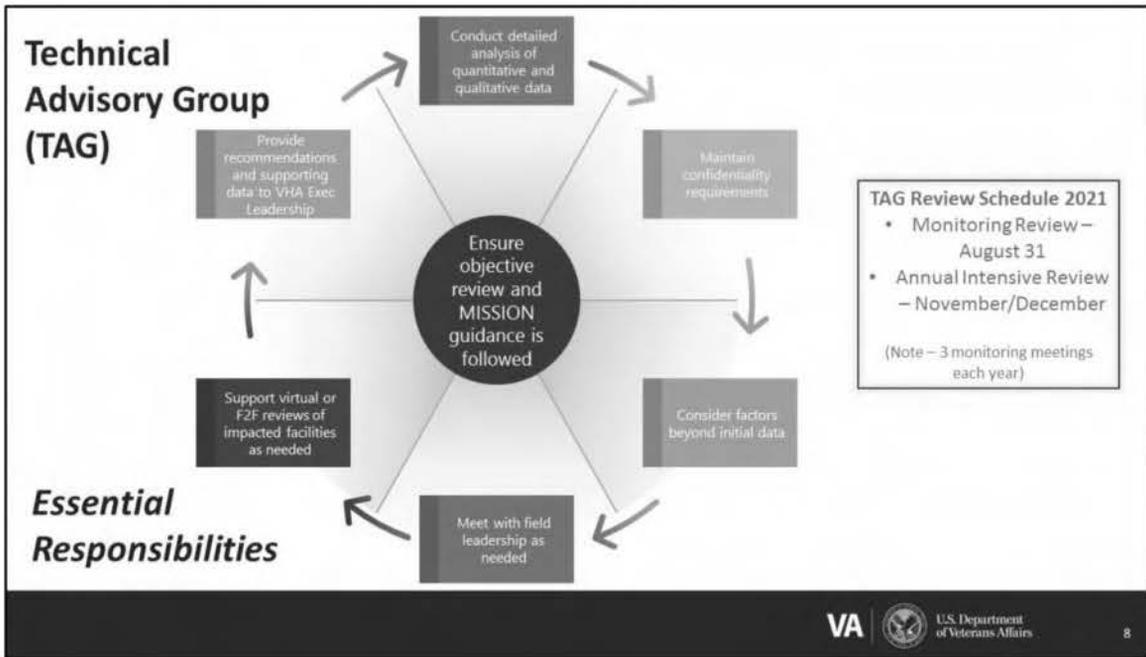
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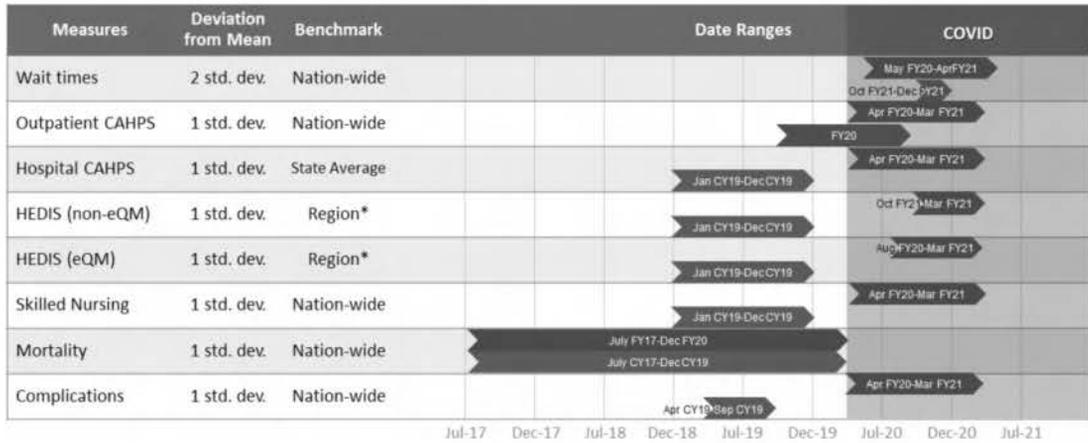
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MISSION TAG Monitoring
Review August 31, 2021

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Triggering Quality Measures

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- Cervical Cancer Screening (7)
- DM – Blood Pressure Control (4)

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	For standard VHA improvement processes			
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MISSION TAG Monitoring
Review August 31, 2021

Surveillance Summary: Hospital Care

(No sites flagged for TAG review during this surveillance interval)

Triggering Quality Measures

- CLABSI (18)
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Due to the lack of timeliness measures, Inpatient medical service lines **may not be designated** by the VA Secretary, per MISSION Act requirements.

LEGEND		MSL Results from Timeliness Comparison (Internal VA)		
		Flagged	Triggering Measure	No Triggering Measures
MSL Results from Quality Comparison (With Community)	For TAG review before SDMG recommendations	N/A	N/A	13 (4 more than previous surveillance interval)
	For standard VHA improvement processes	N/A	N/A	24 (7 fewer than previous surveillance interval)
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MISSION TAG Monitoring
Review August 31, 2021

Surveillance Summary: Extended Care Services

(No sites flagged for TAG review during this surveillance interval)

Triggering Quality Measures:

Short Stay

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	For TAG review before SDMG recommendations			
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MSL Results from Quality Comparison (With Community)	Flagged	N/A	N/A	7 (3 more than previous surveillance interval)
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VA

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U.S. Department
of Veterans Affairs

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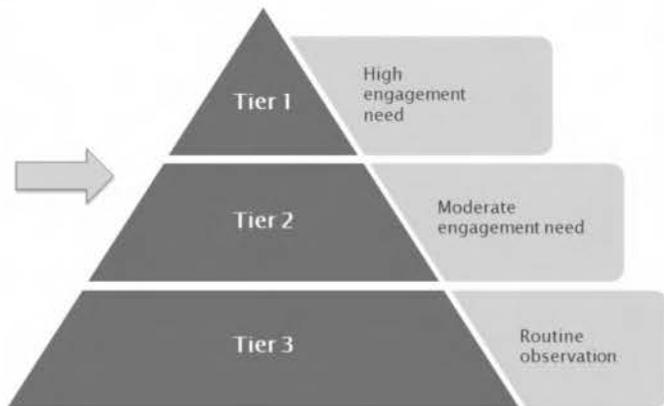
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MISSION Act Quality Standards and Related Activities

VHA Office of Quality and Patient Safety (QPS)
September 1, 2021

VA



U.S. Department
of Veterans Affairs

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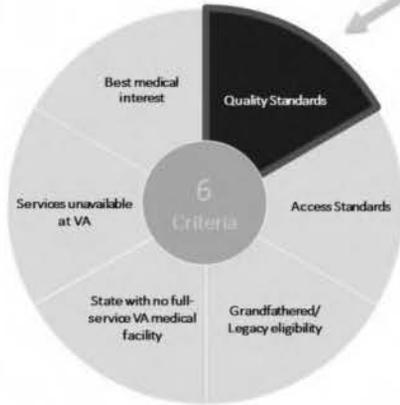


U.S. Department
of Veterans Affairs

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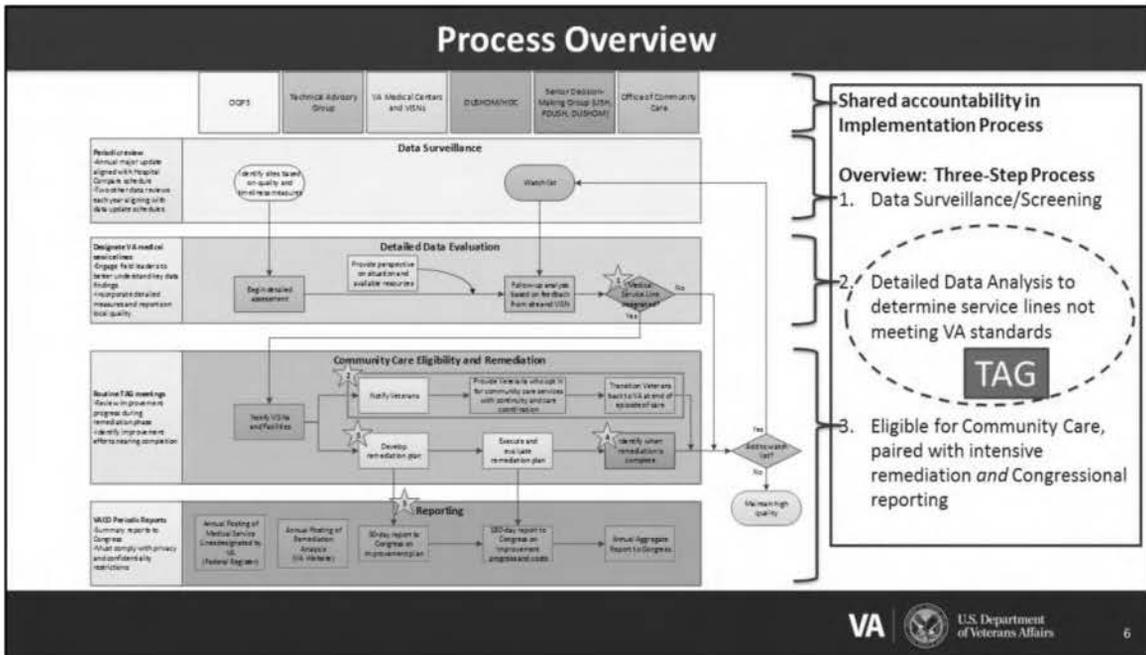


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Example: If VA has identified that the cardiology service line at a local VA medical facility is not providing care that meets VA's standards for quality, the Veteran may be able to elect to receive their cardiology care in the community. However, there may be limits on when, where, and what is available under this criterion.

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Source: VA regulations (AQ-46)



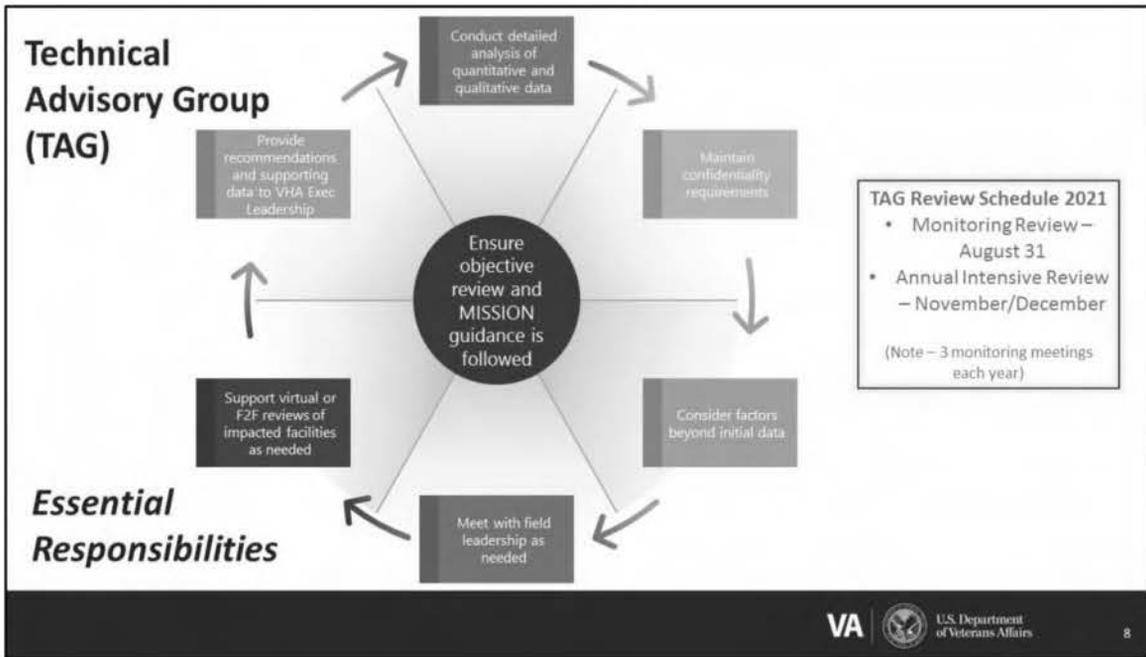
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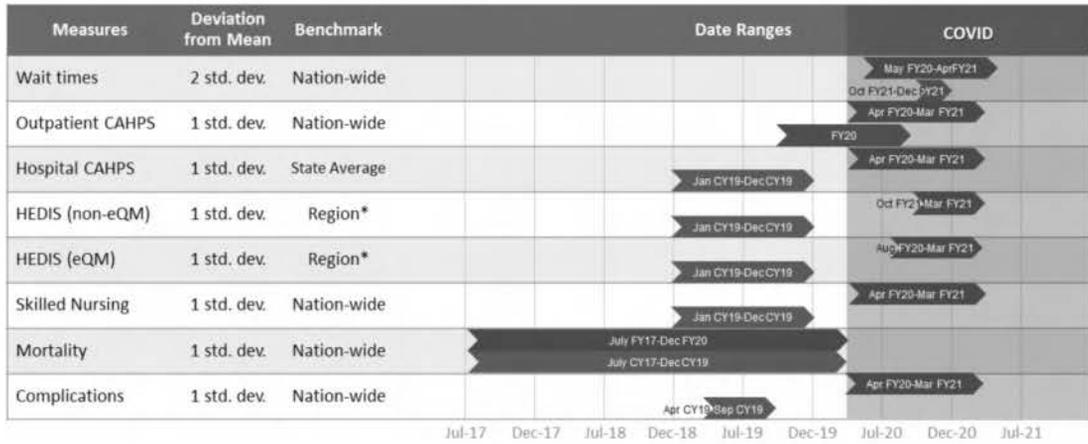
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*Some facilities were scored against a national benchmark due to a lack of sufficient sample sizes for regional data (flu and tobacco measures)

