



H₂H
HOSPITAL-TO-HOME



Quality Improvement
for Institutions

Welcome

Take Home Messages

- Understand how to implement the “Signs and Symptoms” strategies and tools in your facility
- Learn lessons from other facilities
- Share your ideas, needs, and experiences through the listserv and website



Quality Improvement
for Institutions

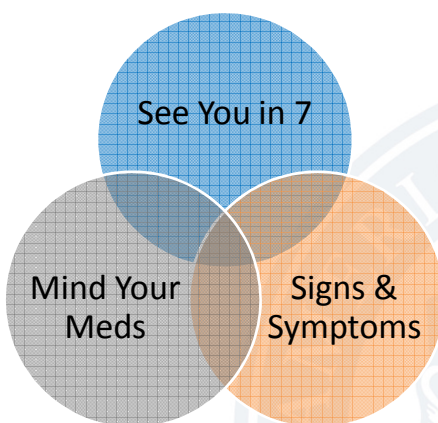
Webinar Format

Topic	Presenter	Time
Welcome	Shilpa Patel <i>Program Manager, American College of Cardiology</i>	5 min
Success Metrics 2,4,7,8,9: Case Study #1	Jason W. Ryan, M.D., M.P.H Anne Elwell, MPH, RN Anne Niziolek MSN, RN <i>Qualidigm and UConn Health Center</i>	20 min
Success Metrics 5 & 11: Case Study #2	Samer Kazziha, MD, FACC Jacqueline Jones, MSN, ANP-BC Jill Callahan Klaver, RHIA <i>Crittenton Hospital</i>	20 min
Question-and-Answer	All	15 min



Quality Improvement
for Institutions

H2H Projects



Quality Improvement
for Institutions

H2H Project Components

- 1 topic focus
- Success metrics
- Self-Assessment
- 1 tool kit
- 3 webinars

***Community call-to-action
to help build tools and strategies***



Quality Improvement
for Institutions

Qualidigm and UConn Health Center



Jason W. Ryan, M.D., M.P.H



Anne Elwell, MPH, RN



Anne Niziolek MSN, RN



Quality Improvement
for Institutions

“Signs and Symptoms” Case Study #1: Qualidigm and UConn Health Center

Success Metrics Addressed:

- Clinician **assesses the patient’s ability to perform self-care** and **activities of daily living** and documents in the medical record.
- Clinician communicates in an empathetic, non-judgmental, collaborative manner that **establishes and maintains a positive relationship with the patient and caregiver**
- Patients/Caregivers participate in **developing a self-care plan with their clinician** to better manage their condition.
- Patients **identify contact name and number** if they need to contact their clinician
- Patients/Caregivers **bring their daily log and medication list** to each and every clinic visit.



Quality Improvement
for Institutions

H2H: Signs and Symptoms Lessons Learned

December 10, 2014

Anne Elwell, RN, MPH

Vice President, Community Relations, Qualidigm

Jason Ryan, MD, MPH

Director, UCONN Heart Failure Center
UConn Health Center | John Dempsey Hospital

Anne Niziolek MSN, RN

Nurse Manager, Inpatient Telemetry
UConn Health Center | John Dempsey Hospital



What is Heart Talk?

- **Educational video series**
- **Standardized** for use in all care settings
- **Goal:** reduce preventable hospital readmissions for patients with heart failure



9

A Story...CT's Communities of Care

Qualidigm/CHA Partnership

CHA Collaborative

- 25 hospitals
- Hospital-based PDSA approach

Qualidigm Communities of Care

- 13 hospitals, 67 NHs, 35 HHAs
- Interactive workshops, individual training and support



Communities of Care Members

10

Why Develop the Videos?

Common challenges identified at community meetings

- Educational chaos: everyone creating materials
- No standardization
- Patients had a poor understanding of heart failure and how to stay well



11

Why Develop the Videos? (continued)

- Connecticut is a small state
- Patients make multiple stops along the continuum within the state
- Same message, different terms
- Health literacy concerns



12

How Were the Videos Developed?

