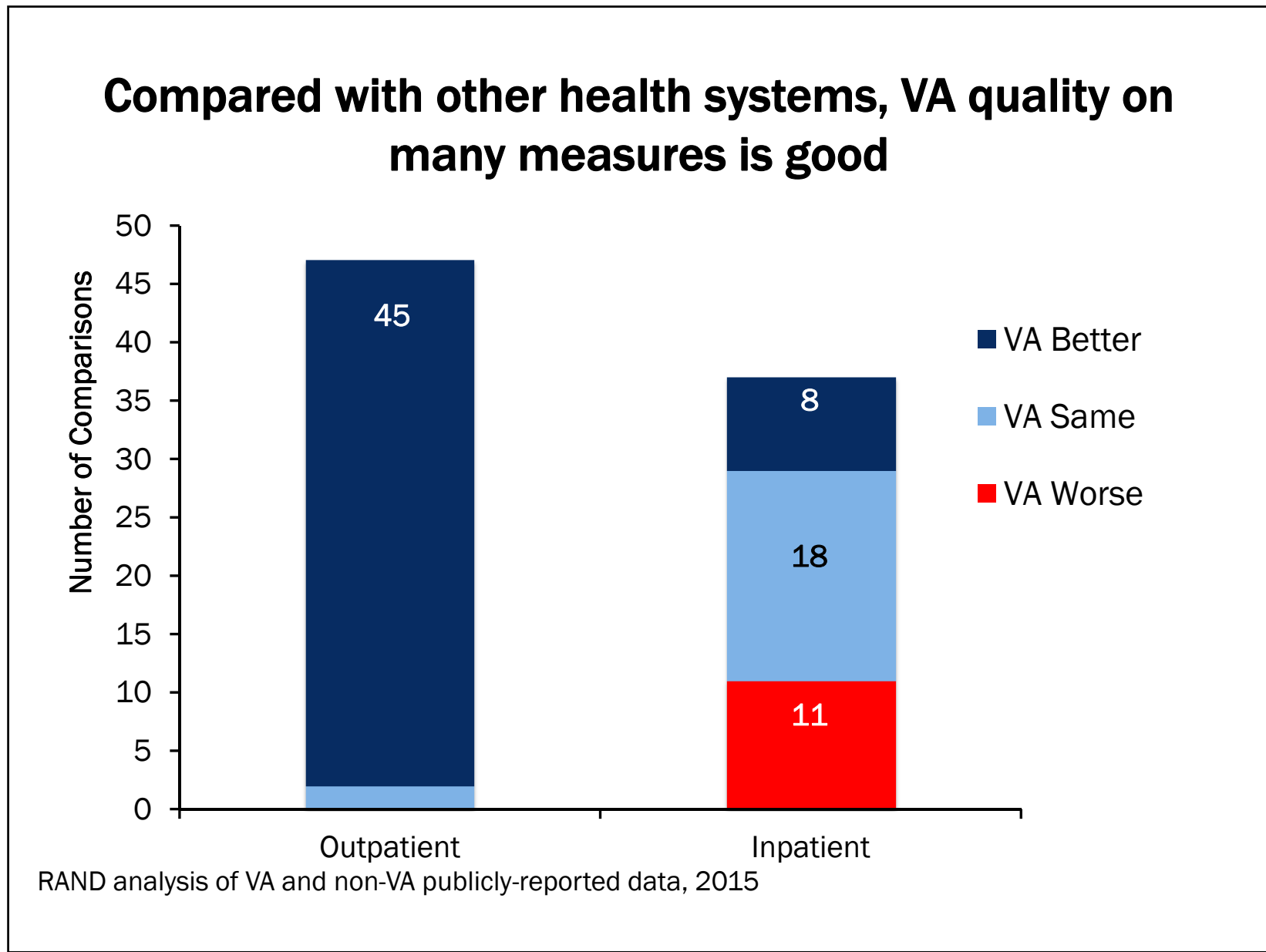