MISSION TAG Monitoring
Review August 31, 2021

Surveillance Summary: Medical Services

(Two sites flagged for TAG review during this surveillance interval)

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Review August 31, 2021

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Review August 31, 2021

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U.S. Department
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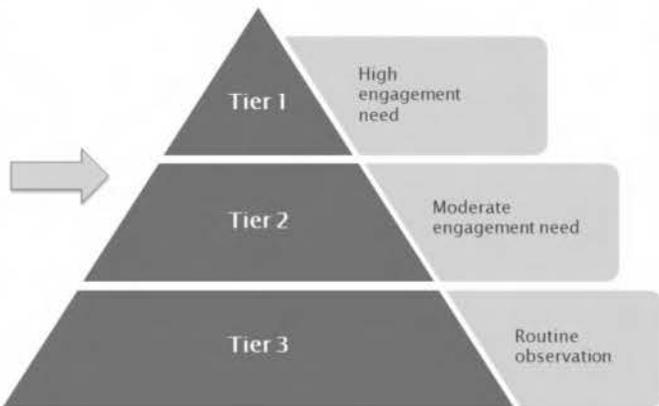
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U.S. Department
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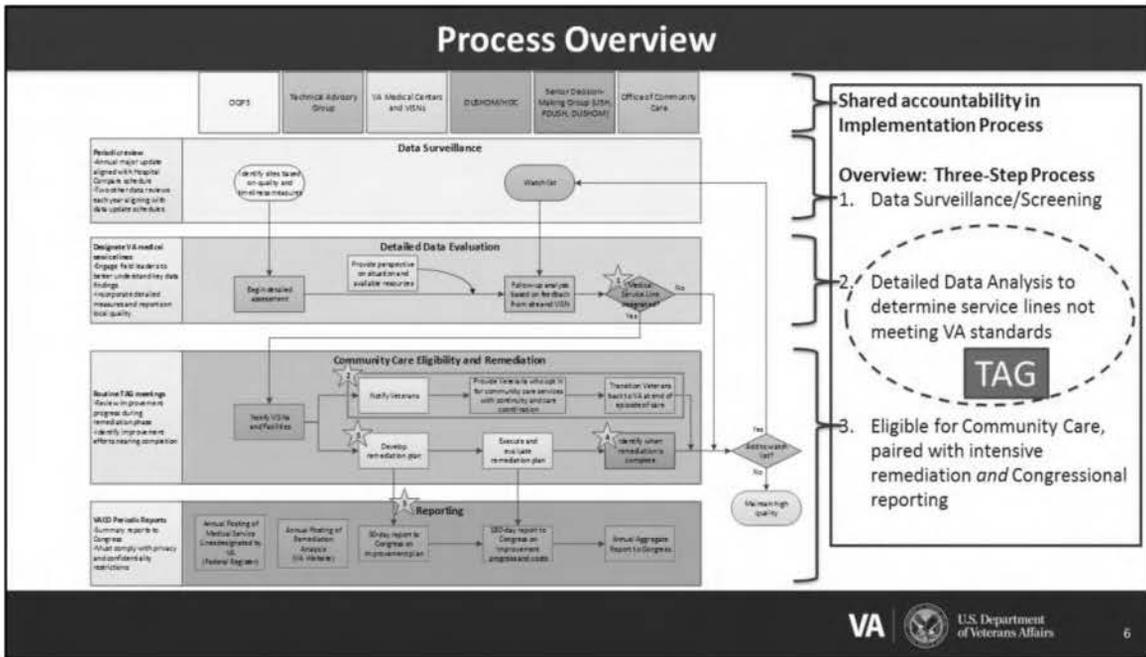
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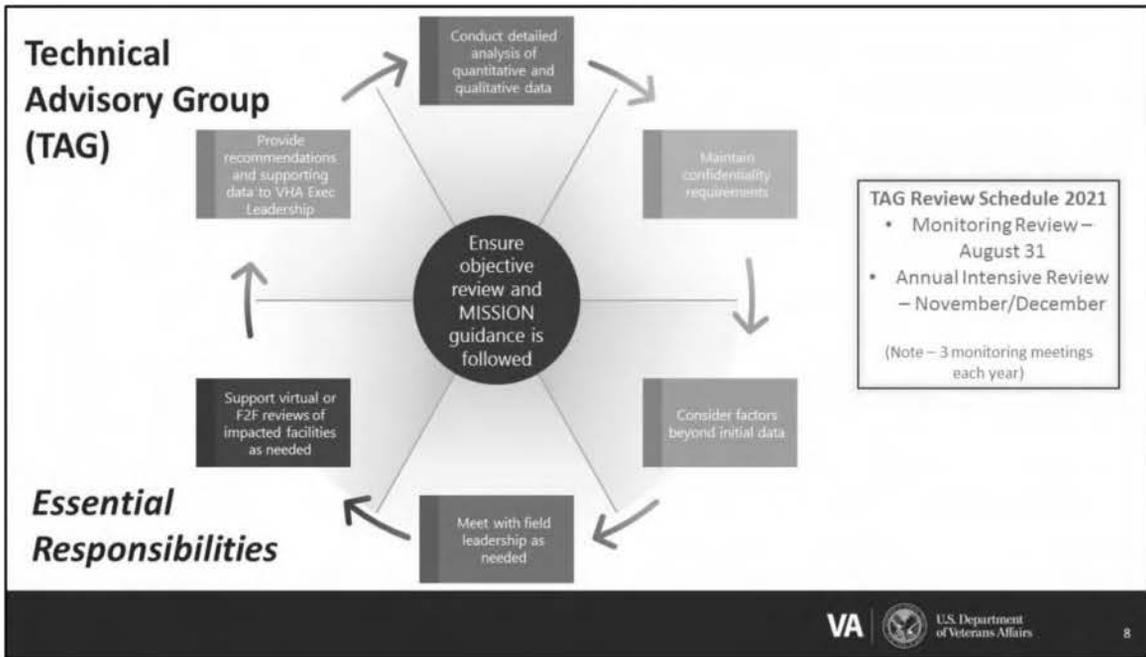
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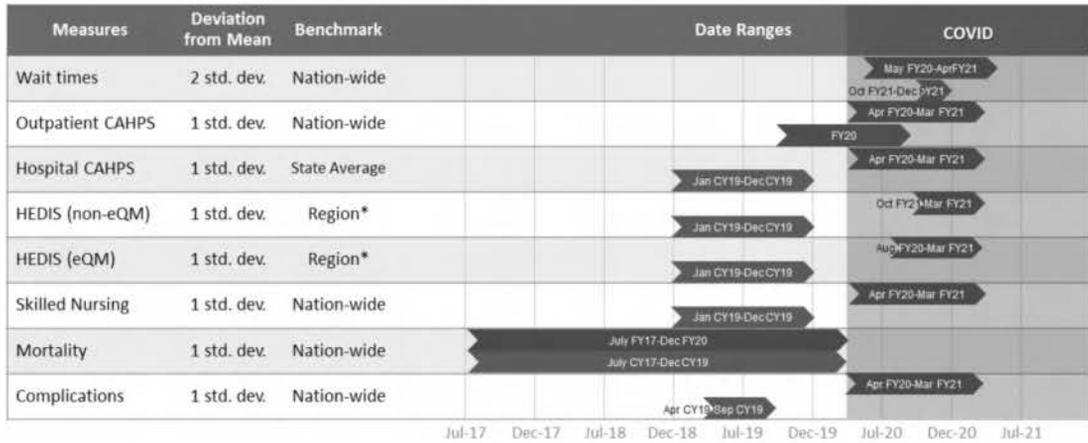
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Review August 31, 2021

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Triggering Quality Measures

- CLABSI (18)
- CAUTI (13)
- HCAHPS Hospital Rating (11)
- HCAHPS Care Transition (10)

Due to the lack of timeliness measures, Inpatient medical service lines **may not be designated** by the VA Secretary, per MISSION Act requirements.

LEGEND		MSL Results from Timeliness Comparison (Internal VA)		
		Flagged	Triggering Measure	No Triggering Measures
MSL Results from Quality Comparison (With Community)	For TAG review before SDMG recommendations	N/A	N/A	13 (4 more than previous surveillance interval)
	For standard VHA improvement processes	N/A	N/A	24 (7 fewer than previous surveillance interval)
	No performance issues identified	N/A	N/A	92 (2 more than previous surveillance interval)

MISSION TAG Monitoring
Review August 31, 2021

Surveillance Summary: Extended Care Services

(No sites flagged for TAG review during this surveillance interval)

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Short Stay

- Antipsychotic Medications (26)
- Functional Improvement (8)
- Pressure Ulcer (0)

Triggering Quality Measures:

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MSL Results from Quality Comparison (With Community)	Flagged	N/A	N/A	7 (3 more than previous surveillance interval)
	Triggering Measure	N/A	N/A	27 (3 fewer than previous surveillance interval)
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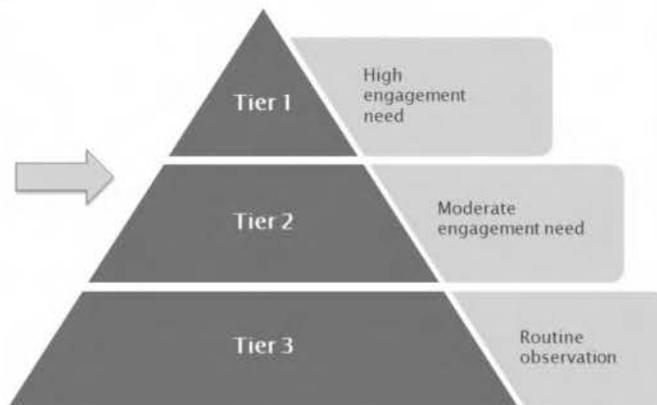
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VHA Office of Quality and Patient Safety (QPS)
September 1, 2021

