



Data Science & Technology Reports:
Veterans Affairs



VA TRANSFORMATION INITIATIVES

The Quest for Quality

How Partnering for Data Insight can Accelerate Key VA Priorities



Qlarant is a national leader in healthcare quality improvement, program integrity, risk management, and innovative technology solutions. Founded in 1973 as one of the first Quality Improvement Organizations (QIO) for Medicare and Medicaid, we work with federal, state, and commercial entities whose programs reach every corner of the nation.

Quality Improvement (QI) is a major part of Qlarant’s core mission. Our evidence-based QI work ensures that care is delivered at the highest quality standard, in the most timely and cost-efficient manner. As we review programs to ensure compliance with quality standards, we continuously seek opportunities for organizations to improve and work with these organizations to implement recommended reforms.

Our extensive collaboration with healthcare professionals, patients, families, and other stakeholders on large-scale, data-driven quality initiatives puts us in a unique position to offer valuable perspective on the priorities and methods of choosing a data-insight partner.

We hope this report provides useful information to the champions of care at The Department of Veterans Affairs.



The Quest for a Partner in Quality Care



The aspirational objectives and performance goals detailed in the *VA FY 2018-2024 Strategic Plan* across Customer Service, MISSION Act Implementation, Electronic Health Records (EHR), and the overall Business Systems Transformation may have a single guiding principle in common. They can all be characterized as a quest for quality.

Quality Improvement (QI) is multidimensional in process and practice but is arguably and increasingly data driven. Using data for QI—which can include Fraud, Waste, and Abuse (FWA) detection as well as Business Transformation—involves much more than straight-up analysis. The development of data insight is what enables qualified data partners to uncover risks and solve complex, real-world problems. All for the benefit of the veterans you serve.

Your data insight partner should be subject matter experts with deep knowledge of your specific field of endeavor in order to identify what’s working, what’s not, and reveal opportunities for improvement. They should employ powerful technology to sift through massive data sets to perform highly complex assessments. Your data insight partner should give you an unprecedented ability to take decisive action based on evidence, create a positive impact that will drive strategic performance goals, and sustain the gains to advance the quest for quality.



“Status quo is not how we operate anymore. We will innovate, quickly adopt what works, and strive for better results consistently.”

—Department of Veterans Affairs
FY 2018-2024 Strategic Plan



VA FY 2018-2024
Strategic Plan:
Management
Objective 4.4

VA WILL INSTITUTIONALIZE DATA SUPPORTED AND PERFORMANCE FOCUSED DECISION-MAKING THAT IMPROVES THE QUALITY OF OUTCOMES .

VA will use value analytics to quantify improved outcomes for Veterans...VA will consistently analyze ways to improve efforts, make appropriately aligned high-value investments, and continuously assess the improvements achieved...data-driven decision making will complement VA’s approach to value management.

Maintain Integrity Through Expanded Choice



“VA will put in place the right combination of VA and locally-offered services to best meet the health care needs of Veterans wherever they may be.”

—Department of Veterans Affairs
FY 2018-2024 Strategic Plan



VA operates the largest integrated health care delivery system in America. The Department provides a broad range of primary care, specialized care, and related medical and social support services. As one of the few federal agencies that provides services directly to its customers, VA is in the unique position of being a government bureaucracy with consumer-driven priorities.

The MISSION Act brings new freedoms and flexibility to those veteran consumers, and presents both new opportunities and challenges in areas such as quality compliance and oversight.

For oversight of external service providers, and in particular the analysis associated with FWA, your data insight partner should be able to demonstrate success for both government and commercial clients, including auditing, monitoring, investigation, and predictive modeling to stay ahead of fraud and bad actors. Choose a partner whose algorithms have demonstrated a greater than 90% accuracy rating, meaning that over 90% of the providers/suppliers identified were actionable leads.



VA FY 2018-2024
Strategic Plan:
Management
Objective 3.2

VA HOLDS PERSONNEL AND EXTERNAL SERVICE PROVIDERS ACCOUNTABLE FOR DELIVERING EXCELLENT CUSTOMER SERVICE AND EXPERIENCES WHILE ELIMINATING FRAUD, WASTE, AND ABUSE.
VA’s key business processes will...identify risk exposure to fraud, waste, and abuse. This includes non-compliance with laws, regulations, and policies, and requires strong internal controls that apply to VA and external providers.

Innovate, Integrate, Transform



Innovation, Agile Integration, and Business Transformation are not only current key priorities of VA, they are some of the core outcomes of data insight expertise. Your data insight partner should be able to:

- Develop, abstract, and validate measures; design and develop hard-copy and electronic tools for capturing data; and analyze both public and private health sector data.
- Implement best practices for quality improvement; create customized solutions for facility quality improvement.
- Train diverse groups on quality improvement methods and models.
- Deploy and manage field staff effectively.
- Deliver easy, smooth contract implementation through solid organizational back-end infrastructure.
- Render superb customer service needed to meet evolving client needs.
- Provide customers with timely, accurate deliverables.

