

HERMES: Houston Evidence-based Rapid Measurement and Evaluations

VA



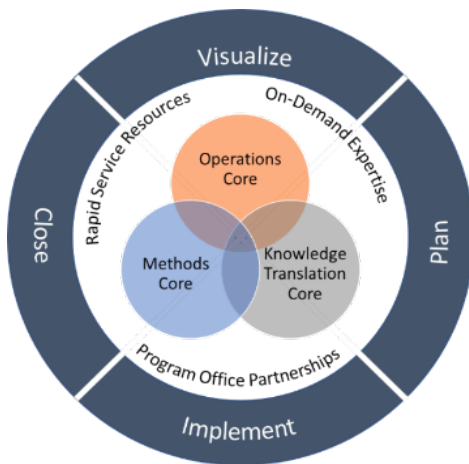
U.S. Department of Veterans Affairs
Veterans Health Administration
Quality Enhancement Research Initiative

Improving Veteran health and safety through rigorous, timely evaluations of healthcare and clinical work life initiatives that inform and drive VA health policy.

HERMES is an integrated team of methods and content experts supported by infrastructure, time-tested processes, and an extended resource network to allow for rigorous, timely evaluation on a range of issues important to VA. We break down barriers between offices to catalyze collaborative development and use of valuable information.

- We specialize in **rapid, big-data compilation and analysis** (quantitative & qualitative)
- Focus on systems-level factors surrounding **coordination, workflow, & clinical efficiency**
- A deep, in-house bench of **methodological, content, clinical, & policy expertise**
- **Longstanding partnerships** with VA program offices, Texas Medical Center institutions, and the Houston VA Center for Innovations, (IQuEST) the premier health services research center in the Southwest

HERMES Evaluations: Essential Features

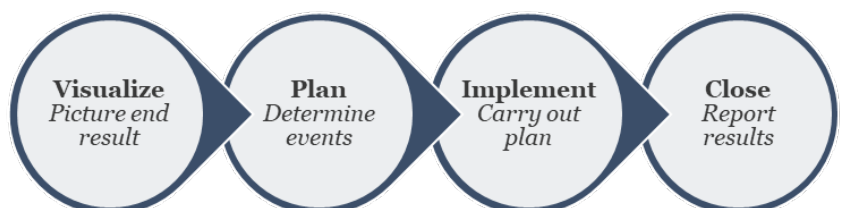


- **Methods:** Experts in multiple clinical specialties, organizational psychology, qualitative and quantitative methods, organizational psychology, design and conduct evaluations on issues impacting clinical work life and its resulting effects on veteran health and safety.
- **Knowledge Translation:** Experts in evaluation, dissemination, political science, and health policy with journalism and public affairs experience disseminate evaluation findings to diverse audiences
- **Operations:** HERMES partners with the Houston VA Center for Innovation (COIN), the premier health services research center in the Southwest US, and has longstanding relationships with national VA program offices.
- **Evaluation Model:** HERMES evaluations follow the Practical, Robust Implementation and Sustainability Model (PRISM), aligned with QUERI's existing Roadmap to Implementation.

Evaluation Workflow Cycle: VPIC

HERMES utilizes the Visualize, Plan, Implement, Close (VPIC) project management framework. This allows the Center to have a structured yet flexible workflow for:

- swift team assembly
- design of efficient evaluation plans
- effective execution
- wide-reaching dissemination



Partnerships & Resources

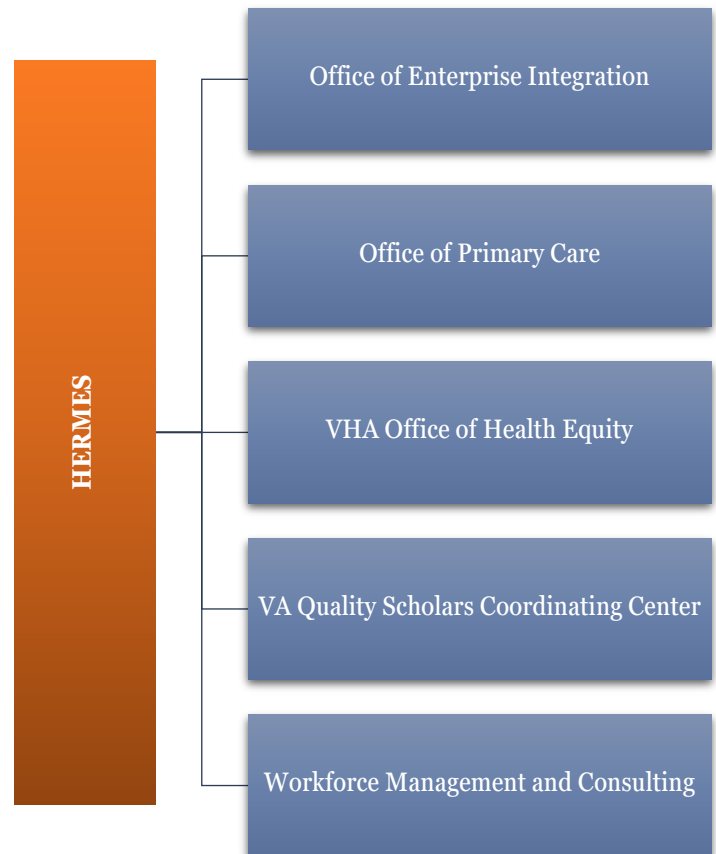
HERMES faculty have a long and diverse track record of successfully partnering with program offices and VISNs, placing HERMES team at the center of VA policy evaluation activities. We also partner with numerous institutions to facilitate execution and dissemination of evaluations.

VA Partnerships	Inter-Institutional Partnerships
<ul style="list-style-type: none"> • Office of Enterprise Integration • Veterans Benefits Administration • Workforce Management and Consulting • Office of Productivity, Efficiency and Staffing • Office of Primary Care • Office of Analytics and Performance Integration • Office of Nursing Services • Enterprise Program Management Office 	<ul style="list-style-type: none"> • Baylor College of Medicine • University of Texas School of Public Health • Rice University • University of Houston • Texas Medical Center

Expected Impacts and Dissemination

Expected Impacts

- Identify best practices in continuing care during times of a national emergency or any event potentially disrupting care
- Inform creation of reliable and robust workflow routines to maintain access to care
- Improve retention and recruitment of VA clinical staff
- Identify and develop new evaluation opportunities to improve policy implementation
- Assess quality of current evaluations regarding relevant legislation



HERMES Dissemination Outlets