- Funded by CMS
- Input from voluntary community providers from across the continuum
- Collaboration with educational and quality improvement consultants



13

Heart Talk Team

- Cardiologist
- Community volunteers
- QIO
- Academic institution



14

Process

Reviewed what was already available

Received input from larger team

Met on a weekly basis

Developed script and revised (revised, revise)

Worked with academic institution for literacy and health literacy guidance

15

Video Series – Three Modules



Non-Licensed
Professionals



Licensed
Professionals

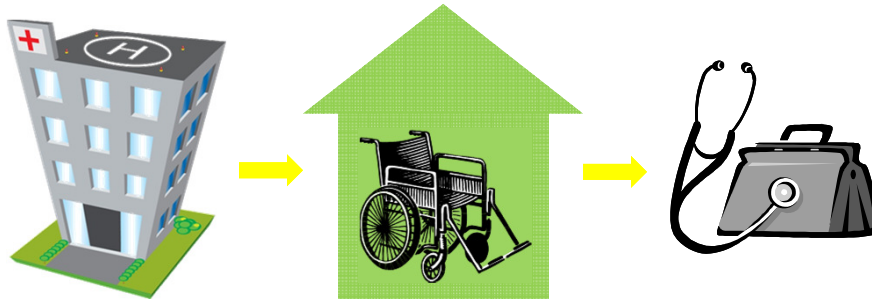


Patients/Families/
Caregivers

16

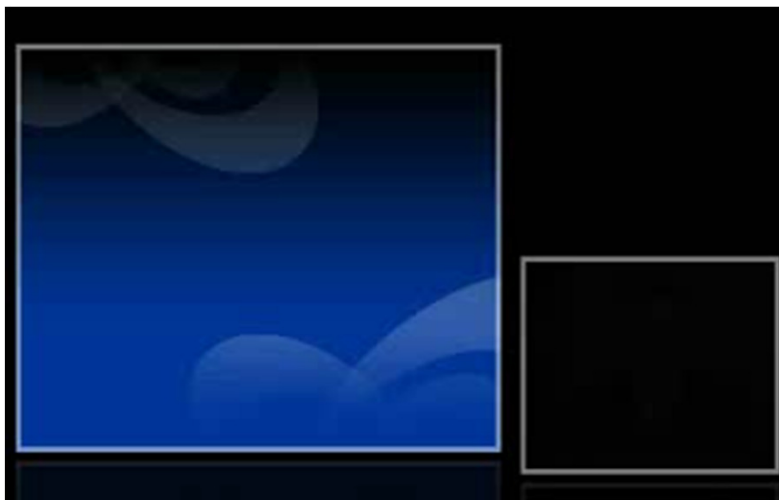
Goal of Heart Talk

Consistent messaging for patients throughout the healthcare continuum to support patient self-management and the provision of high quality, cost-effective care



17

Heart Talk Video Clip



18

Patient Education Booklet

Designed for Providers

- Customizable cover
- Emergent care planning (i.e. zones)
- Weight Chart

Three Languages

- English, Spanish, Polish

Heart Talk: Living with Heart Failure

Education for Patients,
Families and Caregivers






19

Patient Education Materials

Are you in the Correct Heart Failure Zone?

Use these Zones To Help Manage Your Heart Failure

 GREEN ZONE "All Clear"- GOAL	You have: <ul style="list-style-type: none"> • No shortness of breath – breathing easy • No weight gain more than 3 pounds per day • No swelling of feet, ankles, legs or stomach • No chest pain 	What to do: <ul style="list-style-type: none"> • Keep up the good work!! • Take your medicine • Eat a low salt diet • Weigh yourself every day
 YELLOW ZONE "Caution"- WARNING	You have: <ul style="list-style-type: none"> • Weight gain of 3 pounds in 1 day or 5 pounds in one week • More shortness of breath – breathing harder • Harder to breathe lying down – the need to sleep in a chair • More swelling in your feet, ankles, legs or stomach • Feeling more tired • New or unusual coughing • Dizziness 	What to do: <ul style="list-style-type: none"> • Call your doctor or nurse: Dr. _____ Nurse's Name: _____
 RED ZONE "EMERGENCY"	You have: <ul style="list-style-type: none"> • Hard time breathing • Struggling to breathe even at rest • Chest pain or discomfort • Feeling faint 	What to do: <ul style="list-style-type: none"> • Call 911 or • Get help and go to the emergency room

