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Get With The Guidelines
Hospital Based
Quality Improvement Program
CFMC Quality Summit
April 23, 2008



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Collaborative Project

American Heart Association (AHA)
Colorado Foundation for Medical Care (CFMC)

- Grant period is 3 years
July 1, 2006 – June 30, 2009
 - Grant type: “Implementation of evidence-based guidelines, protocols, and system to improve prevention, early detection, and treatment of chronic diseases in healthcare settings.
 - This grant is sponsored by the Cancer, Cardiovascular Disease and Pulmonary Disease Grants Program, at the Colorado Department of Public Health and Environment.
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Project Goal

To bring more hospitals into the Get With The Guidelines (GWTG)
Quality Improvement Program

- Coronary Artery Disease (CAD)
 - Heart Failure (HF)
-



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Project Objectives

- Provide continued support and assistance to GWTG CAD and GWTG HF participating hospitals: focus on guideline based medicine, leading to improve patient outcomes, reduced length of stay (LOS) and unnecessary readmissions
 - Provide support and training to hospitals utilizing GWTG, encourage them to embrace organizational culture of quality that will be sustainable beyond the 3-year life of the grant
-



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Project Objectives ~ Year Three

Short Term

Short-Term Objective: June 2009

- CAD and HF composite scores will have demonstrated consistent improvement
 - Will have reached at a minimum the Colorado Benchmark.
-



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Project Objectives ~ Year Three

Intermediate

Intermediate Objective: October 2008

- Review/ identify state progress on quality indicators
 - Identify areas that need improvement
 - Implement state wide plan for improvement
-



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Project Objectives ~ Year Three

Long Term

Long-Term Objective: June 2009

Demonstrate an overall improvement (three year cumulative) to meet or exceed composite scores state wide on those hospital participating in QI program for CAD/HF

CAD: Colorado Benchmark 90%

HF: Colorado Benchmark 86%



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Project Objectives ~ Year Three

Long Term ~ CAD

Long Term Objective:

Improve Quality of Care for Coronary Artery (CAD) Disease

By June 2009, statewide QI focus to improve compliance on indicator: CAD ACEI/ARB on discharge.

Grant launch CAD ACEI/ARB was 88.6%

Grant completion maintain/increase compliance
CAD ACEI/ARB to greater than 95%



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Project Objectives ~ Year Three

Intermediate and Short Term ~ CAD

Intermediate and Short Term Objective

Steady increase in compliance each quarter

Overall increase in compliance in four quarters



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Project Objectives ~ Year Three

Long Term ~ Heart Failure

Long Term Objective:

Improve Quality of Care for Heart Failure (HF) Disease

By June 2009, statewide QI focus to improve compliance on indicator: HF ACEI or ARB for LVSD

Grant launch HF ACEI or ARB for LVSD was 88%

Grant completion maintain/increase compliance HF ACEI or ARB for LVSD to greater than 90%



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Project Objectives ~ Year Three

Intermediate and Short Term ~ Heart Failure

Intermediate and Short Term Objective

Steady increase in compliance each quarter

Overall increase in compliance in four quarters



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Ongoing Project Process Activities

- Best Practice Monthly Webex calls
 - Review Monthly QI Updates
 - Support Visits
 - Educational Kits/Surveys
 - Quality Summit/Trend Reports
 - Heart Failure Workshops/Surveys/Abstract
-



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Process Activities

Monthly Webex Calls

- A Practical Approach to Heart Failure ~ Mori Krantz, MD, FACC and Stephanie Coronel, MPH, CHES
 - Heart Failure-The Final Frontier? ~ Jone Flanders, DO, FACC
 - Get With The Nurses ~ Milisa Manojlovich, PhD, RN, CCRN
 - Road to Tobacco-Free ~ Steve Arthur, RN
-