VA



U.S. Department
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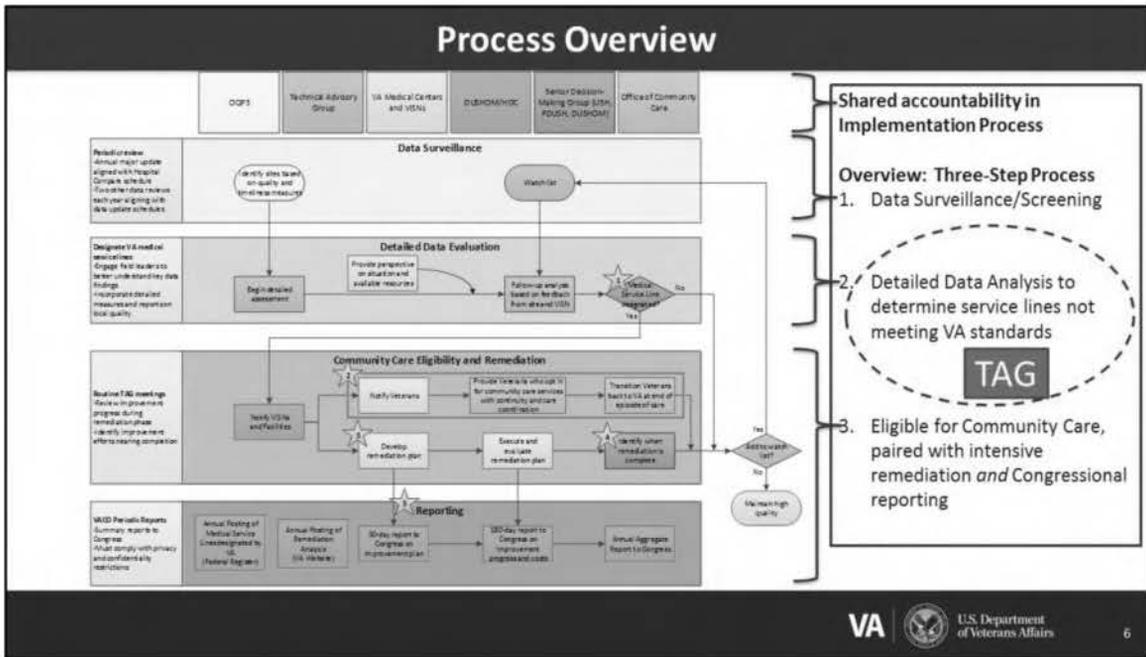
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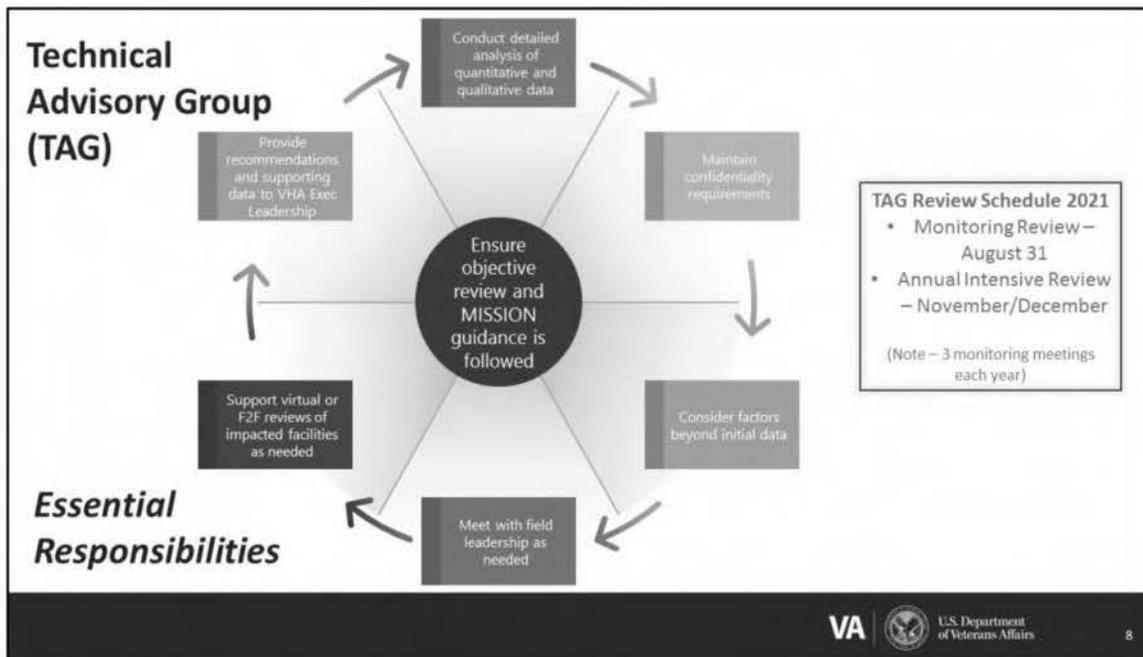
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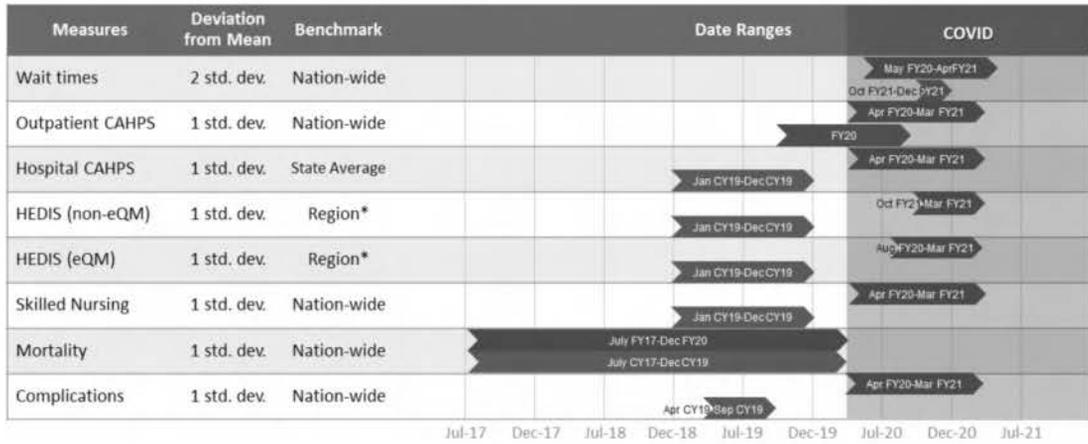
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MISSION TAG Monitoring
Review August 31, 2021

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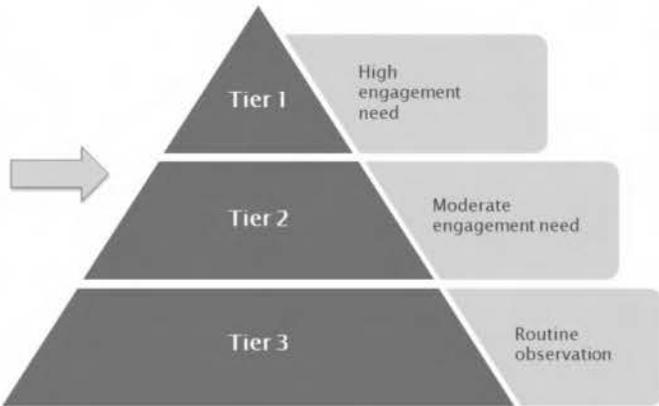
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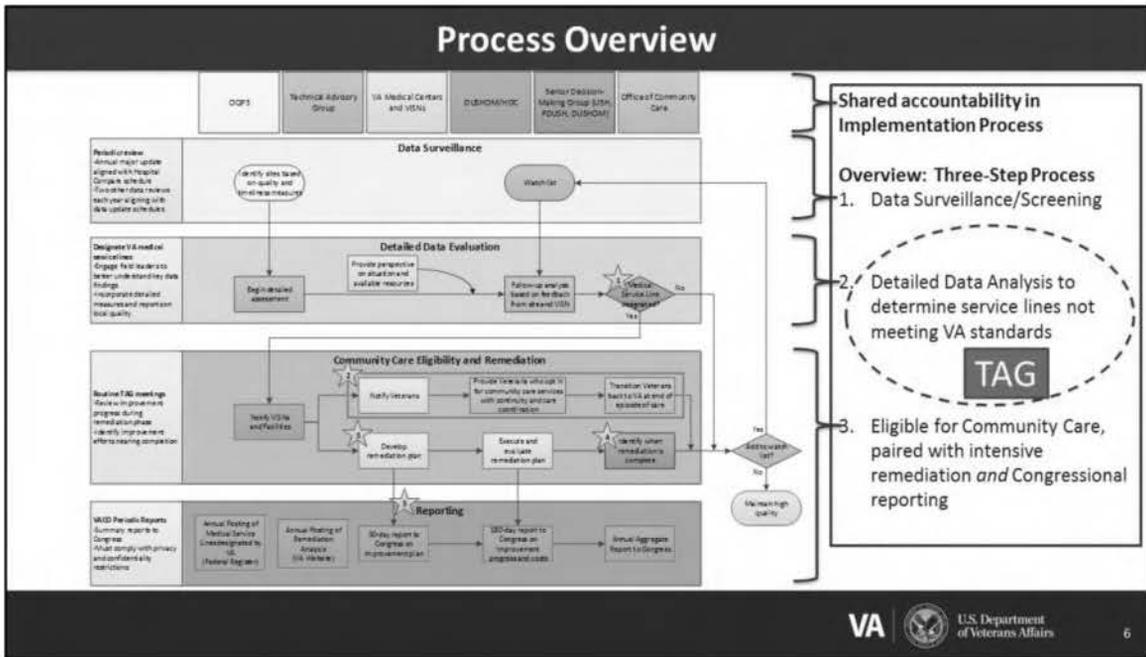
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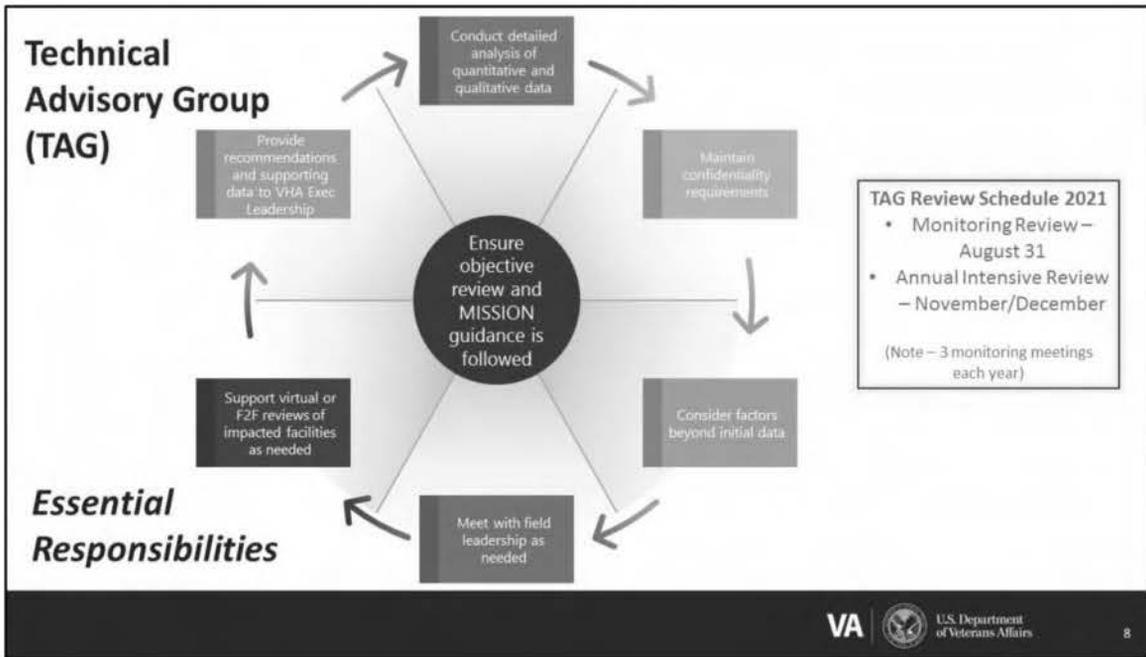
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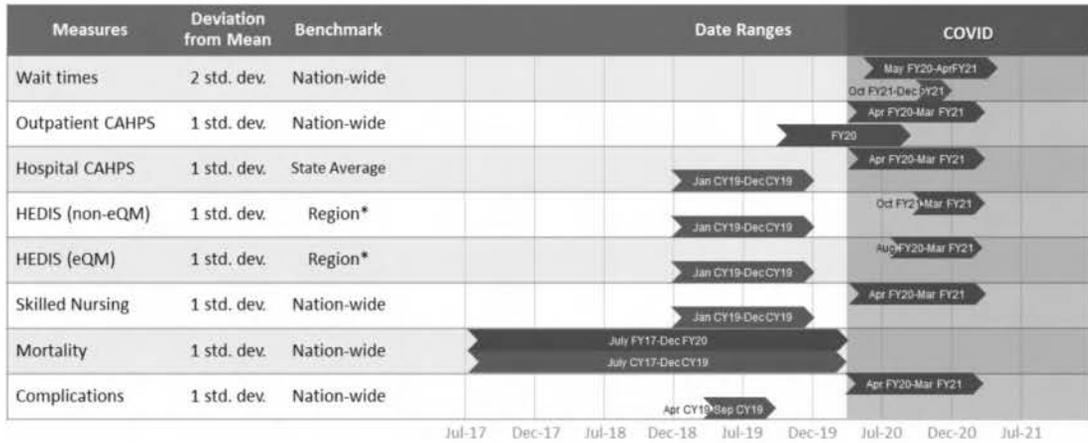
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Review August 31, 2021

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(No sites flagged for TAG review during this surveillance interval)

Triggering Quality Measures:

Short Stay

- Antipsychotic Medications (26)
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- Pressure Ulcer (0)

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Due to the lack of timeliness measures, Skilled Nursing Home medical service lines **may not be designated** by the VA Secretary, per MISSION Act requirements.

