

Data Dashboard + Nudge Emails

Audit and Feedback for the VA Rural Transitions Nurse Program

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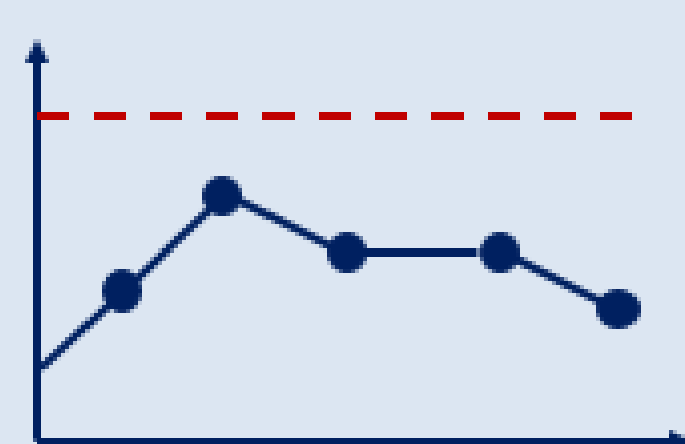
Introduction



The rural Transitions Nurse Program (TNP) facilitates care coordination for high-risk, rural Veterans



An interactive dashboard allows sites to pull performance TNP metrics regarding the number of TNP-enrolled Veterans the program discharges home from a VA medical center



One-year post-implementation, discharge goals were not uniformly met

Control theory suggests that feedback using diverse methods can positively influence performance by drawing attention to performance metrics

Aim

- Evaluate whether Veteran discharges increase when enrollment feedback is pushed to sites through weekly dashboard access + nudge emails compared to dashboard access alone

Methods



Emails sent weekly to sites
Data presented as a run chart
Access to data dashboard otherwise stayed the same

Pre-post study, observational study:

Phase 1: Dashboard-only (20 months)

Phase 2: Dashboard and nudge emails (3 months)



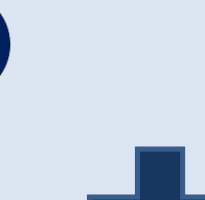
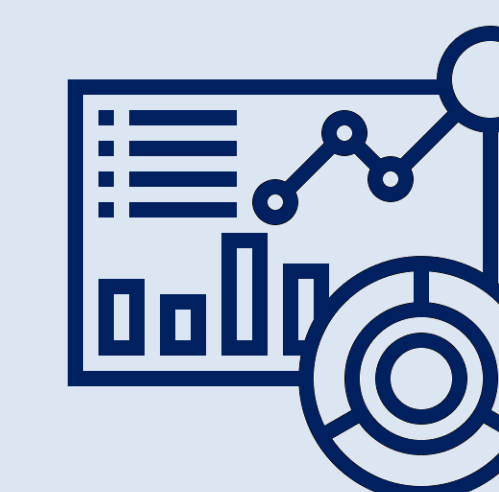
Descriptive and comparative analyses of Veteran discharge counts between the two phases conducted

Post-project survey assessing TNP site perceptions of nudge email content (n=8)

Results



Phase 1: Dashboard access only:
4.23 Veteran discharges per week



Phase 2: Dashboard + Nudge Emails
4.21 Veteran discharges per week



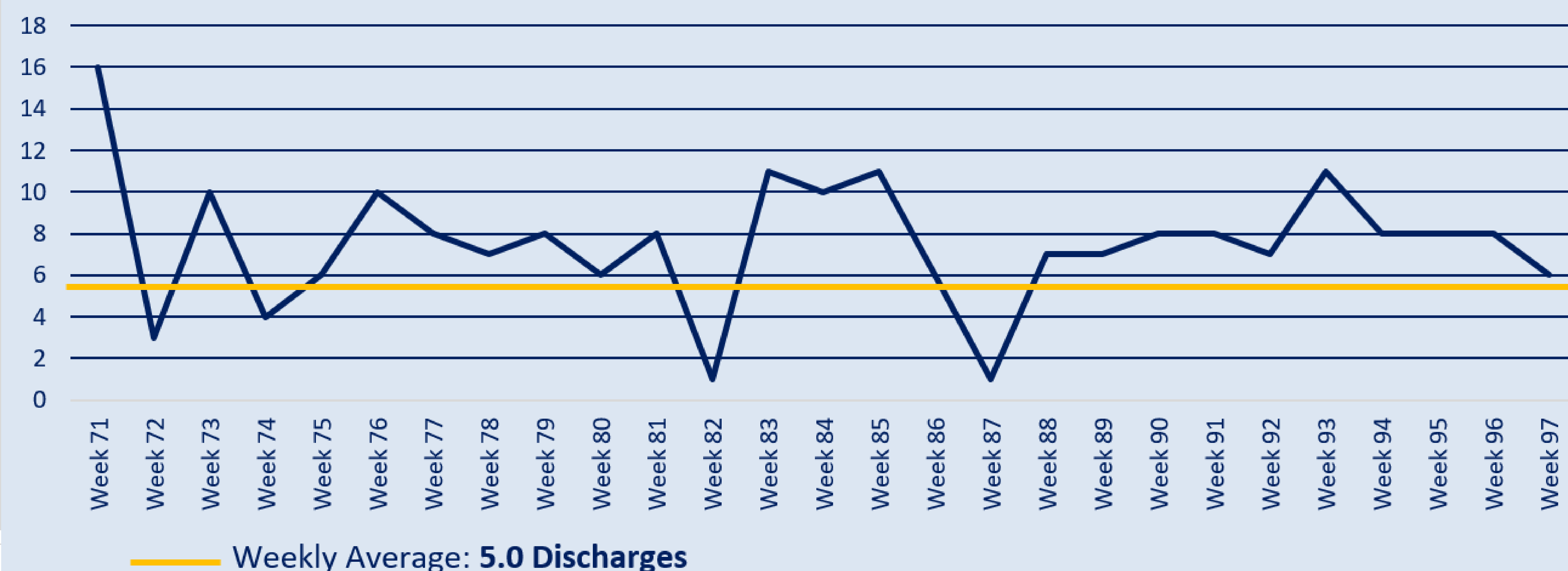
Post-project survey (N=4; 50% response rate)

- Two participants reported **positive** perceptions of the nudge emails
- Two participants reported **neutral** perceptions of the nudge emails

Discussion

- Real-time audit and feedback pushed to sites via nudge emails maintained, but did not increase TNP Veteran discharges compared to dashboard data that sites must independently pull.
- TNP Performance metrics pushed to sites via nudge emails had no effect on TNP enrollment

TNP Discharges by Week: August 25, 2019-February 29, 2020



- Run chart produced with unique site-level data for the four TNP sites - updated weekly
- Chart presents 6 months of data for each site
- Weekly average (indicated by the gold line) calculated from duration of TNP program at given site