“Business transformation is essential if we are to move past compartmentalization of the past and empower our employees serving Veterans in the field to provide world-class customer service.”

—Department of Veterans Affairs
FY 2018-2024 Strategic Plan



VA FY 2018-2024
Strategic Plan:
Management
Objective 4.4.1

INSTITUTIONALIZE VALUE MANAGEMENT, ANALYTICS, AND DATA PRACTICES.
VA will institutionalize a value management capability to understand the outcomes VA provides Veterans and identify areas for improvement; understand how costs are distributed within and across programs and initiatives; identify new ways to optimize processes, reduce costs, and improve outcomes; and identify best practices among stakeholders.

VA FY 2018-2024
Strategic Plan:
Management
Objective 4.4.3

INSTITUTIONALIZE CONSISTENT MODELING/PREDICTIVE ANALYSES.
VA will use robust modeling and predictive analyses to anticipate Veteran needs and evolving market forces. Coupled with value analytics, VA will leverage competitive advantages to adapt better VA care, benefits, and services to address Veterans’ needs and enhance outcomes.



Qlarant's Core Capabilities Align with VA Key Priorities

Quality Improvement

VA Customer Service initiatives specified through management objectives and performance goals emphasize data-driven decision-making and quality improvement.

Qlarant delivers customized solutions to uncover risks and solve complex, real-world problems. Qlarant QI solutions encompass precisely the spectrum critical to VA: Managed Care, Utilization Management, Health Disparity, Disability, Training and Education, Data Analytics and Reporting, and Behavioral Health Solutions.

Fraud, Waste, and Abuse

As a follow-on initiative to the Choice Act, The MISSION Act was implemented in large part to specify compliance and oversight of community (i.e., independent third-party health services) specifically including FWA.

Qlarant provides a range of FWA services including auditing, monitoring, and consulting. Our team is unmatched in experience with predictive modeling, investigation, and auditing as well as medical and claims review; compliance and due diligence; enrollment monitoring and analysis; and hearings and appeals.

Data Science and Technology

VA Business Transformation needs and objectives around data technology in all areas of process and service are considerable and recognized. In particular, value management, analytics, and data practices are identified as areas of focus.

Qlarant's team of data scientists, statisticians, software developers, and designers are on the forefront of delivering intelligent technology solutions that are innovative, intuitive, and easy-to-use.



Qlarant—Your Data Insight Partner for Quality Improvement and Business Transformation



Qlarant Highlights	Benefits to Veterans Affairs
Highly qualified staff of experienced data analysts. Respected quality improvement expertise and connections to several SDVOSBs with VA IT system expertise.	VA receives independent and impartial evaluation of care delivery.
Extensive transition experience on similar national multi-million dollar contracts. Experienced and qualified management team, backed by operational and technical experts that can assist VA transformation.	A smooth transition to efficient onboarding of staff. Well-planned on-site visits along with consistent risk identification, mitigation, and escalation. National perspective and expertise on quality measures and performance on large government contracts.
An established, segregated NIST-compliant IT network with capacity to perform the required work.	Minimal start-up time via our NIST-compliant IT network, ready for testing on day 1 to assure data integrity with integrated security standards at each process stage
Ability to handle a high volume of medical records for review. Stands ready to meet and exceed the medical record review targets established by the VA.	Process developed in collaboration with the VA ensures health services that are individualized/patient driven, proactive, improve health outcomes, and provide value.
Collaborative approach to eMeasure development with the VA's subject matter experts to develop quality measures based on VA priority within or outside the National Quality Strategy framework, characterized as low, moderate, or high complexity.	Quality reporting using the eMeasures framework along with alignment between eMeasures and abstracted measures and improved automation.
Processes based on Qlarant's ISO 9001:2015 and URAC Health Utilization Management accreditations.	Customer-focus leads to predictable, consistent, reliable contract performance. High-quality abstraction from applied processes based on industry standards. Build on current EPRP logic models for program and staff feedback to continuously improve our abstraction/extraction system.
Qlarant operates from our headquarters in our Maryland office. Members of Qlarant's leadership team live and work in and around Washington, DC.	Greater and easier access to VA leadership and less expensive start-up/operations and travel time/cost for face-to-face meetings.
Non-profit structure.	Qlarant focuses on VA issues instead of stockholder needs putting the health of Veterans above everything else.



Qlarant is your BEST solution for quality improvement; detection and prevention of fraud, waste, and abuse; and the latest in data science and technology. We have the experience and expertise that align with VA transformation priorities to improve care for our veterans.

Get started on your road to improvement.

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CMS Federally Designated QIO-like Organization