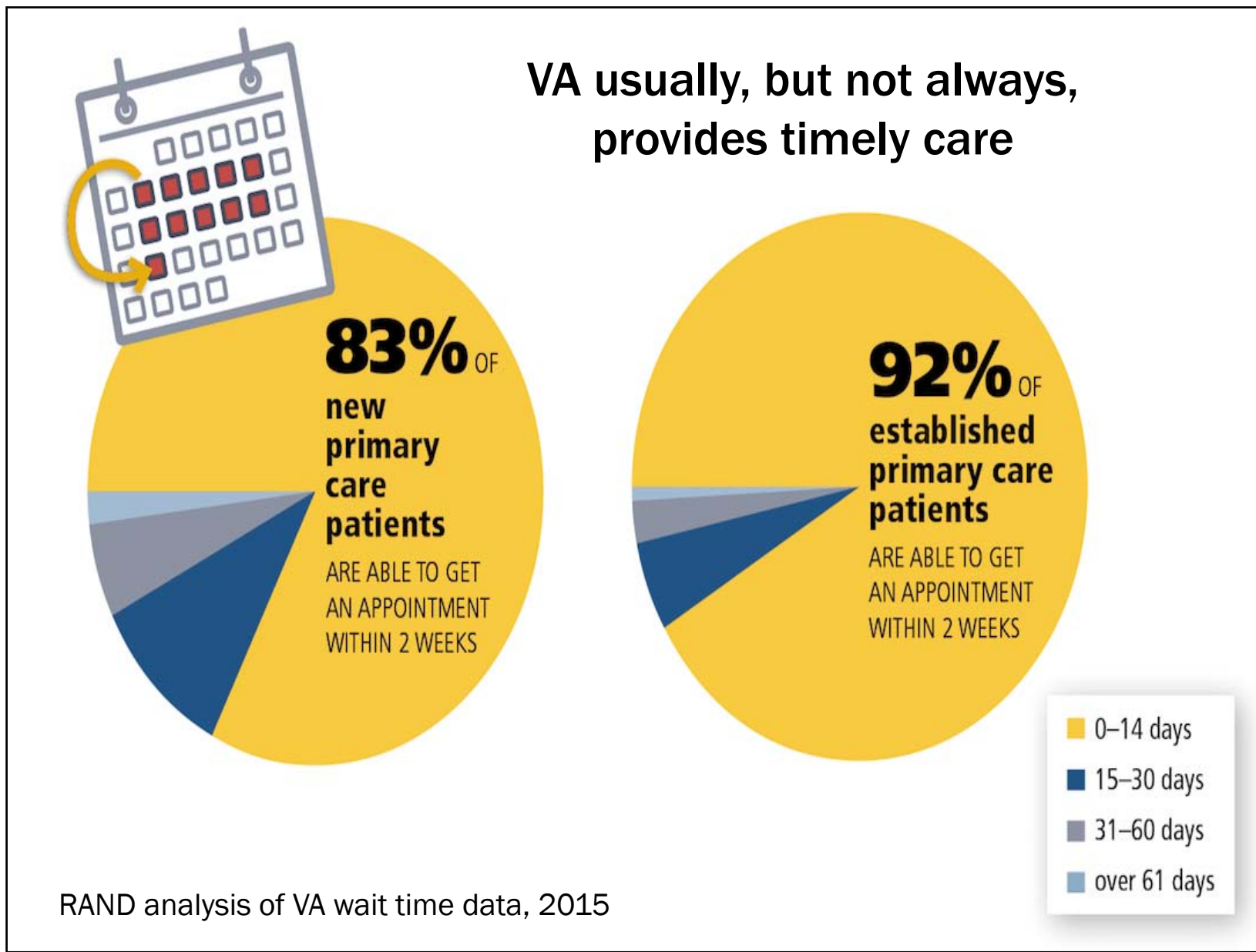