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Process Activities

Monthly Webex Calls

- Congestive Heart Failure Program ~ Amy Knights, RN
 - Motivate Everyone ~ Jone Flanders, DO, FACC
 - Using Lean Principles for Clinical Quality Improvement~ Nancy West, MPH, RN, CPHQ
 - Impacting Blood Pressure ~ Joan Ware, RN MSPH
 - D2B: Strategies for Success ~ Julie Benz, RN, CNS, CCRN, MS
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Process Activities

Monthly Webex Calls

- D2B Equipment and Process issues are easier to successfully change than people and cultural changes Julie Benz, RN
 - Most common chronic disease, leading reason for office visits, prevalence increasing in children and adolescents Joan Ware, RN
-



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Process Activities

Monthly Webex Calls

- The elimination of wasteful processes and waste within processes include all staff who touch the process Nancy West, MPH
 - Policy, procedures, public relations, data, signage, staff education, patient education care models Steven Arthur, RN
-



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Process Activities

Monthly Webex Calls

- “WIFM” what’s in it for me?, ask, stop selling, close the deal with confidence Jone Flanders, DO
 - Decrease admissions by 35% for HF patients, patient/ family education Amy Knights, RN
-



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Process Activities

Monthly Webex Calls

- The problem – Heart Failure 10% of people over 65 have HF the incidence has doubled in last ten years. Direct causes, stages in the evolution of treatment *Jone Flanders, DO*
 - A careful and thorough clinical assessment, with appropriate investigation for known or potential risk factors, is recommended in an effort to prevent development of LV remodeling, cardiac dysfunction, and HF. *Mori Krantz MD, Stephanie Coronel, MPH*
-



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Process Activities

Monthly Webex Calls

What has been most beneficial from the
Monthly Webex calls?



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Process Activities

Support Visits

- Review data
 - Outcome Science Tool ~ i.e. build reports, data points
 - Review QI Monthly Update
 - Discuss Improvement/Barriers and Successes ~ i.e. systems, root cause analysis, PDSA cycles
-



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Process Activities

Support Visits

What has been most beneficial from the
Support Visits?



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Process Activities

Educational kits

- Scales
- Medication Boxes

Survey are sent ninety (90) days after the hospitals receive the educational kits



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Process Activities

Educational Kits

What has been most beneficial about the
Educational Kits?



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Process Activities

Special Interest Hospital Group

- Monthly Webex
 - Request for calls from hospitals
 - Ten rural and small urban hospitals included in group
 - Purpose to discuss success and barriers
 - Educational presentations
 - Action items: Develop a GWTG Aim Statement
-



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Process Activities

Special Interest Hospital Group

What has been most beneficial from the calls?



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Process Activities

CFMC Quality Summit

- Twice a year ~ Spring and Fall
 - Educational, Clinical, Quality Presentations
 - Best Practice Sharing
 - GWTG Trend Reports
-



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Process Activities

CFMC Quality Summit

What has been most beneficial about
CFMC Quality Summits?



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Process Activities

A Multi-Disciplinary Effort
to Improve Heart Failure Care in Colorado

Heart Failure (HF) is the most common cause of admission among Medicare patients in the United States. Hospitals struggle to implement processes to improve their care of HF patients; and their compliance with the publicly-reported performance measures.



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Process Activities

Heart Failure Workshops/Tool Kit

- Assist hospitals
 - Implementation of process improvement initiative for HF
 - CFMC and AHA created a multidisciplinary workshop for Facility leads
 - Attendees receive a “tool kit” of materials and resources to implement the process
-



Heart Failure Facility Workshops

Objectives --- attendees will be able to:

- Describe the importance of the performance measures for heart failure.
 - Discuss effective processes for concurrent chart review of heart failure admission.
 - Identify three reason it is important to report data and outcomes to various hospital stakeholder.
 - Design a template for team leads to implement within their facilities.
-



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Heart Failure Facility Workshops

