# Developing a Patient-Centered Approach to Optimizing Veterans' Access to Health Care Services: A Workshop

**DRAFT Workshop Agenda**

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<tr>
<td>7:30 am</td>
<td>Registration</td>
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| 8:00 am | Welcome and Opening Remarks  
Kenneth W. Kizer, Atlas Research, LLC  
Planning Committee Chair |
| 8:15 am | Session 1: Workshop Welcome and Overview  
*Moderator: Kenneth W. Kizer, Atlas Research, LLC*  
**Introduction**  
- Kenneth W. Kizer, Atlas Research, LLC  
**VA Overview and Workshop Context**  
- Susan Kirsh, U.S. Department of Veterans Affairs  
- Kameron Matthews, Veterans Health Administration  
**Overview of Findings from Related National Academies of Sciences, Engineering, and Medicine Projects**  
- Sharyl Nass, National Academies of Sciences, Engineering, and Medicine  
**Veteran Perspective on Access**  
- Adrian Atizado, Disabled American Veterans  
**Panel Discussion** |
| 10:00 am| Break                                                                  |
| 10:15 am| Session 2: Strategic Considerations for Conceptualizing Access  
*Moderator: Andrew Bindman, University of California, San Francisco*  
**Speakers:**  
- Applying the Behavioral Model to the Veteran Population, Lillian Gelberg, University of California, Los Angeles and VA Greater Los Angeles Healthcare System |
### Conceptualization and Operationalization of a Patient-Centered Measure of Perceived Access
- **John Fortney**, University of Washington and VA Puget Sound Health Care System
- **Hal Yee**, Los Angeles County Department of Health Services
- **Beyond Wait Times: Defining and Measuring Access**, Shantanu Agrawal, National Quality Forum

#### Panel Discussion

**12:00 pm**  | **Lunch Break**  
(Attendees may purchase lunch from the cafeteria)

**1:00 pm**  | **Session 3: Operational and Tactical Considerations for Measuring Access**  
*Moderator: Lisa Rubenstein, RAND Corporation*

- **The Bauhaus of Measuring Access: Form Should Follow Function in Deciding What to Measure**  
  - **Kevin Grumbach**, University of California, San Francisco Department of Family and Community Medicine

- **Measuring Access: Definitions and History**  
  - **Mary Barton**, National Committee for Quality Assurance

- **Theory to Action: Applying Frameworks to Real-World Access Measurement**  
  - **Patrick Romano**, University of California, Davis, School of Medicine

- **Measuring Access: Lessons From Across the Pond**  
  - **Martin Roland**, University of Cambridge

#### Panel Discussion

**3:00 pm**  | **Break**

**3:15 pm**  | **Session 4: Increasing Access Capacity**  
*Moderator: David Au, University of Washington*

- **Current VA Use of Telehealth and Future Strategies for Expanding Access**  
  - **Susan Kirsh**, U.S. Department of Veterans Affairs
  - **Leonie Heyworth**, U.S. Department of Veterans Affairs

- **Challenges and Opportunities in the Use of Telehealth/Telemedicine and Other Virtual Strategies to Expand Access**  
  - **Margaret Laws**, HopeLab
  - **Deanna Larson**, Avera eCARE
### Strategies and Tools to Build Access Capacity and Optimize Health Care Access within Health Care Systems
- B. Rao Tripuraneni, Kaiser Permanente

### Systems Engineers and Queuing Theory
- Eva Lee, Georgia Institute of Technology

#### Panel Discussion

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<td>5:00 pm</td>
<td>Wrap-Up</td>
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| 8:00 am| Session 5: Ensuring Adequate/Timely Access for Special Patient Populations  
*Moderator: Jeannette South-Paul, University of Pittsburgh and University of Pittsburgh Medical Center*  
**Supporting Integrated Care and Meeting Social Needs for VA Patients**  
- Laura Taylor, Veterans Health Administration, U.S. Department of Veterans Affairs  
**Women’s Access to VA Services**  
- Bevanne Bean-Mayberry, VA HSR&D Center of Innovation and VA Greater Los Angeles Healthcare System  
**Assessing and Promoting Equity in VA Health Care**  
- Donna Washington, VA Greater Los Angeles Health Care System  
**Strategies to Optimize Access And Ensure Continuity of Care for Patients with Complex Conditions**  
- Evelyn Chang, VA Greater Los Angeles Healthcare System and Center for the Study of Healthcare Innovation, Implementation, and Policy  
| 10:00 am| Break                                                                   |
| 10:15 am| Session 6: Stakeholder Perspectives on the Discussion and Priorities for the Path Forward  
*Moderator: Heather Young, University of California, Davis*  
**Panelists**  
- Donald Overton, Blinded Veterans Association  
- René Campos, Veterans-Wounded Warrior Care and Military Officers Association of America |
### Concluding Remarks

**Summary Statement**
David Pryor, Ascension Health

**Workshop Wrap-Up**
Susan Kirsh, U.S. Department of Veterans Affairs
Kenneth W. Kizer, Atlas Research, LLC

### Adjourn