LEGEND		MSL Results from Timeliness Comparison (Internal VA)		
		Flagged	Triggering Measure	No Triggering Measures
	For TAG review before SDMG recommendations			
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	No performance issues identified			
MSL Results from Quality Comparison (With Community)	Flagged	N/A	N/A	7 (3 more than previous surveillance interval)
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- **Community care eligibility** concludes when **remediation is complete** (service line meets standards)
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Appendix – Supporting Materials

MISSION Act Requirements

MISSION Act Requirements – Section 101

- ✓ – Measure quality of a medical service line of a VA facility by comparing it with 2 or more distinct and appropriate quality measures at non-Department medical service lines

- ✓ – Measure timeliness of the medical service line of a VA facility by comparing with the same medical service line at different Department facilities

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VA

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of Veterans Affairs

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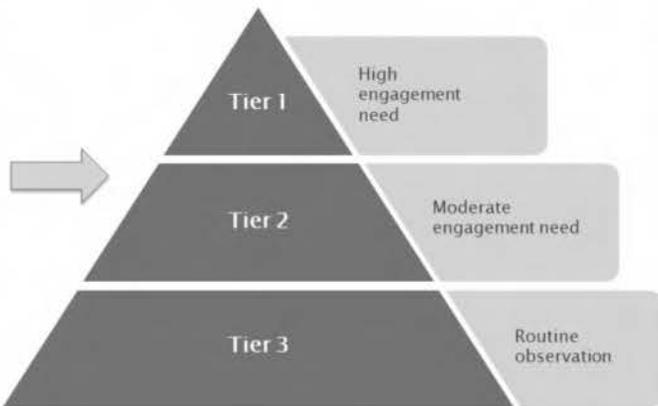
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MISSION Act Quality Standards and Related Activities

VHA Office of Quality and Patient Safety (QPS)
September 1, 2021

VA



U.S. Department
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- Affects VA medical service lines not complying with VA standards for quality, as determined through measures of both timeliness and quality

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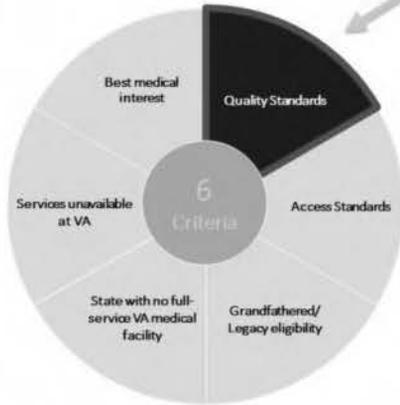


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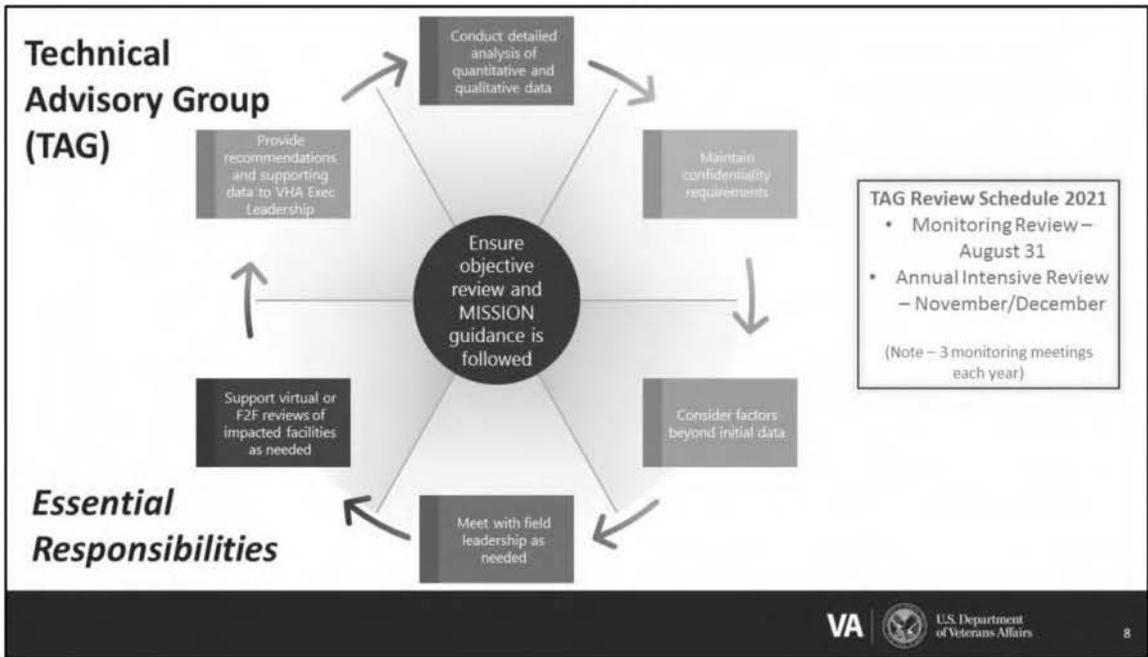
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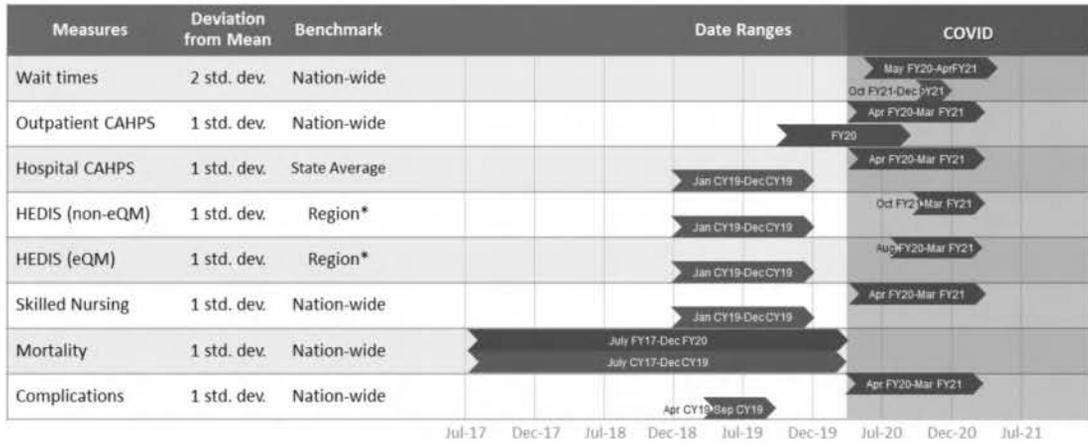
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MISSION TAG Monitoring
Review August 31, 2021

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(Two sites flagged for TAG review during this surveillance interval)

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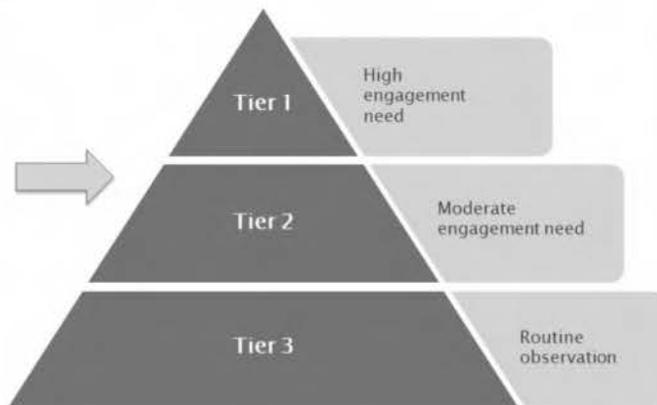
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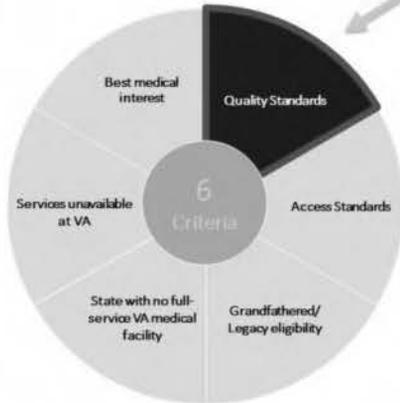


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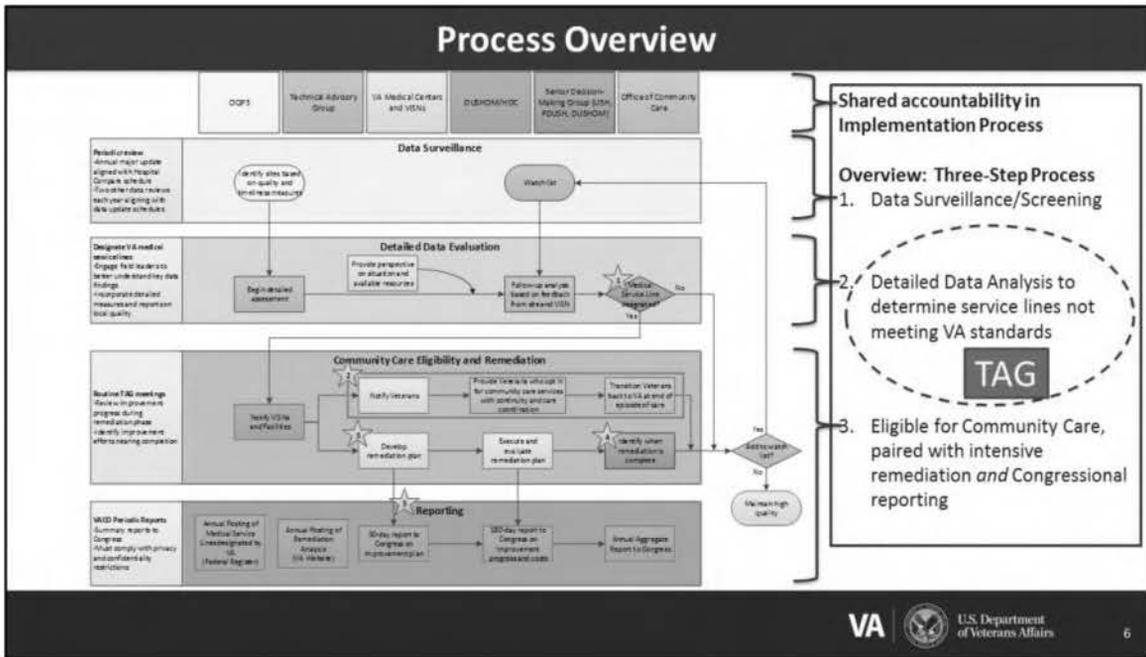
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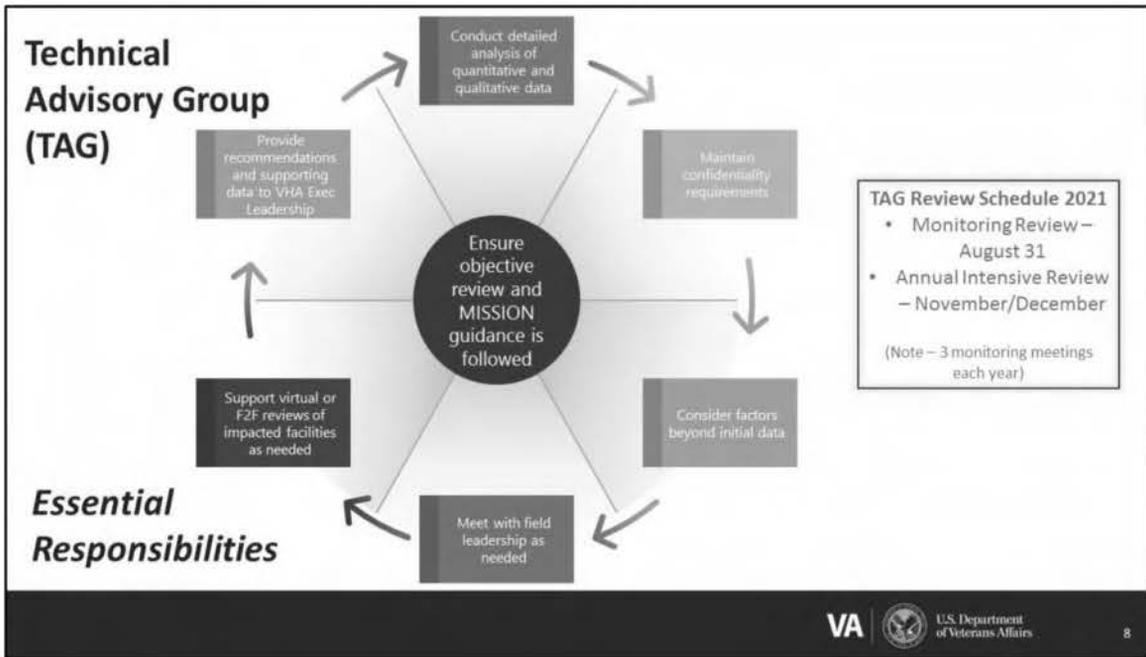
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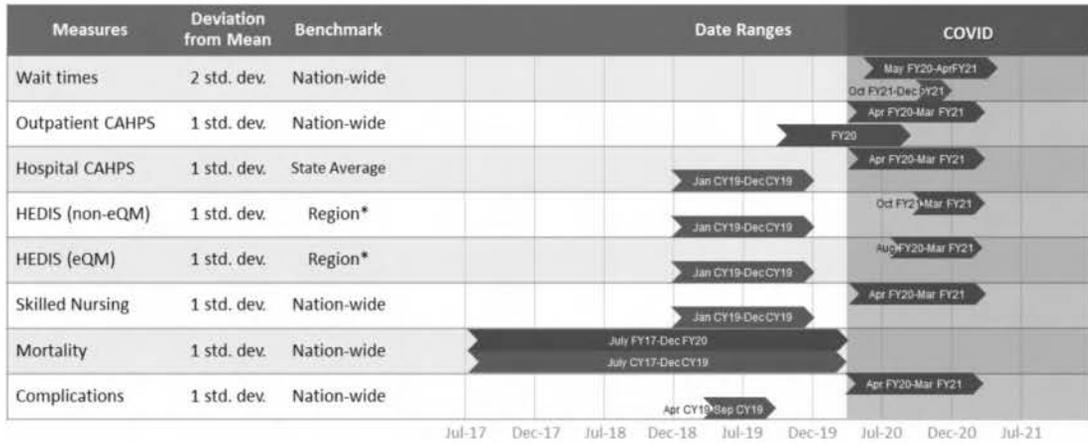
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VA