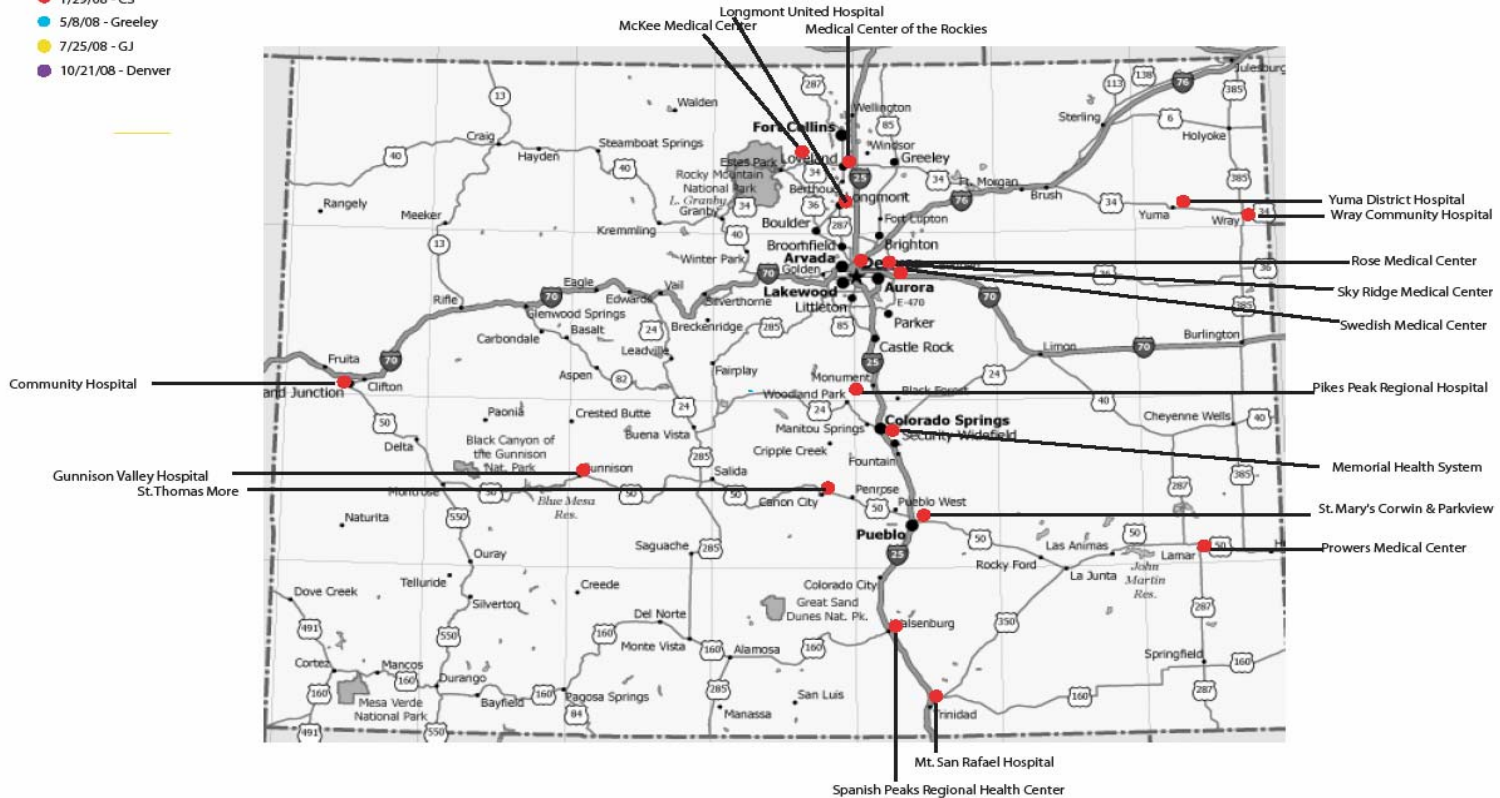
- Twenty-one hospitals attended the January workshop
- Fifty-two participants attended
- Forty-nine percent were from urban hospitals
- Fifty-one percent were from rural hospitals



