

## **VA New Hampshire VISION 2025 Task Force Way Forward**

To: Service Line Working Groups

From: VA New Hampshire VISION 2025 Task Force

Date: January 19, 2018

Re: Criteria and Guidance for Updated Options and Recommendations

At the January 2018 face-to-face Task Force meeting, Task Force members discussed various ideas and topics that they were interested in receiving more information about from each of the Service Lines. The Task Force requests that each Service Line Subgroup incorporate the four areas of interest into their options and recommendation as appropriate. Further information on two concepts – The Errera Center and VA Telehealth programs – has been included. As was mentioned last week, each group must have input from a subject matter expert at White River Junction when developing their final options and recommendations.

Additionally, members debated and developed criteria to guide their decision-making moving forward. They also brainstormed areas of interest they would like explored in further detail by the subject matter experts in each service line. The seven criteria and four areas of interest outlined below are the lens through which the Task Force will consider proposed options and recommendations. The Task Force requests that each Service Line Subgroup take the following steps:

1. Ensure that you have recruited a White River Junction stakeholder to participate in your group.
2. Review the Four Areas of Interest and review and refresh your subgroup's previous options as appropriate.
3. Use the attached grid template to "score" each option in relation to the seven Criteria using the following system:

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

We hope that the grid approach will help you compare "Criterion Impact" across your options. All seven are considerations the Task Force considers vital pieces moving forward, and recommendations meeting all criteria are preferred. However, should an option not align with one or more criteria, this will not disqualify the concept.

4. Following the grid, each group is give one page to further explain each option, including their self-evaluation, and any pros and cons considered or other themes. The seven Criteria contain bullets with further context and explanation. You are not expected to speak to each of these sub-bullets in your report, but should only refer to them as necessary and as you find helpful as you summarize each Criterion. The Task Force captured these bullets to help portray the spirit of the Criteria in your group. **The one page limit is a hard limit for each option.** This should be a brief, high-level overview, not an overly detailed proposal. Any data you feel is necessary to support your decision and evaluation can be attached as an appendix.
5. Following the Criteria review, please select a top recommendation from among your options – which may be different than your group’s original recommendation. **This should be the first option in your grid.**

Please reach out to Michelle at [michelle.virshup@va.gov](mailto:michelle.virshup@va.gov) and Dr. Coldwell at [craig.coldwell@va.gov](mailto:craig.coldwell@va.gov) with any questions

## Areas of Interest

### 1. The Errera Center concept

- Are there similar holistic, interdisciplinary, or innovative concepts which could be implemented across multiple service lines?
- Additional information about the Errera Center is enclosed.

### 2. Opportunities for Collaboration with White River Junction

- This concept is exploratory.
- Consider regionalization of resources and personnel with an eye toward expansion of services and staffing.
- Consider how opportunities for greater partnership and sharing could be achieved with bidirectional augmentation of services and enhancement of professional fulfillment for employees. The aim would not be consolidation, but rather expansion via partnership.
- Are there any concerns or challenges regarding greater integration with White River Junction?

### 3. Virtual Care

- Consider opportunities within each service line to increase Veterans access to services via telehealth.
- Additional information about current telehealth opportunities within VA is enclosed.

#### 4. Innovative Opportunities for Partnerships

- Consider what innovative partnerships between the Manchester VAMC and internal/ external partners could be created for the benefit of Veterans and employees.

### Guiding Criteria

#### 1. Veteran Centered Care

- Does this recommendation **seek** and **employ** feedback from the Veteran population in New Hampshire?
- Does this recommendation consider the changing needs of the Veteran population in New Hampshire over time?
- Does this recommendation have the agility and flexibility to meet local demographic and ongoing population needs?

#### 2. Potential to Foster Relationships and Partnerships

- Does this recommendation encourage VA New Hampshire to foster bilateral partnerships and relationships with:
  - Other VA sites with VISN 1 (including Area of Interest 2, White River Junction);
  - Other sites within the VA nationally;
  - Community providers (including Area of Interest 4, Innovative Ideas for Partnerships);
  - Other national providers;
  - Potential Academic affiliations;
  - Congressional representatives;
  - Industry actors and associations;
  - Other stakeholders in the New Hampshire community?
- These should encompass both professional and clinical relationships on multiple levels.

#### 3. Employee Empowerment

- Does this recommendation take into account the **feedback** and **needs** of employees at the Manchester VAMC and related CBOCs?
- Will this recommendation get front line support staff, clinical staff, and providers excited about providing care at the Manchester VAMC and related CBOCs?
- Does this recommendation engage employees on an ongoing basis throughout its implementation?
- Does this recommendation provide the foundation for a future just and innovative culture at the Manchester VAMC?

#### 4. Preserving and Fulfilling the Mission of the VA

- Does this recommendation enable an environment of trusted care felt by everyone (Veterans, providers, employees...) in New Hampshire?
- Does this recommendation distinguish the care received at the VA in New Hampshire as exceptional and unique?
- Does this recommendation encourage employee engagement and satisfaction in their everyday work life?
- Will this recommendation empower the VA to recruit and retain first class employees and providers to serve Veterans in New Hampshire?

#### **5. Timely Access to Appropriate, Evidence-based Care**

- Does this recommendation enable the VA to provide Veterans in New Hampshire with high quality care, **when** they need it, **how** they need it, and **where** they need it?
- Does this recommendation consider the use of available **technology**, **community partners**, and other **VA sites** to allow Veterans to access high-quality care where, when, and how they need it?

#### **6. High Value Use of Resources**

- Does this recommendation place an emphasis on the VA's **foundational services**?
- Does this recommendation consider ways to leverage partnerships and other relationships to allow Veterans access to quality care?

#### **7. Feasibility**

- Is this recommendation innovative?
- Is this recommendation a responsible use of time, resources, and personnel?
- Does this recommendation provide a path forward upon which future New Hampshire leaders can build and grow?
- Is this recommendation supported by trend and demographic data?

### **Time Line**

**January 19** – Michelle will send instructions on criteria and self-evaluation; Subgroups plan for self-evaluation process

**January 31** – Subgroups will email progress updates to Michelle and Dr. Coldwell

**February 7** – Deadline to submit drafts of revised Options, Recommendations, and self-evaluation to Michelle and Dr. Coldwell

**February 9** – Task Force agenda released, including the final revised options and recommendations from each subgroup

**February 14-15** – Next face-to-face Task Force meeting