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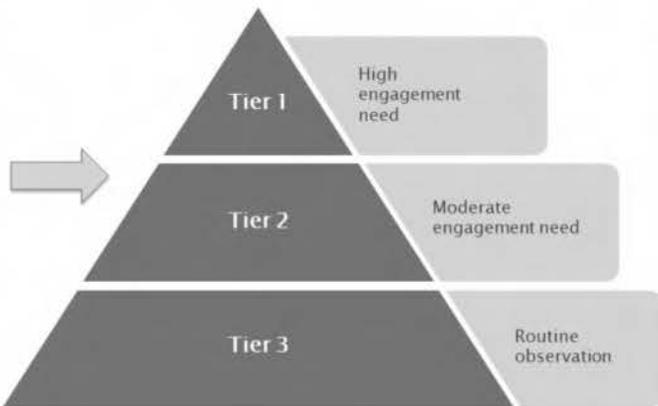
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VHA Office of Quality and Patient Safety (QPS)
September 1, 2021

VA



U.S. Department
of Veterans Affairs

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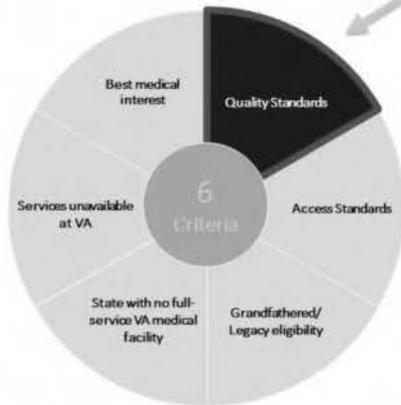


U.S. Department
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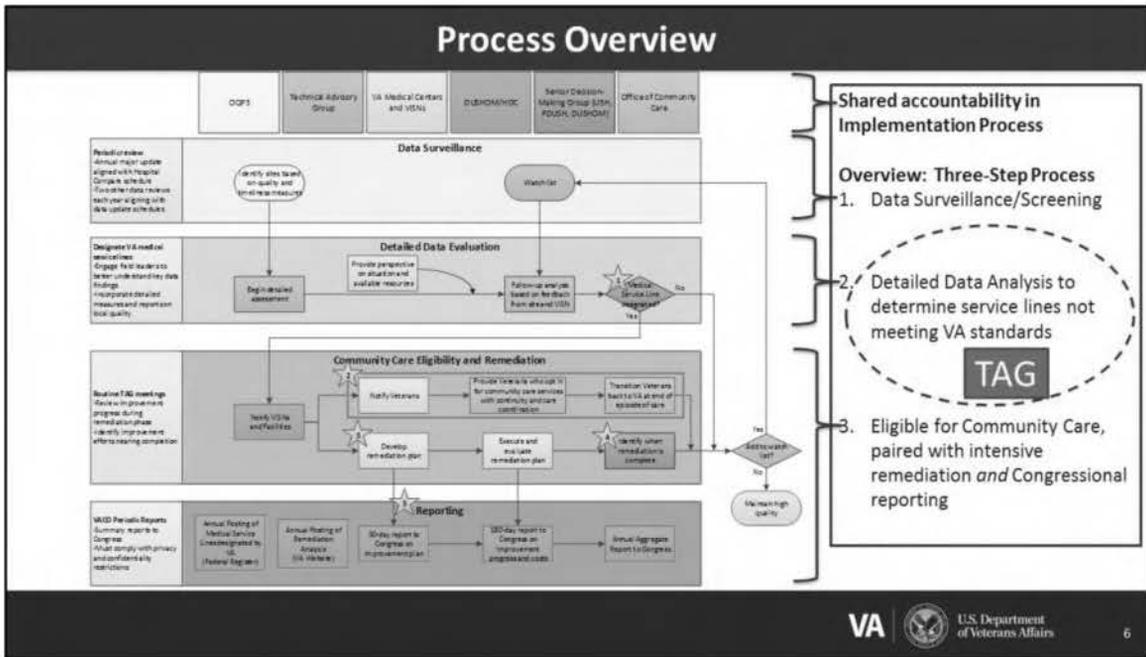
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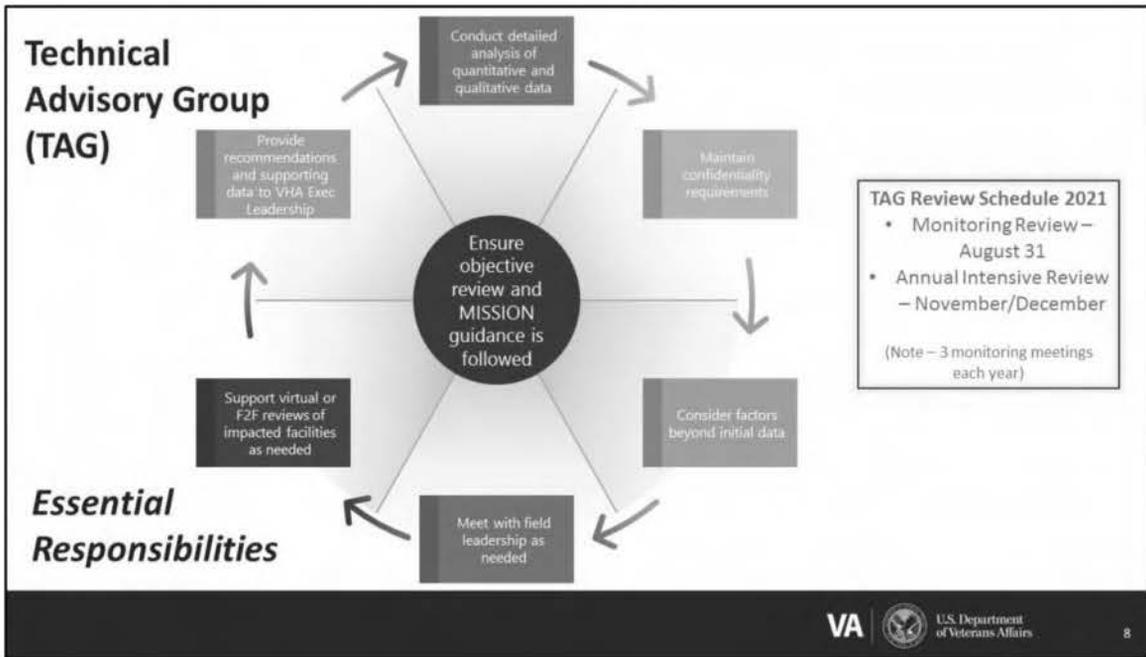
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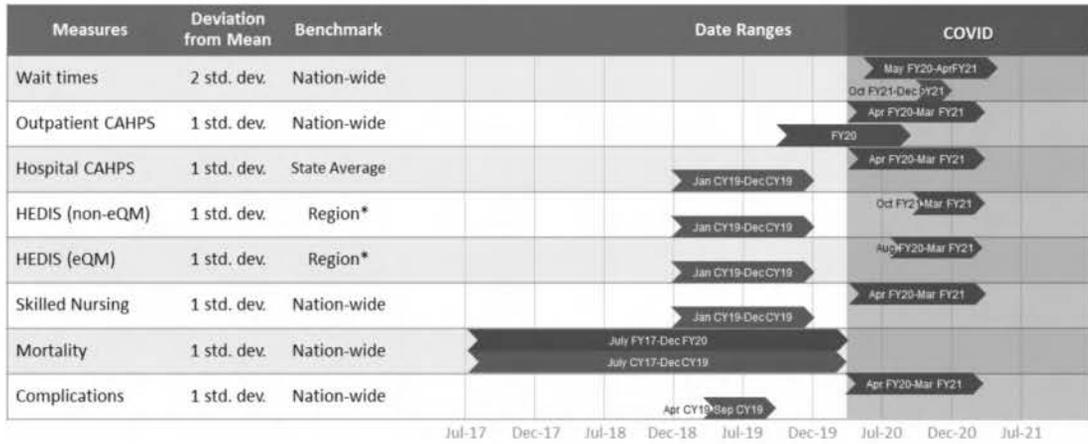
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VA
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*Some facilities were scored against a national benchmark due to a lack of sufficient sample sizes for regional data (flu and tobacco measures)

MISSION TAG Monitoring
Review August 31, 2021

Surveillance Summary: Medical Services

(Two sites flagged for TAG review during this surveillance interval)

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MISSION TAG Monitoring
Review August 31, 2021

