



# **Nursing's Influence on Access to Care and HEDIS Quality Measures A1c, PAP, and Mammogram Screening in the Primary Care Setting**

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## To Balance Access, Quality, and Costs, The Veterans Health Administration (VHA) Moved From an Acute Care Delivery System to an Out-Patient Healthcare Delivery System

The Patient Aligned Care Team (PACT) is the VHA's Customized Patient Centered Medical Home Model

The PACT model of care is based on three main principles: Access, patient centered care, and coordinated care

PACT is an integrated multi-disciplined, team based care delivery strategy

Care is delivered through community sites Community-Based Out-Patient Clinics (CBOCs) and Health Care Centers (HCCs)





**DESIGN:**  
Quality improvement, before and after pre-experimental non equivalent group design

**PURPOSE:**  
Examine the effect focused changes in nursing practice has upon access to primary care services and the impact on HEDIS Quality Measures A1c, Pap, and Mammograms Screenings



**Objective:**

- Identify whether specific nursing interventions enhance access to care and quality measures in the primary care setting.



**Research Question:**

- Among U.S. Veterans receiving primary care services, would pre-visit care coordination by registered nurses increase access to care and improve targeted quality measures?

## Access to Care & HEDIS Quality Indicators

- ▶ ACCESS to care defined
  - ▶ The Institute of Medicine's (1993) definition of access to healthcare remains widely accepted: "Access to healthcare and health services is the timely use of personal health services to achieve optimal health outcomes"
- ▶ Healthcare Effectiveness Data and Information Set
  - ▶ Tool to measure performance on dimensions of care and service developed and maintained by the National Committee of Quality Assurance (NCQA)
- ▶ HEDIS consists of 81 measures over 5 domains of care

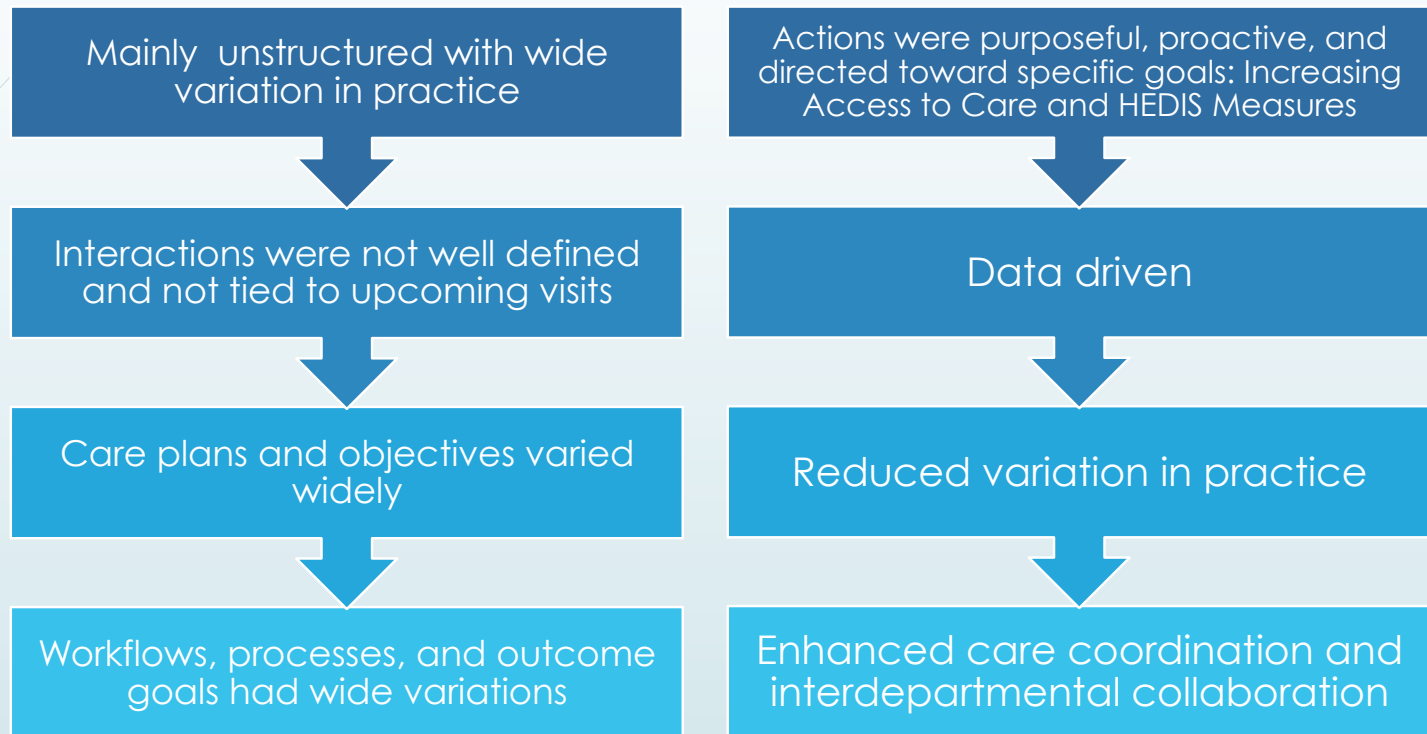
## What Is HEDIS?

Healthcare  
Effectiveness  
Data &  
Information  
Set

**HEDIS is an evolving set of standard specifications for measuring health plan performance**



# CURRENT STATE – FUTURE STATE



## Outcomes: Access to Care, HEDIS Quality Measures A1c, PAP, & Mammogram

- Completion of New Primary Care Appointments
  - *Access to Care increased +17.2%*
- Completion of Established Patient Appointments
  - *Access to Care increased +3.6%*
- HEDIS Screening Measure A1C
  - *+2.7% increase*
- PAP Screening
  - *+2.8% increase*
- Mammogram Screening
  - *+5.4% increase*



Open  
Discussion