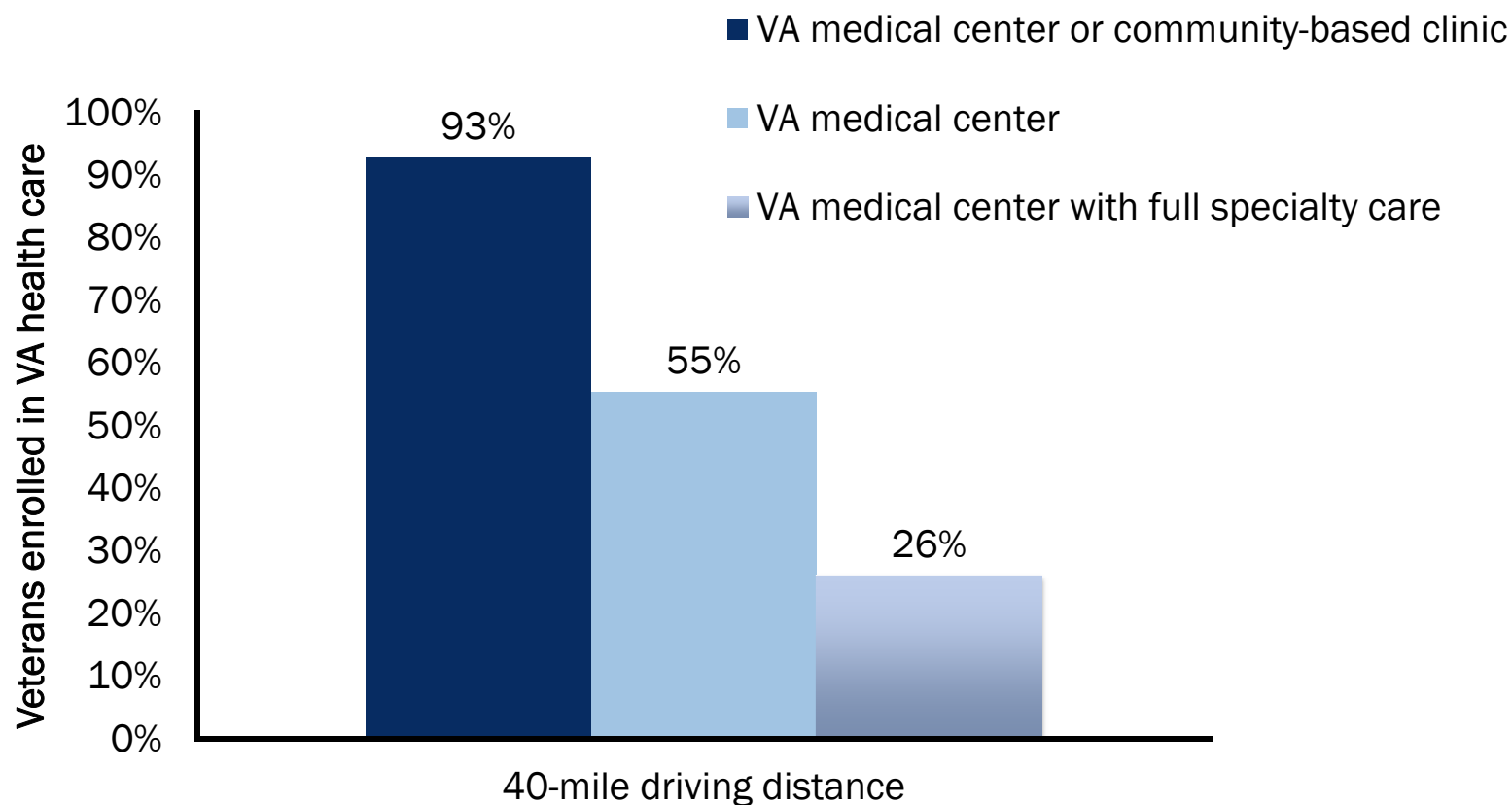
Meeting the Health Care Needs of America's Veterans