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Review August 31, 2021

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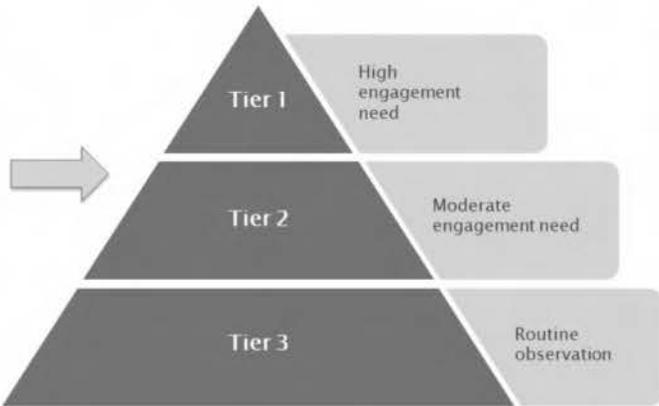
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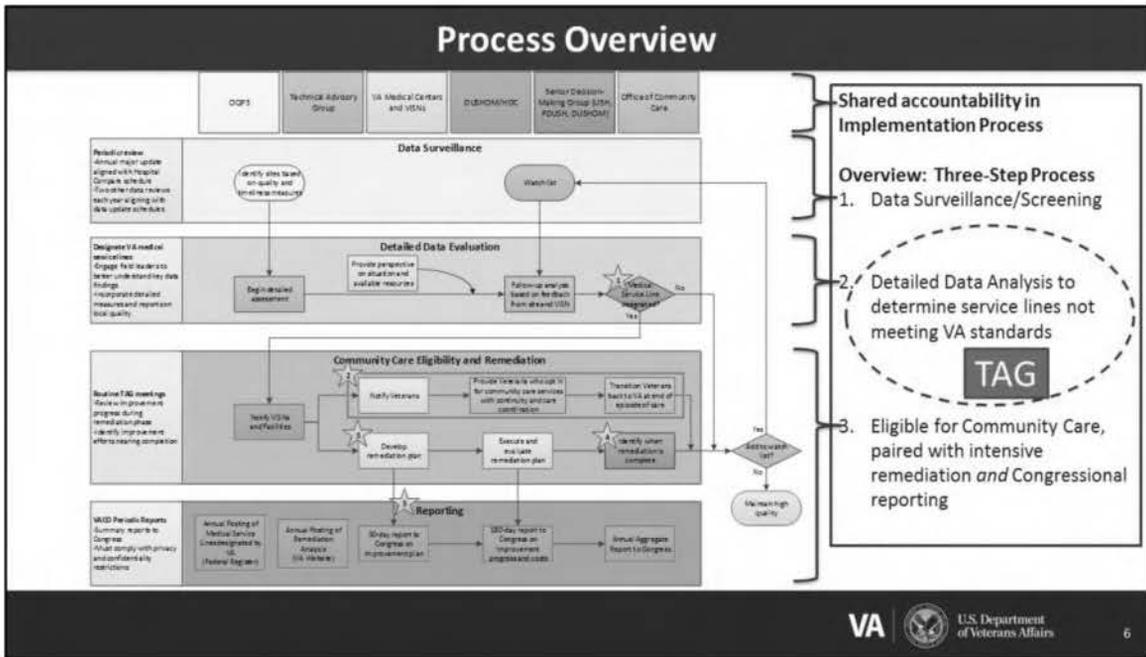
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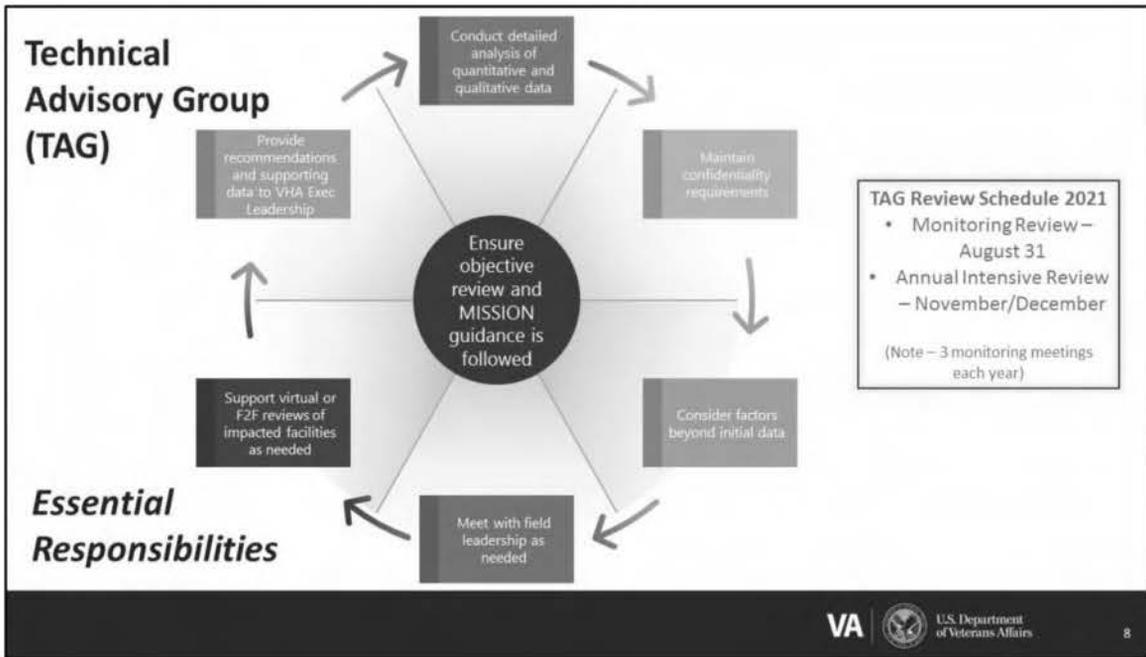
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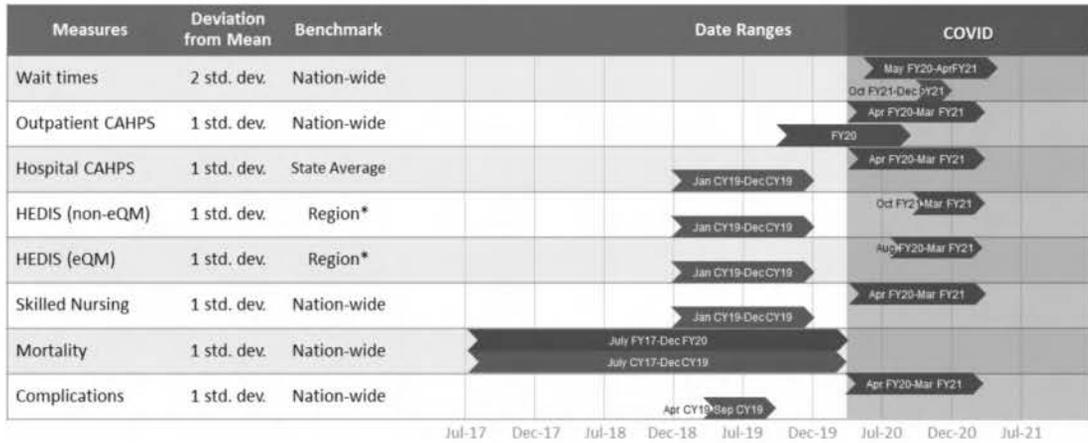
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Review August 31, 2021

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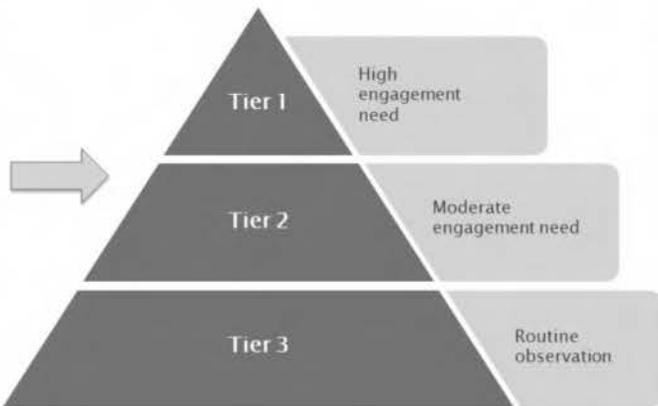
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September 1, 2021

VA



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U.S. Department
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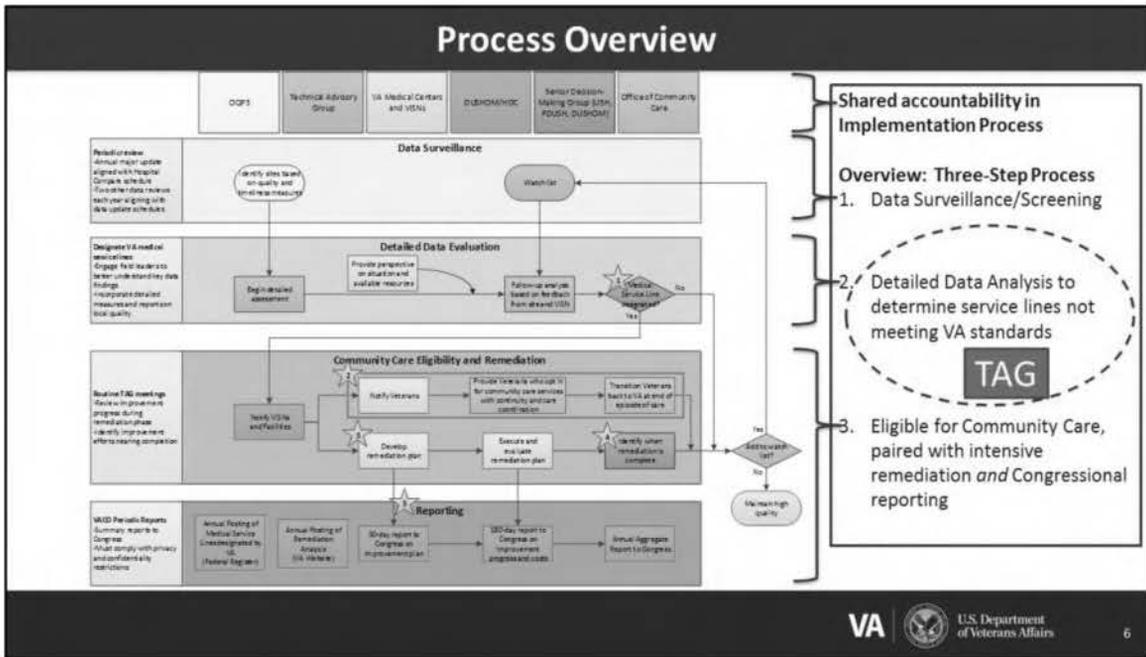
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VA

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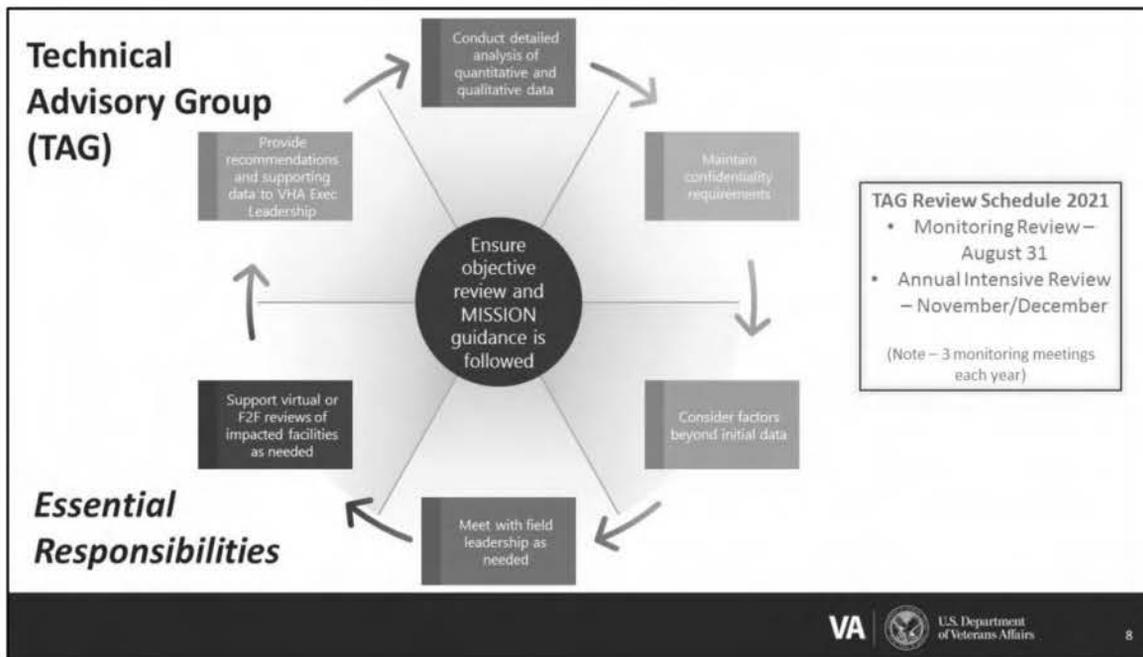
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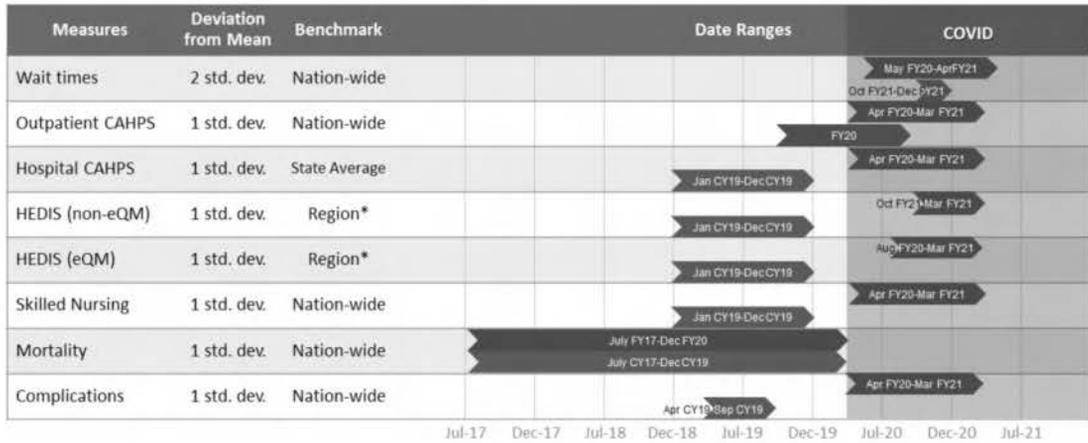
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*Some facilities were scored against a national benchmark due to a lack of sufficient sample sizes for regional data (flu and tobacco measures)

