



The **VA Center for Clinical Management Research** in Ann Arbor, Michigan, combines the expertise of clinicians and scientists from the VA Ann Arbor Healthcare System and the University of Michigan, and partners with clinical leaders and managers, to implement and evaluate different ways to make health care safer, more effective, and more affordable.



In all of our work, we strive to translate our research into real-world health practice.



VA CENTER FOR CLINICAL MANAGEMENT RESEARCH

Health Research That Improves Lives

Innovative Research That Transforms Health Practice in the Real World

VA CENTER FOR CLINICAL MANAGEMENT RESEARCH
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VA Center for Clinical Management Research
Health Services Research and Development Center of Excellence
US Department of Veterans Affairs (VA)
Affiliated with the University of Michigan



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HOW can people with diabetes who live in a rural area better manage their condition without frequent, costly doctor visits?

HOW can we make inpatient care safer and more efficient?

HOW can a health system prevent suicide among Veterans?

We're answering these questions every day through innovative research.

HSR&D
INNOVATIVE

One Center With Many Solutions

Health care, by its very nature, requires teamwork. We conduct our research in this collaborative tradition. A team of experts works together with doctors, nurses, and managers to test innovative solutions to health care challenges and to translate research into meaningful strategies and best practices.

Our partners include experts and leaders at our local VA, regional VA network (VISN 11), national VA offices, the University of Michigan Health System, and other local and national health care organizations. Our scientists focus their research in six critical areas central to enhancing quality and value in health care:

IMPROVING CHRONIC DISEASE SELF-MANAGEMENT

How can we help patients manage their conditions between doctor appointments, to keep them healthy and avoid costly hospital stays and emergency department visits? We are developing a variety of approaches, such as involving peers and caregivers to help patients better manage their conditions through low-cost, technology-based interventions. For example,

- A service that combines group self-management training with peer-to-peer telephone support for Veterans with diabetes has been shown to improve glycemic control among diabetic patients.
- The CarePartner program enhances patient satisfaction and self-management by using the internet and automated telephone calls to help patients manage diabetes, depression, and congestive heart failure, with support from caregivers.

PROMOTING PATIENT CENTERED AND PERSONALIZED CARE

No two patients are alike. All patients have unique physical and emotional needs. That's why we study ways to tailor care to the individual circumstances and risk factors of each person. This research seeks to personalize the care Veterans receive to help ensure they get the care they need and want, and to minimize unnecessary care. Current studies include:

- A decision tool that estimates a person's chance for poor cardiovascular outcomes, to determine the best and most cost-effective treatment.
- Performance measures that motivate appropriate care by taking into account patients' illnesses, risk factors, and preferences.

MANAGING MENTAL HEALTH CONDITIONS

Our Center has developed innovative programs for helping patients with serious mental illness, including those who have depression, alcohol and drug misuse problems, or chronic medical diagnoses. Our research develops new care models to ensure that these vulnerable Veterans receive evidence-based treatments to help them live productive lives. Ongoing projects include:

- A program that helps those with both substance use disorders and chronic pain to manage these problems without misusing drugs or alcohol.
- A program to identify Veterans with mental illness who are at highest risk for suicide, and ways to intervene to prevent suicide.

ENHANCING PATIENT SAFETY

Our scientists are working to ensure that health care is delivered in a safe, effective, efficient, and patient-centered manner. Our research seeks to prevent harm that can happen when appropriate care is not provided or when unnecessary procedures or treatments are prescribed. This research leads to models that provide safe and less costly care, including:

- Transformation of the inpatient care delivery model to ensure that each patient receives individualized strategies that prevent complications during hospital care.
- An assessment of a statewide hospital patient safety initiative that aims to decrease inappropriate catheter use and reduce urinary-tract infection rates.

IMPROVING COMMUNICATION AND DECISION-MAKING

Treatment programs and care plans only work if patients understand them and support the program goals. We research the barriers to clear communication between health care team members and patients, including understanding how people perceive risk and how they make decisions. This research seeks to improve patients' satisfaction with the health care delivery system and their adherence to treatment plans. Projects have produced:

- A decision tool to help women with breast cancer make choices about therapeutic options, and to help men with prostate cancer choose a treatment plan.
- A new way to obtain patient preferences for colorectal cancer screening in order to enhance the rate of colorectal cancer screening among patients who need it.

PREVENTING DISEASE AND DISABILITY

By intervening early, we can prevent downstream disability and complications from conditions such as obesity, diabetes, and lung disease. Much of our research in this area looks at ways to improve weight management, increase physical activity, and decrease substance use, through interactive technology-based tools that patients can use independently at home. Our research is examining:

- Tailored, interactive online feedback tools to help patients enhance and sustain their physical activity programs and lose weight.
- Personalized web-based tools to help Veterans stop smoking.



Training Tomorrow's Health Care Scientists

The Center also seeks to train and be the Employer of Choice for the brightest future VA researchers through four different training programs:

- VA Office of Academic Affiliations Health Services Research Fellowship for MDs and PhD Researchers
- VA Office of Academic Affiliations Advanced Fellowship in Mental Illness Research and Treatment for Psychologists
- University of Michigan/VA Robert Wood Johnson Foundation Clinical Scholars Program for Physicians
- VA Career Development Awards for MD and PhD Researchers

A Comprehensive Research Team, Decades of Experience

The Center's expert staff includes more than 30 PhD and MD investigators and 100 staff engaged in over 75 research projects. Annual funding exceeds \$16 million.

The Director of the Center for Clinical Management Research is **Eve A. Kerr, MD, MPH**, a primary care physician at the VA Ann Arbor Healthcare System and Professor of Internal Medicine at the University of Michigan Medical School.

Investigators specialize in health behavior change, decision science, health system organization, quality improvement, implementation science, and quality/cost of care assessment. Core investigators are widely published and frequent presenters at national and international conferences. For a list, please go to: www.annarbor.hsrdr.research.va.gov/Products.asp

The Center also will be the largest public partner in the proposed Institute for Healthcare Policy and Innovation—a new venture with the University of Michigan. This Institute will combine the forces and research talent from multiple schools and programs within the University, creating a powerhouse of health services research.

Innovative Research, Practical Solutions, Improved Health Care

For More Information:

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