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- 1/29/08 - CS
- 5/8/08 - Greeley
- 7/25/08 - GJ
- 10/21/08 - Denver





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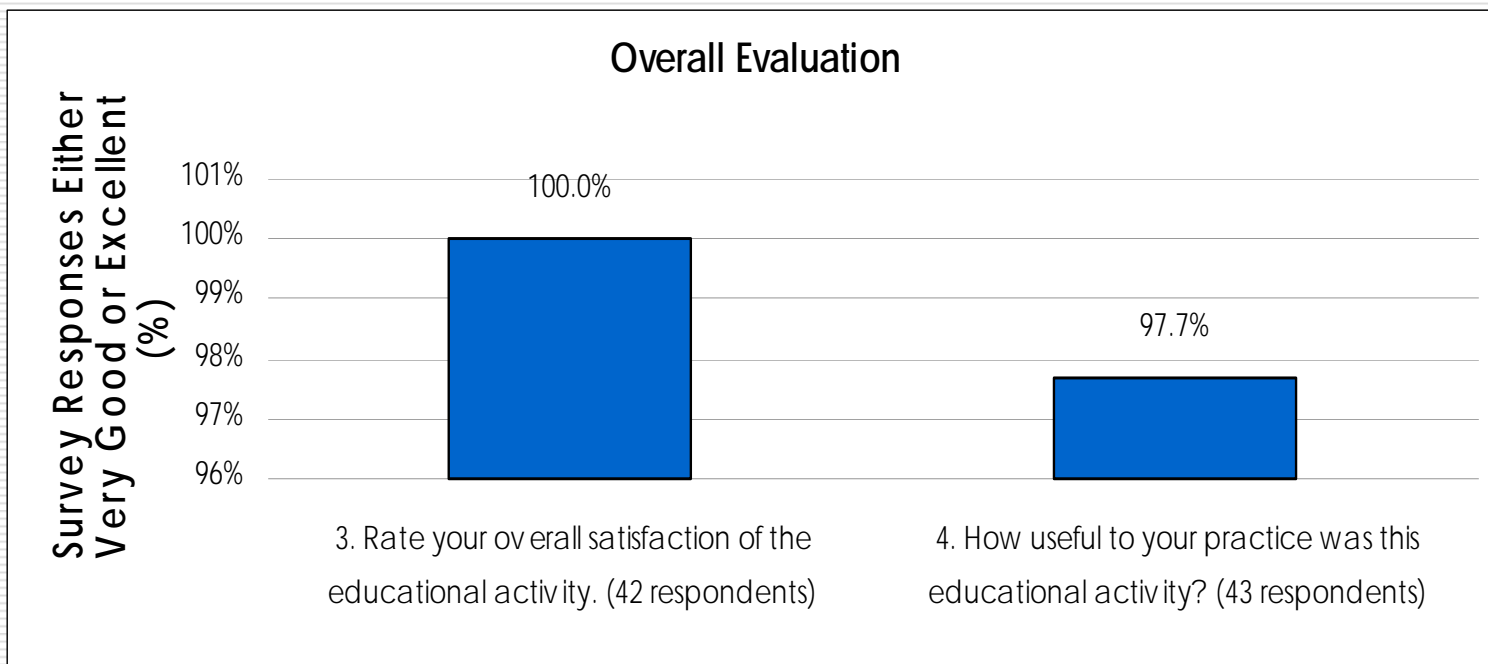
Heart Failure Facility Workshops

- Ninety-eight percent of respondents indicated the program was useful to their clinical practice.
- All respondents stated the overall event was either “very good” or “excellent”



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Heart Failure Facility Workshops

- Listened to respondents questions and suggestions
- Data Presentation: Objective revised

Original: Interpret data collection methods to increase participants comfort with collection tools

