

Performance improvement in the VHA

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Summary of VHA versus non-VHA performance as reported by Asch et al.

	<i>VHA</i>	<i>Non-VHA</i>
Overall	67	51
COPD	69	59
CAD	73	70
Depression	80	62
Diabetes	70	57
Hyperlipidemia	64	53
Hypertension	78	65
Osteoarthritis	65	57
Chronic care	72	59
Preventive care	64	44
Acute care	53	55
Screening	68	46
Diagnosis	73	61
Treatment	56	41
Follow-up	72	58
Targeted areas	70	58
Non-targeted	55	50

Summary of VHA and Medicare performance as reported by Jha et al.

Type of care *Percentage of patients who experienced the quality indicator*

VHA (1994-95)

VHA (2000)

Medicare (2000-01)

Preventive care

Mammography	64	90	77
Influenza vaccination	28	78	71
Pneumococcal vaccination	27	81	64

Outpatient care

For diabetes:

Annual measurement of glycosylated hemoglobin	51	94	70
Annual eye examination	48	67	74
Semiannual lipid screening	Not reported	89	60

Inpatient care

For acute myocardial infarction:

Aspirin within 24 hrs	Not reported	93	84
Aspirin at discharge	89	98	84
Beta-blocker at discharge	70	95	78
ACE inhibitor if ejection fraction <40%	Not reported	90	71
Smoking cessation	Not reported	62	38

Reforms

- Strong leadership
- Introduction of VISNs
- Development of primary care
- Performance management
- Development of EHR
- Investment in HSR

Drawbacks

- Increased costs
- Implicit and explicit restrictions in access