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## U.S. Department of Veterans Affairs

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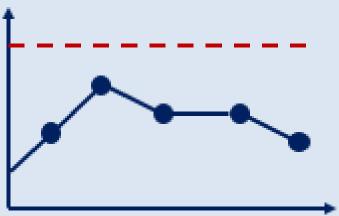
## Introduction



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

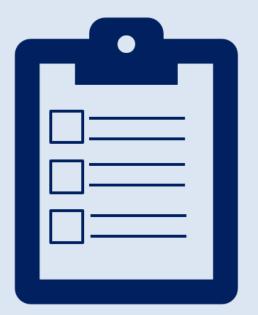
# Aim

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



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)

References

Tuti, T., Nzinga, J., Njoroge, M., Brown, B., Peek, N., English, M., ... & van der Veer, S. N. (2017). A systematic review of electronic audit and feedback: intervention effectiveness and use of behaviour change theory. Implementation Science, 12(1), 61. R. H. Thaler & amp; C. R. Sunstein, Nudge: Improving decisions about health, wealth & amp; happiness, Yale University Press.

# **Data Dashboard + Nudge Emails** Audit and Feedback for the VA Rural Transitions Nurse Program Brigid Connelly, BA, Chelsea Leonard, PhD, Theodore Warsavage, MPH, David Gaskin, BS, Lynette Kelley, MSN, NP, Ashlea Mayberry, BA,

Christine D. Jones, MD, MS, Heather M. Gilmartin, PhD, NP

Results

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

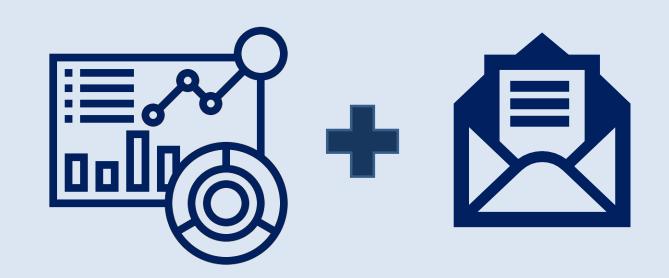


# Discussion

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





**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

# TNP Discharges by Week: August 25, 2019-February 29, 2020 Neek 73 Neek 74 Neek 75 Neek 75 Neek 83 Neek 91 Neek 92 Neek 93 Neek 93

## Weekly Average: 5.0 Discharges

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

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

