



VISN4  
CENTER FOR  
EVALUATION OF  
PATIENT ALIGNED  
CARE TEAMS



## Formative Evaluation of Training and Resources for PACT Implementation and Spread

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**Rationale:** VHA has invested heavily in training activities and resources to educate, guide and support staff in creating, spreading, and sustaining the changes necessary to implement PACT. Understanding how the various training activities and resources fielded to support PACT implementation are perceived by key stakeholders is critical for determining the effectiveness of the VHA's overall implementation strategy and will usefully inform similar efforts in the future.

**Aims:** We seek to understand how training events/resources that support early PACT implementation and PACT dissemination and spread are perceived by key stakeholders ranging from Medical Center Directors to front-line clerical associates, and which activities and tools are seen as most effective.

**Methods:** (1) Observational qualitative evaluation of PACT training events targeted at teams in VISN 4, including NE Regional Learning Collaborative sessions, VISN 4 Learning Centers, and VISN and Regional teleconference series; (2) a brief survey of VISN 4 teams at the final NE Learning Collaborative (LS6); (3) semi-structured telephone interviews with NE Collaborative coaches who work with VISN 4 teams; (4) monitoring of relevant email communications from VACO, Regional, and VISN PACT leadership.

**Stage of Development:** Data collection related to the NE Collaborative is close to completion, pending a second round of phone interviews with Collaborative coaches scheduled for January 2012. We have completed field observations of all six NE Regional Collaborative Learning Sessions, and of two of the six Learning Centers held in VISN 4 to date. Field notes are being summarized for coding and analysis.

### Results:

Fifty-five of the 68 (81%) travel team members from VISN 4 responded to the brief participant survey conducted at LS6 in December 2011. Respondents identified components/aspects of the Learning Sessions they found most useful, those that were least useful or could have been done differently, and what education/training is still needed to move PACT implementation forward at their facilities. Summarized responses will be shared with VISN and Regional Collaborative leadership in January 2012.

### Future Plans:

- Complete synthesis and coding of field observations (Target: late Feb/early Mar 2012).
- Complete second round of interviews with Regional Collaborative coaches (Target: Jan 2012).
- Revisit plans for observation of future Learning Centers in light of recent announcement that these will move to a largely virtual format due to federal travel restrictions.
- REPORTS/PUBLICATIONS