Carrie Farmer, Ph.D.
RAND Corporation



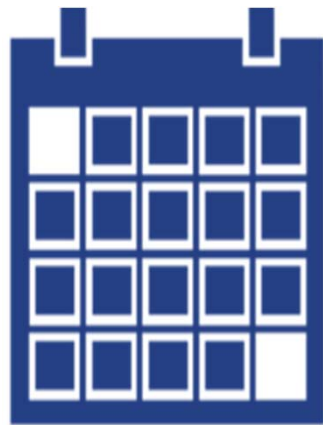


Most veterans live close to a VA facility, but access depends on type of care needed



RAND analysis of VA VAST and PSSG data, 2015

Can VA-purchased care in the community provide timely, accessible, high quality care?



Many studies of U.S. health care quality have found gaps

The NEW ENGLAND JOURNAL of MEDICINE

SPECIAL ARTICLE

The Quality of Health Care Delivered to Adults in the United States

Elizabeth A. McGlynn, Ph.D., Steven M. Asch, M.D., M.P.H., John Adams, Ph.D., Joan Keeseey, B.A., Jennifer Hicks, M.P.H., Ph.D., Alison DeCristofaro, M.P.H., and Eve A. Kerr, M.D., M.P.H.

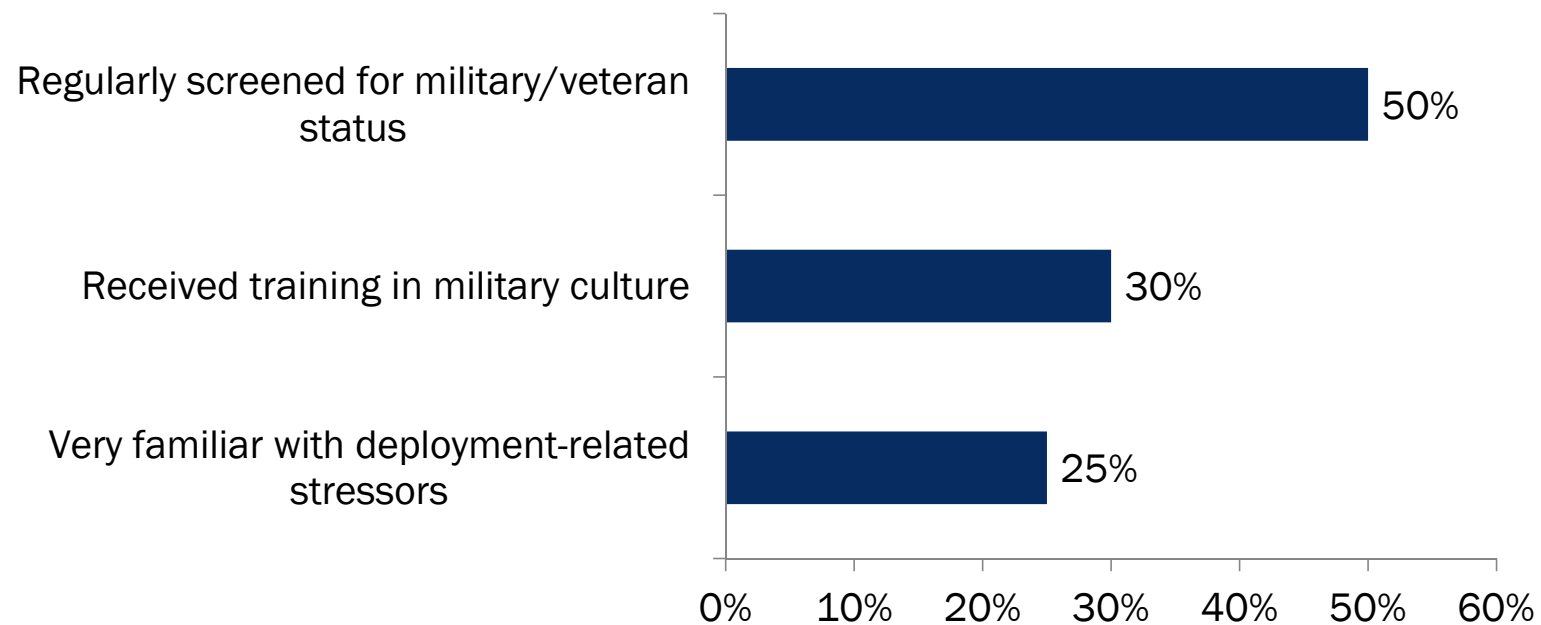
McGlynn et al., NEJM, 2003

“Participants received 54.9 percent ... of recommended care.”

“The deficits we have identified in adherence to recommended processes for basic care pose serious threats to the health of the American public.”

