



VISN4
CENTER FOR
EVALUATION OF
PATIENT ALIGNED
CARE TEAMS



VISN 4 Primary Care Provider Survey

Developed by: Judith Long, MD, Rachel Werner, MD, PhD, Judy Shea, PhD

Rationale: For many VA clinics, PACT implementation represents a significant shift from current practices and structures. Because of the central role they play in the care of Veterans, primary care providers are well suited to report on the readiness of their clinics to implement systems change. In order to assess readiness for PACT implementation over time, we surveyed primary care providers (MDs, DOs, NPs, and PAs) at each site in VISN 4.

Aims: The survey is designed to elicit the provider's perceptions of the current quality improvement orientation at the site, the current climate at the practice, and barriers to improving performance and implementing changes.

Stage of Development: The baseline survey was designed, distributed, and collected during the summer/fall of 2010. The first follow-up survey is scheduled to be conducted in the summer of 2012 with a final follow up to occur in the summer of 2014. Preparation for the 2012 administration is underway.

Methods: A 32-item, closed ended survey was emailed to PCPs in VISN 4. Future survey administrations will include use of Survey Monkey or a similar survey tool for ease of response. To date, only baseline data are available. Response frequencies have been calculated for the baseline survey.

Results:

Highlights of findings from the baseline survey include:

- Respondents reported positively to questions relating to quality improvement orientation in their VA primary care programs.
- Barriers to improving quality were insufficient staff and competing demands. Resistance was not considered a barrier.
- Providers agreed that staff and clinicians are overworked and stressed. However, they did not believe that there was chaos or that they were not able to keep up.
- When asked about their primary care program in the last year providers reported that there was effective communication between physicians and nurses, but there is room for improvement in cooperation with senior administrators and other departments.

Future Plans: The survey will be administered again in June 2012 to all PCPs. Analysis of baseline and follow up data will take place in the fall of 2012.