

VA - The Best Care

The History Behind the Success



Surveying the Care

National Committee for Quality Assurance today ranks health-care plans on 17 different performance measures.

In **every single category**, the VHA system outperforms the highest rated non-VHA hospitals, including hospitals such as Johns Hopkins and Mayo Clinic.

Surveying the Care

The *Annals of Internal Medicine* study that compared veterans health facilities with commercial managed-care systems in their treatment of diabetes patients.

In seven out of seven measures of quality, the VA provided better care.

Surveying the Care

When the *New England Journal of Medicine* published a study that compared veterans health facilities on 11 measures of quality with fee-for-service Medicare.

On all 11 measures, VA care was "significantly better."

Is This Surprising?

Why or Why Not?

The Best Care

VAMC - Minneapolis, MN

Where We Were

Together, we have come a long way.



1970's

- **Vietnam vets coming home with more injuries than in past wars**
- **Budget cuts due to tough economy**
- **Loss of political support**
- **Negative media attention and portrayal in literary world.**

1980's

Continued negative image fueled by print media and Hollywood

1990's

- In 1994, Ken Kizer became the VA's Undersecretary for Health
- In 1995, the VA launched a major re-engineering
- In 1999, Ken Kizer was not re-nominated but the process this reinvention continued

The VA Today

“The word is getting out”



VA Healthcare

“We’ve have given them something to talk about”.



2004

Annals of Internal Medicine

- The Triad Study
- Comparison of Quality of Care for Patients in the VHA and Patients in a National Sample

2005



“Today's VA hospitals are models of top-notch care”

2005



“How the VA Became the Best”

2006



The VA – “How VA Hospitals Became the Best”

2006

FORTUNE

“The VA are National Leaders
in efficiency and Quality”

2006



“The [VA] system is now
the envy of health care
administrators.”

2007



"The VA's celebrated rise to international leadership in quality is largely related to its investment in performance measurement."

2007



"VA has established itself as a leader in health care delivery within the United States."

2007

HEALTH
AFFAIRS

"The VHA's performance now surpasses that of other health systems on standardized quality measures."

2007

American Journal of
**PUBLIC
HEALTH**

"VA care outperforms non-VA care"

2008

Annals of Internal Medicine

"Comparisons of VA patients with a national sample show that VA patients receive higher quality of care"

2008

JAMA[®]

"The VA now outperforms the private sector on almost every measure of quality."

Innovative Programming

Home and Community Care