Community providers may lack military cultural competence

- E.g., survey of 522 psychiatrists, psychologists, social workers and counselors



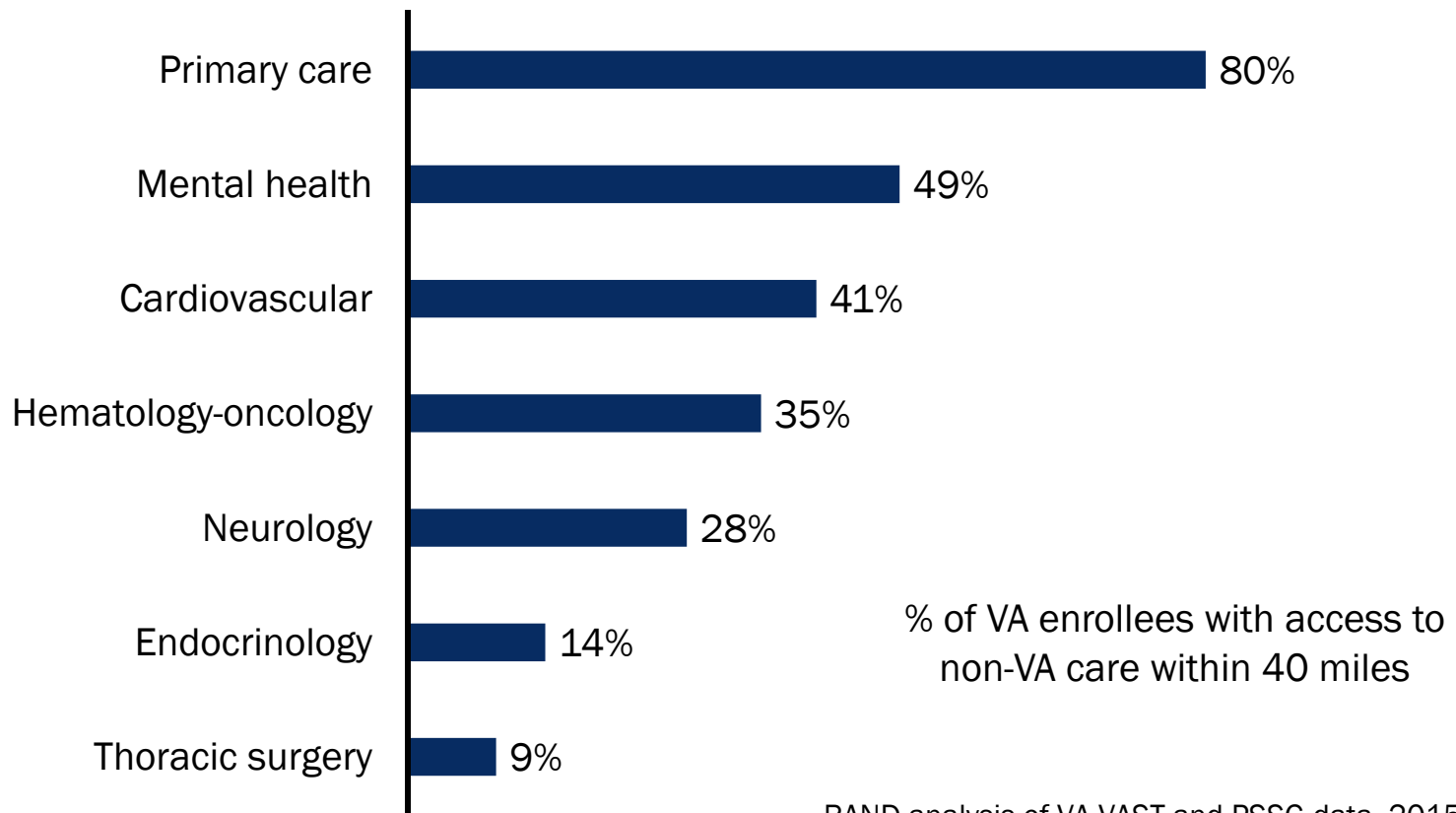
Tanielian et al., 2014

Limited literature on timeliness in the private sector suggests wait times may be longer than VA

- Study of private sector wait times in 15 markets
 - 19.5 days (range 5-66 days) for appointment with family physician
- Study of wait times in Massachusetts
 - 39 days for family medicine appointment

(Merritt Hawkins, 2013) (Massachusetts Medical Society, 2013)

Enrollees residing far from a VA facility also live far from non-VA specialty care



Looking to the future, use of purchased care should be strategic

- Identify how purchased care will complement VA-provided care
- Monitor the quality and timeliness of care purchased outside VA



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RAND research on veterans issues:
<http://www.rand.org/research/veterans>