Daily Weight and Zone Chart

Use this chart or a calendar to keep track of your weight and see which zone you are in each day. Share this with your doctor at your appointments.

Sunday	Date: _____ Weight: _____ Zone:	Date: _____ Weight: _____ Zone:	Date: _____ Weight: _____ Zone:	Date: _____ Weight: _____ Zone:
Monday	Date: _____ Weight: _____ Zone:	Date: _____ Weight: _____ Zone:	Date: _____ Weight: _____ Zone:	Date: _____ Weight: _____ Zone:
Tuesday	Date: _____ Weight: _____ Zone:	Date: _____ Weight: _____ Zone:	Date: _____ Weight: _____ Zone:	Date: _____ Weight: _____ Zone:
Wednesday	Date: _____ Weight: _____ Zone:	Date: _____ Weight: _____ Zone:	Date: _____ Weight: _____ Zone:	Date: _____ Weight: _____ Zone:
Thursday	Date: _____ Weight: _____ Zone:	Date: _____ Weight: _____ Zone:	Date: _____ Weight: _____ Zone:	Date: _____ Weight: _____ Zone:
Friday	Date: _____ Weight: _____ Zone:	Date: _____ Weight: _____ Zone:	Date: _____ Weight: _____ Zone:	Date: _____ Weight: _____ Zone:
Saturday	Date: _____ Weight: _____ Zone:	Date: _____ Weight: _____ Zone:	Date: _____ Weight: _____ Zone:	Date: _____ Weight: _____ Zone:

20

How Can Heart Talk Be Accessed?



Quality Improvement Organizations
Sharing Knowledge. Improving Health Care.
CENTER FOR MEDICARE & MEDICAID SERVICES

QUALIDIGM®

Communities of Care

Heart Talk Patient Video (English)

Qualidigm's Heart Talk Video Series
www.HeartTalk.org

Heart Talk

FREE educational videos on living well with congestive heart failure for nurses, nursing assistants, patients, families and caregivers