MISSION TAG Monitoring
Review August 31, 2021

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(Two sites flagged for TAG review during this surveillance interval)

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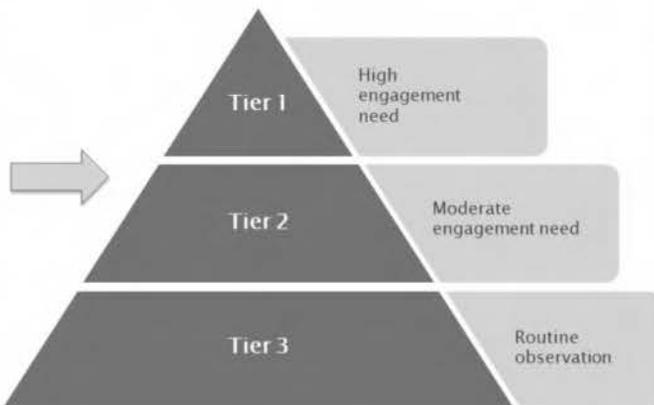
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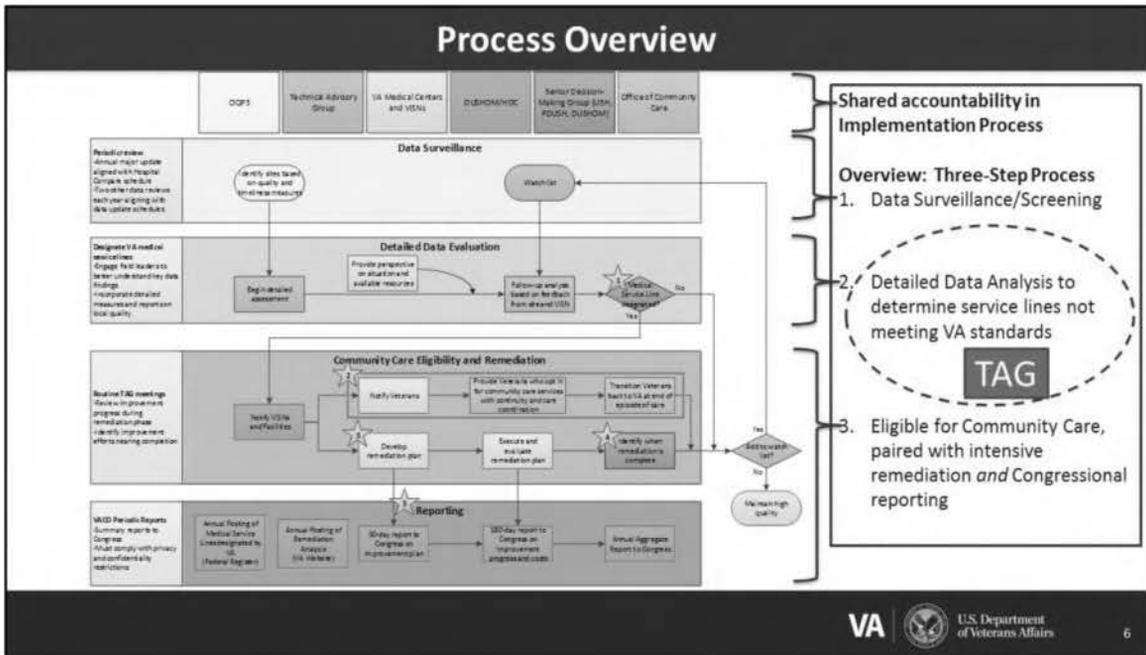
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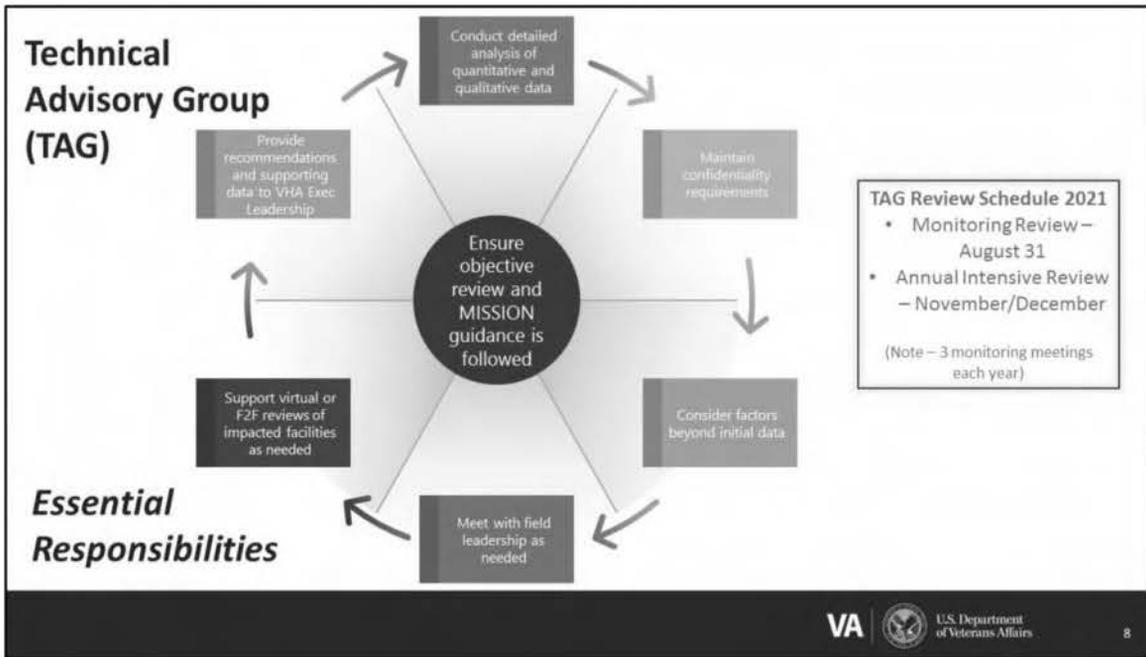
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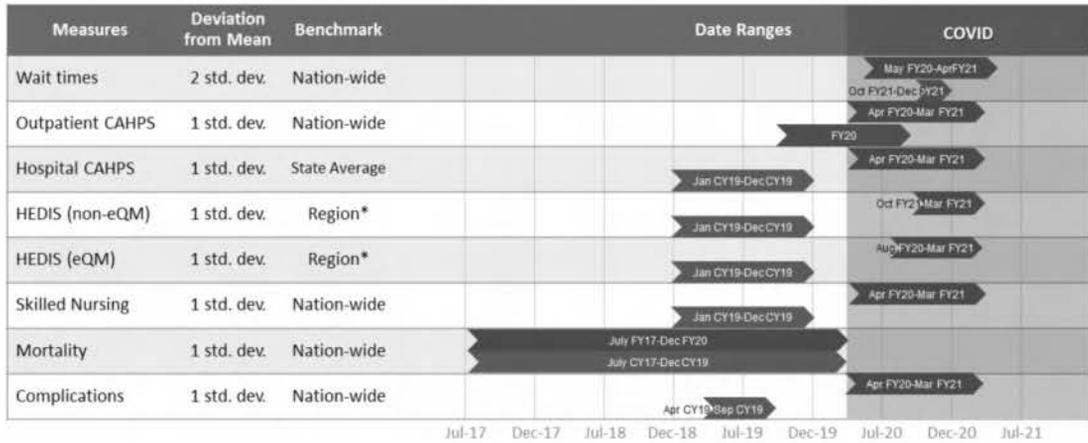
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MISSION Act-specific needs, distinct from routine VHA improvement and consultation

Appendix – Supporting Materials

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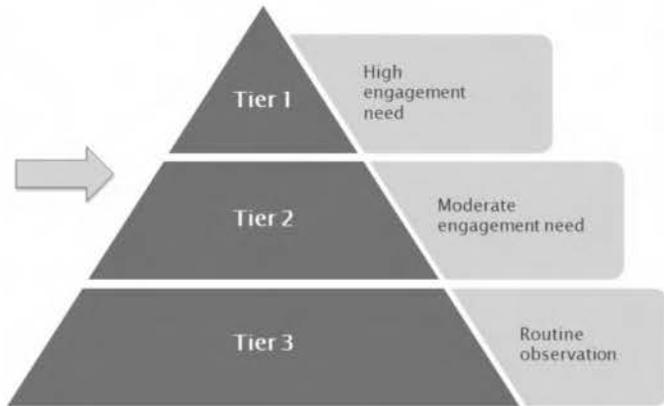
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 - **MISSION Act (Monitor List)**



MISSION Act Quality Standards and Related Activities

VHA Office of Quality and Patient Safety (QPS)
September 1, 2021

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MISSION Act Quality – Overview

VA Standards for Quality (MISSION Act Section 104 - § 1703C)

- Identify a common set of quality standards
- Compare performance to the community and analyze at the level of medical service lines
- Serve as the foundation for subsequent eligibility decisions for Community Care

Quality Criterion for Community Care Eligibility (MISSION Act Section 101 - § 1703[e])

- Provides the authority to VA to enable eligibility for Community Care by designating VA medical service lines based on the quality criterion
- Affects VA medical service lines not complying with VA standards for quality, as determined through measures of both timeliness and quality

Remediation of Medical Service Lines (MISSION Act Section 109 - § 1706A)

- Required for designated VA medical service lines
- Requires extensive Congressional response and public awareness

MISSION Act-specific needs, distinct from routine VHA improvement and consultation

VA Standards for Quality and Measures*

VHA Standards	Initial Measures
Timely Care: Provided without inappropriate or harmful delays	Patient-reported measures on getting timely appointments, care, and information Wait times for outpatient care
Effective Care: Based on scientific knowledge of what is likely to provide benefit to Veterans	Smoking and Tobacco Use Cessation Immunization for Influenza Breast and Cervical Cancer Screening Mortality Rates - Risk Adjusted Controlling high blood pressure Beta-blocker treatment after heart attack Comprehensive Diabetes Care – Blood Pressure and Glucose control Improvement in function (short-stay nursing home patients) Newly received antipsychotic medications (short-stay nursing home patients)
Safe Care: Avoids harm from care that is intended to help Veterans	Catheter and central line associated infection rates C. difficile infection rate Death rate among surgical patients with serious treatable complications Nursing home safety measures
Veteran-Centered Care: Anticipates and responds to Veterans specific needs	Patient's overall rating of the Provider Patient's rating of Coordination of Care HCAHPS Overall Rating of Hospital HCAHPS Care Transition Measure

*This represents a condensed version of the list of measures posted on the Federal Register on 10/3/2019

Things to Remember...

