Community Urgent Care Use for Veterans Under the Veteran Affairs MISSION Act

Through the Veteran Affairs (VA) Maintaining Internal Systems and Strengthening Integrated Outside Networks (MISSION) Act, VA offers urgent care (UC) benefits that provide eligible Veterans with treatment options for minor injuries and illnesses in their local communities...

...as an alternative to emergency department (ED) visits which lead to unnecessary testing, treatments, and costs.

Retrospective cross-sectional study of Veterans enrolled in VA in FY19

UC benefit users

Benefit non-users

VA ED or VA UCC users

Characteristics of UC users and their visits

Factors predictive of setting choice:

VA vs. community

Being younger, female, white, and living farther from a VA ED or VA UCC associated with greater UC benefit use.

The UC benefit included in the VA MISSION Act provides a new way to deliver unscheduled, low-acuity care to Veterans.

Vashi et al. (2021) | Medical Care | DOI: 10.1097/MLR.0000000000001549