Revised: The objective has been revised that will enable participants to identify three reason it is important to report data and outcomes to various hospital stakeholders

- Tool Kit Breakout Session: Will have handouts for the participants
-



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Heart Failure Facility Workshops

Survey and Abstracts

- Surveys will be sent 30, 60, 90 days after each workshop. Data from survey's will be used determine effectiveness of workshops and abstract presentations
 - Four Abstracts submitted for poster presentation
Poster Presentation April 18
-



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Heart Failure Facility Workshops

January 28, 2008

Colorado Springs, Colorado
Memorial Hospital

May 8, 2008

Greeley, Colorado
North Colorado Medical Center

July 25, 2008

Grand Junction, Colorado
St. Mary's Hospital

October 21, 2008

Denver, Colorado
St. Anthony Central Hospital



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Grant Progress to Date

Modules

Total Number of hospitals participating: 21

17 CAD modules

20 HF modules



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Grant Progress to Date

Performance Achievement Awards

- **Bronze Award**

90 consecutive days of 85% or greater on core indicators

- **Silver Award**

12 consecutive months of 85% or greater on core indicators

- **Gold Award**

24 or greater consecutive month of 85% or greater on core indicators



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Performance Achievement Awards

Heart Failure

IPAA Bronze Award

Four Hospitals

90 consecutive days of 85% or
greater on core indicators



The American Heart Association and American Stroke Association recognize this hospital for achieving at least 90 consecutive days of 85% or higher adherence to all Get With The GuidelinesSM program quality indicators to improve quality of patient care and outcomes.



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Performance Achievement Awards

Heart Failure

APAA Silver Award

Three Hospitals

12 consecutive months of 85% or greater on core indicators



The American Heart Association and American Stroke Association recognize this hospital for achieving at least one year of 85% or higher adherence to all Get With The GuidelinesSM program quality indicators to improve quality of patient care and outcomes.



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Performance Achievement Awards

**Coronary Artery Disease
IPAA Bronze Award
One Hospital**

90 consecutive days of 85% or
greater on core indicators



The American Heart Association and American Stroke Association recognize this hospital for achieving at least 90 consecutive days of 85% or higher adherence to all Get With The GuidelinesSM program quality indicators to improve quality of patient care and outcomes.



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Performance Achievement Awards

**Coronary Artery Disease
APAA Silver Award
Three Hospitals**

12 consecutive months of 85% or
greater on core indicators



The American Heart Association and American Stroke Association recognize this hospital for achieving at least one year of 85% or higher adherence to all Get With The GuidelinesSM program quality indicators to improve quality of patient care and outcomes.



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Performance Achievement Awards

**Coronary Artery Disease
SPAA Gold Award
Five Hospitals**

24 Months or greater consecutive
months of 85% or greater on core
indicators



The American Heart Association and American Stroke Association recognize this hospital for achieving at least two years of 85% or higher adherence to all Get With The GuidelinesSM program quality indicators to improve quality of patient care and outcomes.



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Grant Progress to Date

Performance Achievement Awards

Overall Total: 17 Award Status Hospitals

Seven ~ Award Status Hospitals ~ Heart Failure

Ten ~ Award Status Hospitals ~ Coronary Artery Disease



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Grant Opportunity

Cardiovascular disease continues to be the number one killer of Colorado residents, the GWTG program offers Colorado hospitals the opportunity to change the course of this deadly disease by improving the quality of care.

The grant provides:

- \$5000.00 unrestricted dollars for CAD and HF modules.
 - Educational materials supported by grant
 - Opportunity for additional funding when reach Performance Award Status
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Thank you!

For your ‘outstanding participation’ in the GWTG grant by working together to achieve the ultimate goal of the grant.
The quality improvements are shining through.



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**“One never notices what has been done,
one can only see what remains to be done”**

Marie Curie
1867-1934
French Chemist & Physicist
The Noble Prize in Chemistry 1911



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Questions?



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