



**Partnered Project: National Access and Clinic Administration Evaluation**

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**Operations Partner:** Office of Veterans Access to Care (OVAC)

This project is a continuation of one of PEPReC's longest running partnerships. Past work included validation of several access metrics, pilot studies of recall reminder policy variations, analysis of return-to-clinic pilot data, and studies of internal and external determinants of variations in waiting times.

Work planned for FY18 includes finalizing recent analyses that show that currently used access metrics for mental health care cannot be validated. Given those results, there is increased urgency to develop new access metrics based on return-to-clinic dates to be recorded by scheduling software upgrades currently being deployed. PEPReC plans to validate new metrics based on the return-to-clinic date for established patients in primary care and mental health care. In addition, PEPReC staff will build on recent work establishing an empirical relationship between primary care management tool outputs and patient satisfaction.

Recent tasks completed for OVAC include:

- Demonstrated that new patient create date wait times for mental health patients cannot be validated
- Measured systematic relationship between primary care management tool output and patient satisfaction
- Identified potential refinements to primary care management tool algorithms and data
- Completed analysis of impact of recall reminder policy change on access for new patients