

RIVET QUERI Program

Addressing the complex needs of high-risk Veterans

The High-RIsk VETerans (RIVET) QUERI Program aims to advance VA primary care's ability to provide comprehensive, evidence-based care for high-risk Veterans with complex needs. RIVET will support VA as a learning organization through data-driven priority setting, leveraging virtual care to enhance mental and whole health and standardizing care to reduce inefficiency and clinical variation.

Implementing evidence-based practices in primary care

The **top 5% of Veterans** at the highest risk for hospitalizations account for almost **50% of VA health care costs, have significant multimorbidity, and are at high risk for poor health outcomes.** Evidence-based practices (EBPs) are available to address common needs among high-risk Veterans, such as assessing for functional, behavioral, and social needs and developing a cohesive treatment plan. Increasing use of these practices in primary care can significantly impact health outcomes and quality of care for these high-risk Veterans.



Comprehensive Assessment and Care Planning

Health care staff assess for modifiable risk factors and create a comprehensive care plan that addresses Veteran needs.



Health Coaching for Medication Adherence

Health coaching allows staff to virtually identify and address Veteran goals, preferences, and barriers related to taking medications.

Primary care delivery of evidence-based practices will:

- Increase shared-decision making and whole health approach to care
- Address barriers to medication adherence
- Reduce hospitalizations for ambulatory care-sensitive conditions

Supporting sites with evidence-based tools and strategies

Evidence-Based Quality Improvement (EBQI) is a bundle of implementation strategies that engages national-, VISN-, and facility-level leadership and frontline staff in identifying challenges and developing agendas based on data.



EBQI: Individual Consultation – Tailored individual consultation with each participating site

VS



EBQI: Learning Collaborative – Learning collaborative with multiple sites

Developing future implementation leaders

The RIVET Mentoring Core is providing training and mentoring opportunities in the implementation of evidence-based practices for high-risk Veterans.

Mentors are collaborating to develop mentees' knowledge and experience through participation in implementation and evaluation of quality improvement initiatives.

Mentees will enhance their skills in: continuous quality improvement, stakeholder engagement, implementation study design and evaluation, and advanced qualitative and quantitative evaluation techniques.

Advancing primary care's ability to serve Veterans



Provide comprehensive, reliable, high-quality care for complex high-risk patients

- Office of Primary Care
- Office of Patient-Centered Care
- Geriatric & Extended Care
- VISNs 9, 10, 12

- Implementation playbooks
- Return on investment analyses
- Regular briefings to national and VISN partners

- Assess implementation and outcomes
- Compare effectiveness of two EBQI implementation strategies
- Conduct rapid-cycle evaluations based on stakeholder input

If you would like to learn more or partner with us, please contact Elvira Jimenez, PhD at Elvira.Jimenez@va.gov.

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