email: HeartTalk@qualidigm.org

QUALIDIGM




21


Video File Formats




Microsoft Silverlight



MP4



DVD



YouTube

22

From January 2012 - December 2014

5,040

Total Views
on YouTube

8,068

Unique
website visits
to HeartTalk video
download page

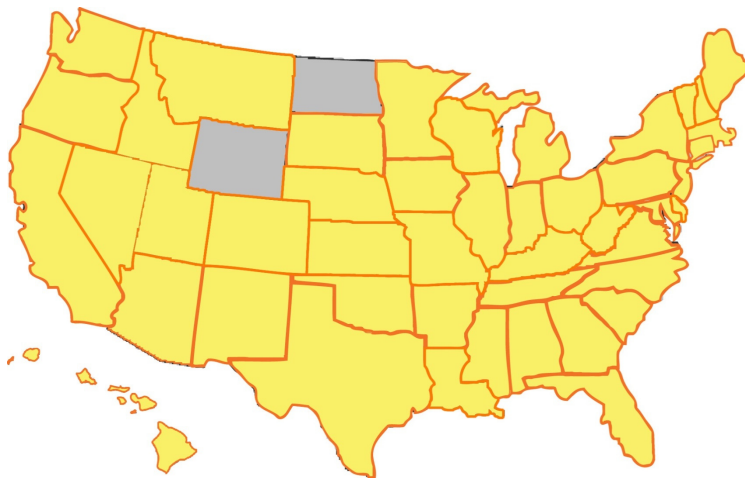
~400*

DVDs distributed
by Qualidigm

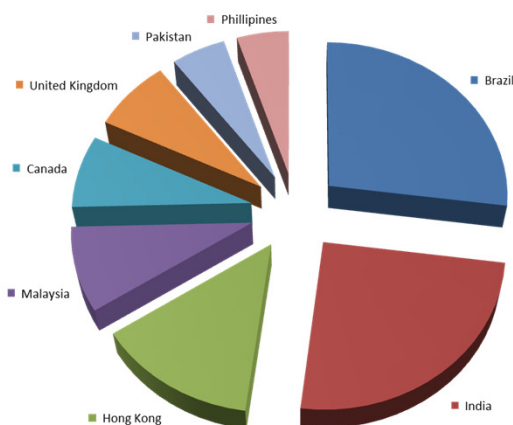
**Several facilities have created and customized their own DVDs for distribution.*

23

Heart Talk accessed in almost all 50 States!



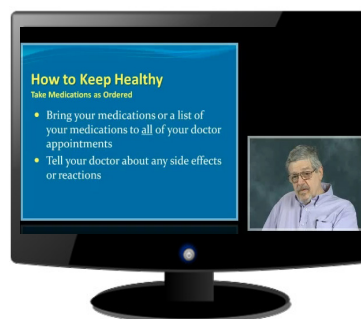
Countries outside the U.S. accessing Heart Talk



25

Uses of Heart Talk

- Streaming through facilities of CT's largest provider of healthcare and retirement living communities for seniors
- Used as competency testing for nurses and nursing assistants
- Post-test created by user



Heart Talk at UCONN Health

Professionals Video

- incorporated into mandatory on-line training modules for nursing staff in hospital and clinic settings

Non-licensed Video

- incorporated into mandatory on-line training modules for nursing assistants and medical assistants in the hospital and clinic settings

27

Heart Talk at UCONN Health

Patient Video

- Added to hospital television system in every patient room
- Nurses ensure patients watch videos during their hospital stay
- HeartTalk videos burned onto DVD, sent home with patients at discharge
- Heart Failure Clinic staff also have ability to provide DVDs to patients during a clinic visit

28

Testimonials

"I just viewed your videos on CHF and thought they were the best I've seen in a long time."

"We've been searching the web for great educational tools, and we have discovered your site, which is, simply put, amazing! We are especially impressed with your "Heart Talk" booklet on CHF for patients and families."

Latest News – December 2014



Heart Talk incorporated into Hospital 2 Home (H2H) campaign

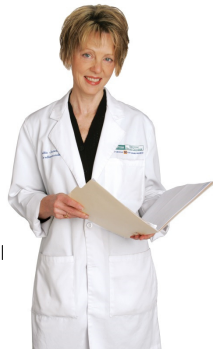


New! **LungTalk video series** launched July 2014

Crittenton Hospital



Samer Y. Kazziha, MD, FACP, FACC, |
FCCP, FSVMB



Jacqueline S. Jones, MSN, ANP-BC, CEN-CMC



Jill Callahan Klaver, JD, RHIA



Quality Improvement
for Institutions

“Signs and Symptoms” Case Study #2: Crittenton Hospital

Success Metrics Addressed:

- Clinician provides the patient/caregiver with **community resources** for health care.
- Patients/Caregivers are knowledgeable about and use **community resources** for health care.



Quality Improvement
for Institutions

Addressing a Barrier to Prompt Follow-up Care: Transportation



Samer Kazziha, MD, FACC
Jacqueline Jones, MSN, ANP-BC
Jill Callahan Klaver, RHIA

CRITTENTON

Get Better Here™

Goal of “See You in 7” Collaborative: Identify and Address Barriers to Keeping Appointments

- Educated guess on transportation as a barrier
 - HF patient age
 - Suburban service area with limited public transport
- Surveyed Cardiologists and Internists (and practice managers) about barriers to prompt follow-up appointments, as reported by patients
- Access to transportation was #1

