

**Service Line Subgroup Name:
Options Grid**

	Veteran-Centered Care	Potential to Foster Robust Partnerships and Relationships	Employee Empowerment	Preserving & Fulfilling the Mission of the VA	Timely Access to Appropriate Evidence-Based Care	High Value Use of Resources	Feasibility
Recommended Option: Clinic square footage and design for modern delivery of primary care	5	4	4	5	4	4	3
Option 2: Expanded Telehealth/Tele-Primary Care	5	5	4	5	5	5	4
Option 3: Enhanced pain & opiate management programs	5	5	4	5	4	5	5
Option 4: Veteran and Employee Wellness areas	5	4	5	3	3	3	2
Option 5: Ensure proper staffing per PACT Model to include expanded care team, SW, CPS, RD, PCMHI	5	5	5	5	4	4	4
Option 6: Enhanced access to Choice for Primary Care for rural and remote areas	5	4	3	4	4	4	4
Option 7: Combine Portsmouth and Somersworth CBOCs	5	5	3	4	4	3	4

- 5 = Strongly supports the Criteria
- 4 = Somewhat supports the Criteria
- 3 = Neutral towards the Criteria
- 2 = Somewhat opposes the Criteria
- 1 = Strongly opposes the criteria

Service Line Subgroup Name: Primary Care

Brief Explanation – Preferred Option:

Clinic square footage and design for modern delivery of primary care – Current clinic space and design is outdated and not supportive of current needs and functions. Space should be able to provide co-location for appropriate support services and access to technology for virtual care, health education and wellness. In addition, large rooms should be available for group education such as MOVE, Tobacco cessation, physical activity, shared medical appointments and other uses. PACT space design guidance should be followed.

Brief Explanation – Option 2:

Expanded Telehealth/Tele-Primary Care use – Recommend expanding access to medical and surgical specialties, physical therapy, MOVE and smoking cessation and others via telemedicine. Would also recommend expanding use of tele-primary care to improve access to VA primary care services, coverage for smaller sites and broader coverage capability throughout the VISN. Lastly, developing technology so the virtual medical room concept can be spread where the team can hold “visits” with the patient virtually via video while they remain in their home. This will potentially broaden the reach of primary care to more rural areas as well.

Brief Explanation – Option 3:

Enhanced pain & opiate management programs- Access to an integrative pain clinic with complementary and integrative health services: including physiatry, anesthesia, neurology, opioid tapering clinic with clinical pharmacy support, pain psychology, acupuncture, chiropractic care, massage therapy and aquatic therapy. Offer shared medical appointments for chronic pain, consider including Battlefield Acupuncture, incorporate access to yoga and tai chi. Some of these services could be in the community if available but should function fairly seamlessly and treatment plans developed by the interdisciplinary pain clinic.

Brief Explanation –Option 4:

Veteran and Employee Wellness areas – Establish areas for employees to take a break, be refreshed- option to meditate and/or relax, exercise gym, access to health education for veterans and employees. Offer yoga, tai chi for both veterans and employees

Brief Explanation – Option 5:

Ensure proper staffing per PACT Model to include expanded care team, SW, CPS, RD, PCMHI – Aim to establish adequate primary care supports such that there are 1 SW per 4000 uniques, 1 RD per 6000 uniques, 0.33 CPS per 1.0 FTEE provider and 0.33 PCMHI staff per 1.0 FTEE provider.

Brief Explanation – Option 6:

Combine Somersworth and Portsmouth CBOCs – Combining two, similarly sized CBOCs in very close proximity will allow for expanded onsite services such as some high demand specialty services and Mental Health while also supporting an expanded tele-medicine access to care.

Brief Explanation – Option 7:

Enhanced access to Choice for Primary Care for rural and remote areas – To ensure veterans in remote/rural areas where there is no CBOC or main facility within a reasonable distance, have access to routine primary care services.