

Abstract 5

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Title: STEMI Feedback in 30 Seconds or Less

Background:

The objective was to improve relations with Emergency Medical Services (EMS) in order to build trust, to facilitate performance evaluation, and to improve STEMI patient outcomes overall. Important goals were: quality improvement, increased educational value, easy to understand format, ability to interpret patient outcome in 30 seconds or less, and meaningful data. The setting is The Heart Hospital Baylor Denton (THHBD), a 22 bed specialty heart hospital providing 5 star service and excellence in cardiovascular care. THHBD opened January 6, 2014 in Denton, Texas, as a branch of The Heart Hospital Baylor Plano, which is a nationally recognized innovative cardiovascular hospital. Denton is a community of approximately 128,000 people, located about 40 miles north of Dallas, Texas. Although two well-established local hospitals have been serving Denton for general medical needs, it was evident that the community needed a specialty heart hospital. However, local EMS have been somewhat hesitant to utilize THHBD, and communication and trust needed to improve.

Methods:

The Chest Pain Center Multidisciplinary Committee and local Fire Departments/EMS were utilized to provide feedback and suggestions. Increased font size on most important data, and the stoplight method for STEMI interpretation were used, as well as pre- and post- intervention EKGs and cath images. All of these data points were brought together into a simple, easy to understand format that provided patient outcome and performance evaluation in 30 seconds or less. We also conducted an EMS feedback survey.

Results:

The result of the new and improved STEMI feedback form was improved communication, increased trust, and quality improvement using meaningful data; however, we have not seen any quantifiable increase in STEMI census due to our small volume overall and time needed to build our reputation and community/EMS trust.

Conclusion:

We recommend that the STEMI feedback form be provided within 24-48 hour period. This allows for collaboration between EMS and STEMI receiving facilities to enhance patient-centered practices and improve outcomes through trust and teamwork.