Get Better Here™

CRITTENTON

Developing the Guide

- Consulted social work: known resources
 - Only 4 private van services (name and number)
- Started investigating
 - Internet
 - Phonebook
 - Area agencies on aging
- Compiled data on hours, service areas, prices
 - Wheelchair vans
 - Volunteer transportation providers
 - Medicaid beneficiary: free provider
 - Taxi services
 - Transport and accompany services
- Developed PDF

Get Better Here™

CRITTENTON

Distributing the Guide

- Social Work – to replace prior list
- Heart Failure Nurse Practitioners
- Small printed supply to each Cardiology and Internal Medicine practice, with instructions on how to download/print more
- Put on hospital website (under “patient resources”)

Get Better Here™

CRITTENTON

Use of the Guide

- Initial print budget only \$250 - ran out quickly!
- Put PDF on hospital intranet (for staff) and website (for patients and public) – is printable from there
- Social workers use whenever transportation is a barrier
- Medical Staff Relations coordinator includes in packet left during physician practice visits (primary care)
- Community Health & Education coordinator
- Cancer Committee asked for presentation to oncologists; they were seeing same barrier to follow-up
- Marketing now maintains/updates the file
- Inbound calls from new transportation services

Get Better Here™

CRITTENTON


To See Full Version of Guide

- www.crittenton.com
- Click on “Patients & Visitors”
- Click on “Patients”
- Click on “Helpful Forms and Checklists” tab
- Click on “download a list of transportation options”

Get Better Here™


CRITTENTON

Questions?



Transportation Options

For patients of
Crittenton Hospital Medical Center



CRITTENTON 1101 West University Dr. Rochester, MI 48307 • 248 652-5000

Table of Contents

For assistance in finding transportation

Wheelchair Van Transportation	3
Amdu Trans	3
Angel Healthcare Express	3
Auburn Hills Senior Services	3
Give-A-Lift	3
Hour Transportation	3
Jewish Family Services	3
North Oakland Transportation Authority (NOTA)	4
Older Person's Commission (OPC)	4
Reddi Ride	4
Rochester Area Neighborhood House Transportation	4
Star	4
Transport Care Services	5
Universal	5
Worry Free Transportation	5
ZCD Transportation	5
Volunteer Transportation Providers	
Macomb County Interfaith Volunteer Caregivers	6
Macomb Family Services	6
Troy People Concerned - Volunteer Drivers	6
Troy Medi-Go Plus	6
Medicaid-Beneficiary Appointment Transportation	
Logisticsare	6
Taxi Providers	See Local Yellow Pages
Transportation and Accompany Services	
Crittenton Home Care	7
Home Instead Senior Care	7
Someone Waiting	7

CRITTENTON 1101 West University Dr. Rochester, MI 48307 • 248 652-5000

What can you do next?

1. Activate your ACC Quality Improvement for Institutions account
2. Visit CVQuality.acc.org/H2H for more resources
3. Share your experiences with the H2H Community



Quality Improvement
for Institutions

Activate with Quality Improvement for Institutions



Program Website: CVQuality.acc.org/H2H

- ACC program integrating registries, initiatives, and toolkits under one umbrella
- Website to access H2H Initiative resources
- Free for NCDR hospitals
- Non-NCDR hospital have a \$5K fee



Helping Cardiovascular Professionals
Learn. Advance. Heal.

H2H
HOSPITAL-TO-HOME

Moderated Question-and-Answer Session

Please submit your question online at this time.



Quality Improvement
for Institutions

Thank you!

H₂H
HOSPITAL-TO-HOME

hospital2home@acc.org
CVQuality.acc.org/H2H



Quality Improvement
for Institutions



Quality Improvement
for Institutions

The Quality Improvement for Institutions program combines the ACC's NCDR data registries with toolkits and proven hospital-based quality improvement initiatives like Hospital to Home, the D2B Alliance and Surviving MI.

Release the power of your data at CVQuality.acc.org.



Quality Improvement
for Institutions



AMERICAN
COLLEGE *of*
CARDIOLOGY