

# PERSIVED QUERI Program

The **P**references **E**licited and **R**espected for **S**eriously **I**ll **V**eterans through **E**nhanced **D**ecision-Making (PERSIVED) QUERI Program aims to prevent unwanted, burdensome treatments by consistently eliciting preferences for care from seriously ill Veterans who are receiving home-based primary care or VA-paid community nursing home services.

## Aligning care with Veteran preferences and goals

VA home-based primary care (HBPC) programs care for more than 54,000 Veterans with complex, chronic illness and have an annual mortality of 24%.

The VA-paid community nursing home (CNH) program is responsible for managing the care for nearly 41,000 Veterans with an annual mortality rate of 30% and an average of two hospitalizations per year.

Many HBPC and CNH programs have low rates of documentation of care preferences. The PERSIVED Program aims to promote goal-concordant care by equipping clinicians with the data, tools, and training to document life-sustaining treatment preferences for Veterans and convert these preferences into actionable orders that cross VA and non-VA settings.

PERSIVED is implementing two evidence-based practices to elicit Veteran preferences and goals of care, in partnership with national, regional, and local VA leadership, including:

- VA National Center for Ethics in Health Care
- VA Office of Geriatrics and Extended Care
- VISNs 2, 4, 8, 10, 19

### Evidence-Based Practices

- The **Life-sustaining Treatment Decisions Initiative (LSTDI)** enables practitioners to initiate proactive goals of care conversations with Veterans at high-risk of a life-threatening clinical event, and to document goals of care and LST decisions in a standardized template and order set in the electronic healthcare record.
- Translation of goals and treatment preferences into a **state authorized portable order** to be honored in non-VA settings.

## Promoting the uptake of evidence-based practices using implementation strategies

- **Audit with Feedback** begins with the collection and summary of clinical performance data over a specified period. These performance summaries are then shared with clinicians and administrators who use the feedback to monitor, evaluate, and modify clinician behavior.
- **Implementation Facilitation** utilizes a group of implementation strategies that incorporates several implementation approaches, including establishing clinical champions, using action planning, and coaching.

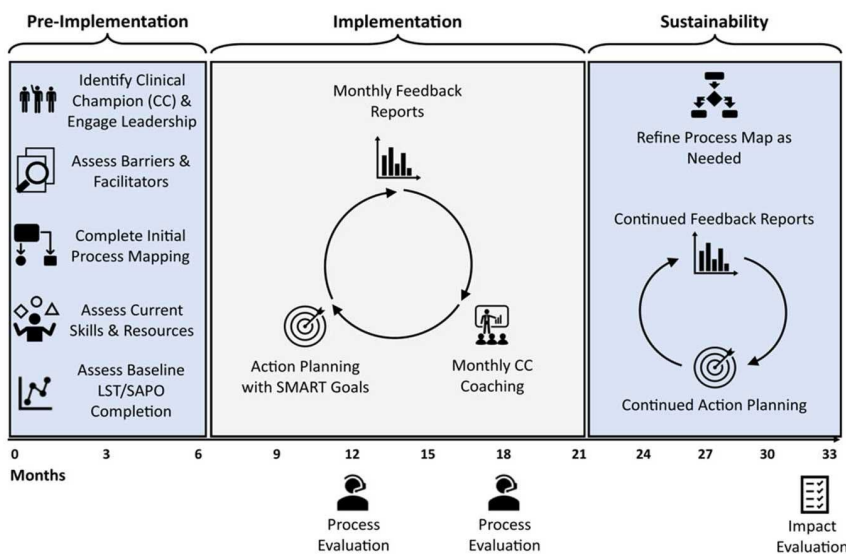
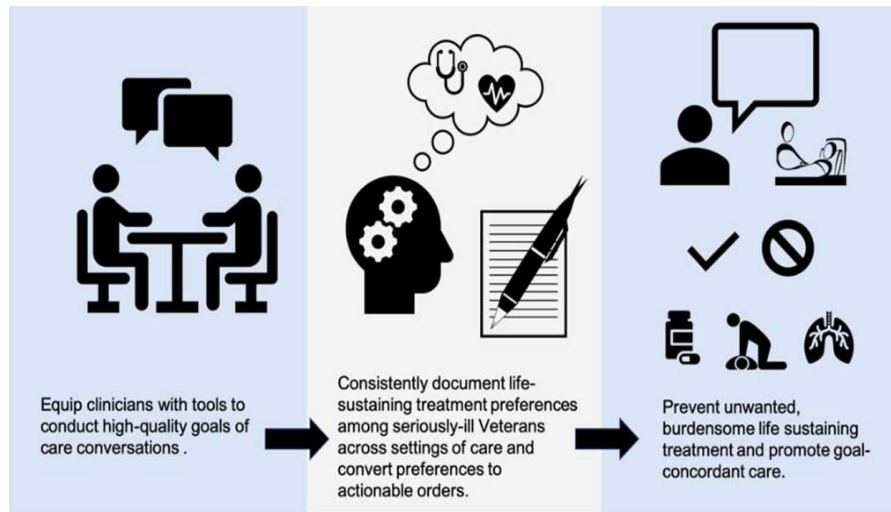


## Improving documentation of care preferences

PERSIVED is developing and refining web-based toolkits and virtual coaching for scale out to all HBPC and CNH programs, potentially impacting ~100,000 Veterans.

PERSIVED is supporting providers in integrating processes into workflow to achieve consistent LST documentation while minimizing impact on individual workload.

*Successful implementation will result in fewer burdensome transfers and treatments, higher Veteran satisfaction with care, and lower healthcare costs for HBPC and CNH participants.*



### Project Impacts & Products

- Two publications, three poster presentations at conferences, and one additional abstract accepted.
- Rapid response project to evaluate how six HBPC teams had large improvements in LST completion between June 2020 and February 2021. The results were shared with National HBPC leadership.
- Regular briefings to National Partners.

If you would like to learn more or partner with us, please contact our Program Coordinators:

Andrew Murray (Andrew.Murray@va.gov)  
 Jennifer Kononowech (Jennifer.Kononowech@va.gov)  
 Kate Magid (Kate.magid@va.gov)

### Principal Investigators:

Cari Levy, MD, PhD (Denver, CO)  
 Mary Ersek, PhD, RN (Philadelphia, PA)