

Appendix C. Development of Case Studies

Using the Interviews

Patient interviews are transcribed verbatim, and de-identified. This project is quality improvement, not research, the study team was not required to get a signed informed consent form, but the same stringent data management practices (including confidentiality) were adhered to. No identifying information from the interviews were used. Instead, the interviews will provide inspiration for generic scenarios.

Case Studies for Veterans Choice Act (VCA) Deliberative Sessions

Deliberative sessions are designed to get input from veterans regarding complex, values-based issues affecting the common good. They involve problem solving when competing values and trade-offs are present.

We will use cases to walk veterans through the process of configuring increasingly complex suggestions/viewpoints/solutions.

Deliberative Topic

Under what circumstances is it most important for a veteran to be able to choose where they receive their health care?

Informed responses to this question will allow us to elicit veteran's views about how access to care should be prioritized compared with how it is currently prioritized (or not prioritized) in the VCA.

This deliberative topic encompasses several potential themes, including:

- Prioritizing access to different categories of outpatient care
 - Emergency care vs primary care vs specialist care
 - Minor vs major health issues
 - Case study 1: Have participants prioritize 2 or more patient vignettes (from interviews) that highlight the different categories above
- Prioritizing distance burdens vs benefits of coordination/continuity/quality
 - Logistical and financial constraints of traveling long distances vs being “plugged-in” to broad US Department of Veterans Affairs (VA) resources and Veterans Health Administration (VHA) [potential benefits in 3 domains: (1) coordination; (2) continuity; and (3) quality]
 - Is distance the most important factor in deciding to continue care at the VA or seek care outside the VA?
 - Case study 2: Develop a scenario that presents the dilemma of choosing to seek care that is less convenient/further-from-home but also of higher quality (better coordination/continuity)
- Prioritizing different solutions to the access issue
 - Enhance Choice (ie, VHA as health plan) vs Enhance Quality—VHA's ability to meet veteran needs in a timely, safe, patient-centered, effective manner (ie, improve access to quality medical care within VHA delivery system: recruit high-quality primary care to rural CBOCs; develop telehealth for access to specialist care; etc)
 - What is the importance of research evidence that VHA care is associated with better/worse clinical outcomes as compared with other factors, such as convenience, comfort, and continuity?
 - Case study 3: Develop a scenario that proposes 2 policy options that seek to use finite financial resources in different ways: (1) to enhance choice (Policy A); or (2) to enhance VHA quality (Policy B).