- VA standards for quality reflect care that is **timely, effective, safe, and Veteran-centered**.
- VA **compares its care** to the care provided in the community.
- Where VA compares favorably to the community, **that's great!**
- Where we do not, we are committed to improving our care.
- If there is a **significant or serious concern**, Veterans have the option to receive care in the community for specific medical services that do not meet the VA standards for quality and timeliness while remediations are underway at their VA facility.

Quality Criterion for Community Care Eligibility Section 101 - § 1703[e]



Veterans may be provided the option for community care if a medical service line* does not meet VA's standards for quality based on two conditions:

- Quality – compared to community (2 or more measures)
- Timeliness – compared to same service line at other VA facilities

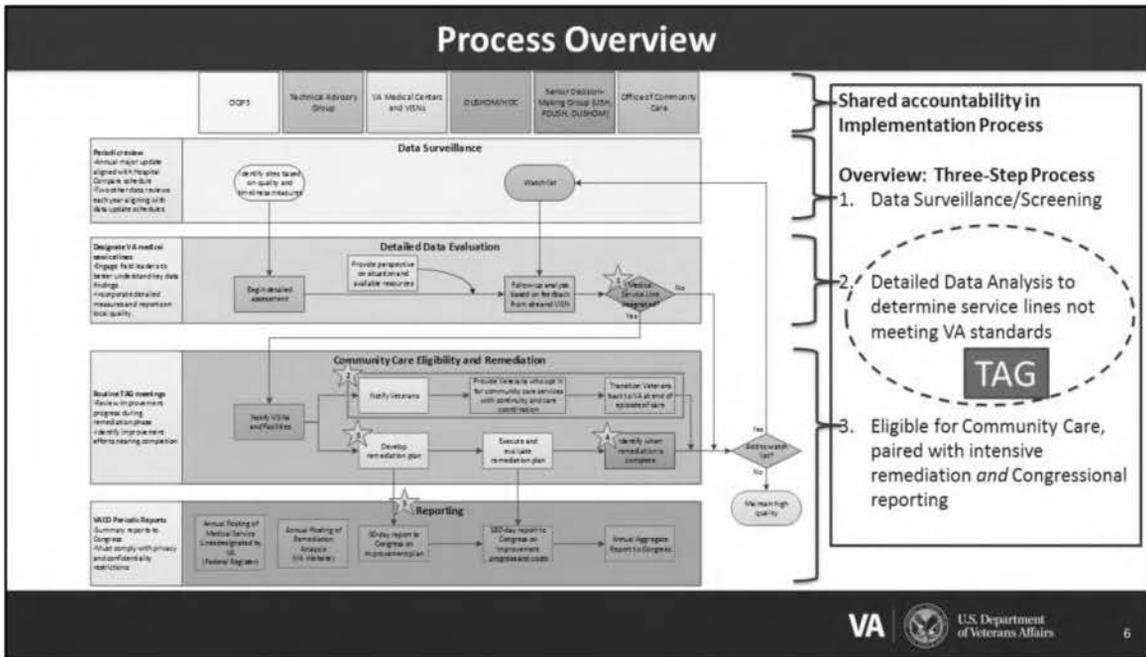
Example: If VA has identified that the cardiology service line at a local VA medical facility is not providing care that meets VA's standards for quality, the Veteran may be able to elect to receive their cardiology care in the community. However, there may be limits on when, where, and what is available under this criterion.

*Medical service line - "a specific medical service or set of services delivered in a VA facility."
Source: VA regulations (AQ-46)

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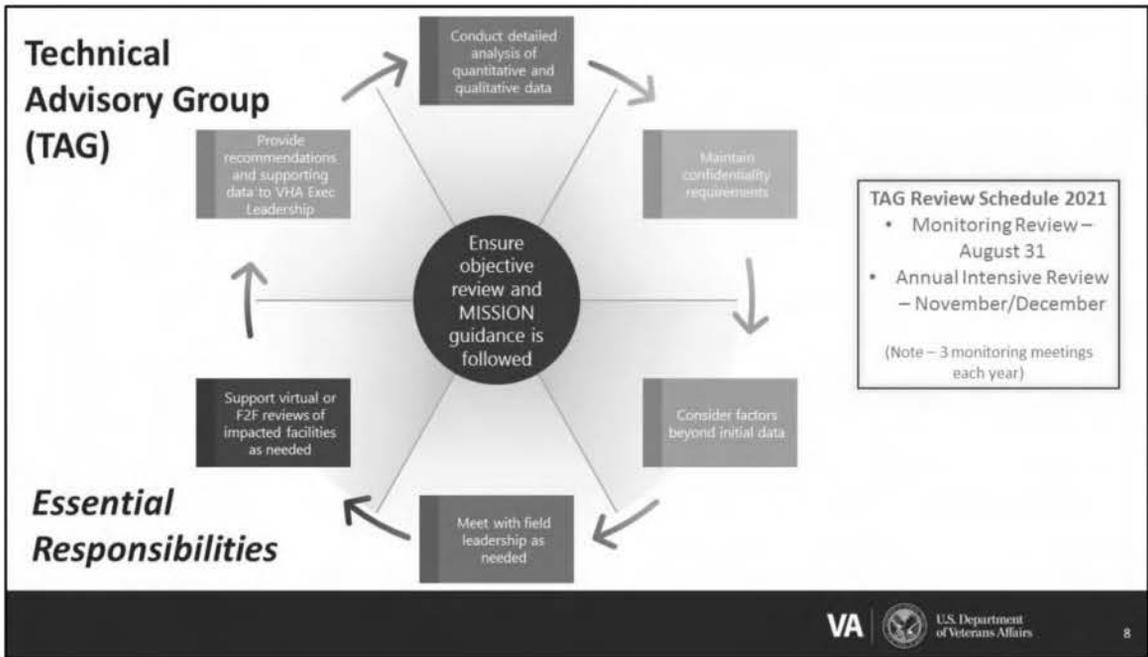
Surveillance Logic Leading to Technical Advisory Group (TAG) Evaluation

Data Surveillance

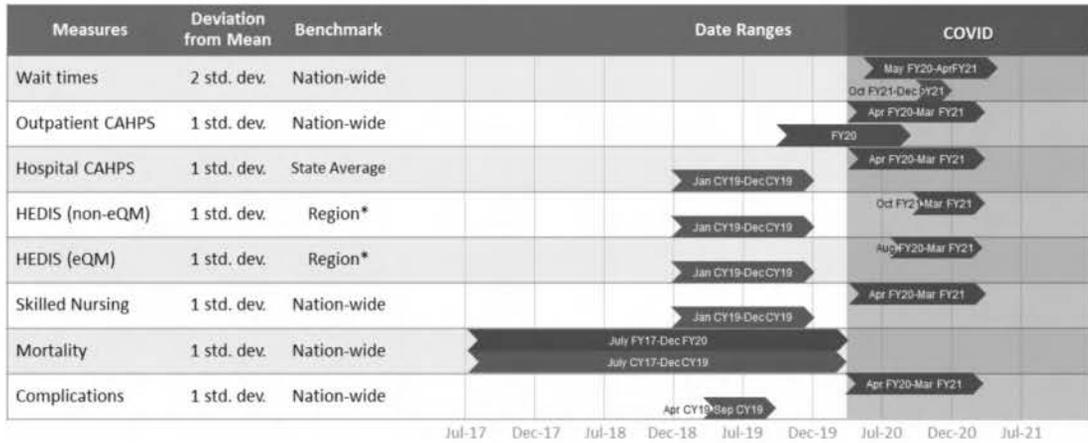
- Measures are triggered through comparisons against a benchmark (one or two standard deviations worse than the benchmark average)
 - Timeliness measures are compared with internal VA data
 - Quality measures are primarily compared with community data
- Medical Service Lines are flagged in timeliness and/or quality
 - Flagging is based on the number of triggered measures
 - For example, Primary Care at Everytown VAMC is flagged in quality due to triggering in two quality measures

Detailed Data Evaluation

- Any Medical Service Line flagged in both timeliness and quality is brought to the TAG for further evaluation
- The TAG reports Detailed Data Evaluation findings to the Senior Decision-Making Group (USH's Office) to inform their recommendations to the VA Secretary on medical service lines to be designated



VA and Community Surveillance Data Availability



■ VA ■ Community ■ VA Baseline

*Some facilities were scored against a national benchmark due to a lack of sufficient sample sizes for regional data (flu and tobacco measures)

MISSION TAG Monitoring
Review August 31, 2021

Surveillance Summary: Medical Services

(Two sites flagged for TAG review during this surveillance interval)

Triggering Timeliness Measures (Top 3)

- Cardiology CAHPS Access (24)
- Primary Care CAHPS Access (17)
- Women's Health CAHPS Access (13)

Triggering Quality Measures

- Flu Immunizations (137)
- CAHPS Provider Rating (13)
- Breast Cancer Screening (12)
- CAHPS Care Coordination (12)
- Cervical Cancer Screening (7)
- DM – Blood Pressure Control (4)

LEGEND		MSL Results from Timeliness Comparison (Internal VA)		
		Flagged	Triggering Measure	No Triggering Measures
	For TAG review before SDMG recommendations			
	For standard VHA improvement processes			
	No performance issues identified			
MSL Results from Quality Comparison (With Community)	Flagged	2 (2 more than previous surveillance interval)	11 (10 more than previous surveillance interval)	16 (14 more than previous surveillance interval)
	Triggering Measure	0 (1 fewer than previous surveillance interval)	9 (6 more than previous surveillance interval)	124 (78 more than previous surveillance interval)
	No Triggering Measure	3 (3 fewer than previous surveillance interval)	39 (20 more than previous surveillance interval)	347 (120 fewer than previous surveillance interval)

MISSION TAG Monitoring
Review August 31, 2021

Surveillance Summary: Hospital Care

(No sites flagged for TAG review during this surveillance interval)

Triggering Quality Measures

- CLABSI (18)
- CAUTI (13)
- HCAHPS Hospital Rating (11)
- HCAHPS Care Transition (10)

Due to the lack of timeliness measures, Inpatient medical service lines **may not be designated** by the VA Secretary, per MISSION Act requirements.

LEGEND		MSL Results from Timeliness Comparison (Internal VA)		
		Flagged	Triggering Measure	No Triggering Measures
MSL Results from Quality Comparison (With Community)	For TAG review before SDMG recommendations	N/A	N/A	13 (4 more than previous surveillance interval)
	For standard VHA improvement processes	N/A	N/A	24 (7 fewer than previous surveillance interval)
	No performance issues identified	N/A	N/A	92 (2 more than previous surveillance interval)

MISSION TAG Monitoring
Review August 31, 2021

Surveillance Summary: Extended Care Services

(No sites flagged for TAG review during this surveillance interval)

- | | |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Triggering Quality Measures:
<i>Short Stay</i></p> <ul style="list-style-type: none"> ▪ Antipsychotic Medications (26) ▪ Functional Improvement (8) ▪ Pressure Ulcer (0) | <p>Triggering Quality Measures:
<i>Long Stay</i></p> <ul style="list-style-type: none"> ▪ Falls with Major Injury (4) ▪ Physical Restraints (3) |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

Due to the lack of timeliness measures, Skilled Nursing Home medical service lines **may not be designated** by the VA Secretary, per MISSION Act requirements.

LEGEND		MSL Results from Timeliness Comparison (Internal VA)		
		Flagged	Triggering Measure	No Triggering Measures
■	For TAG review before SDMG recommendations			
■	For standard VHA improvement processes			
■	No performance issues identified			
MSL Results from Quality Comparison (With Community)	Flagged	N/A	N/A	7 (3 more than previous surveillance interval)
	Triggering Measure	N/A	N/A	27 (3 fewer than previous surveillance interval)
	No Triggering Measure	N/A	N/A	98 (same as previous surveillance interval)

Remediation of Medical Service Lines – Section 109 - § 1706A

- **Required** for those occasions **where VA medical service lines are designated** based on the quality standards criterion for Community Care eligibility
- **Community care eligibility** concludes when **remediation is complete** (service line meets standards)
- Requires extensive response:
 - **Federal Register posting of service lines** that did not meet VA standards
 - **Remediation action plan** submitted within 30 days
 - **Identification of VAMC, VISN, VHA Central Office individuals accountable** for remediation of medical service line to meet VA standards for quality
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