

# Surviving MI

AN ACC QUALITY INITIATIVE

## Characteristics of Clinical Champions (Physician and Nurse)

Having a collaborative dyad of both physician and nurse champion in AMI care is associated with better performance and lower risk standardized mortality rates. They are seen as competent and trustworthy professionals who are able to influence others to adopt new and useful practices, but are not necessarily authority figures in formally designated roles. Often times, champions are not immediately identifiable but emerge organically by displaying certain leadership characteristics.

### PURPOSE OF HAVING A PHYSICIAN AND NURSE CHAMPION TEAM

- To provide support and ensure that physician/nurse input is sought across an organization.
- To advise implementation team on the design of a system without compromising on the quality of the project.
- To advocate for the use of a new system by physician/nurse colleagues.
- To facilitate guideline implementation and improvement of patient outcomes.
- To deliver training about the quality improvement effort to their peers.

### TYPES OF RESPONSIBILITIES FOR CHAMPIONS

- Serve in leadership capacity promoting and implementing changes that benefit staff and patients.
- Lead the AMI quality improvement team and its efforts.
- Build consensus among staff on innovations for change.
- Ensure that physician and nurse input is sought and reflected in decision making.
- Ensure timely and thoughtful response to issues raised by physicians/nurses.
- Facilitate collaboration between EMS providers and hospital staff.
- Engage effectively in areas of potential conflict.
- Play the role of collaborator, working to ensure that the system itself and other workflows are modified, as necessary, to meet the needs of peers.

### DEMONSTRATED ATTRIBUTES TO LOOK FOR WHEN SEEKING CHAMPIONS

- Professional experience and expertise with AMI care.
- Demonstrated ability to challenge status quo and provide feedback to make change with diplomacy.
- Ability to communicate with wide range of staff including senior executive directors, department managers, implementation team, clinicians, operational and training personnel and also other clinical champions.
- Ability to communicate with external partners locally and nationally.
- Ability to view the whole system of care and consider AMI outcomes up to 30-days post discharge.
- Highly organized, excellent at communication with proven writing and presentation skills.
- Highly respected in the field, trustworthy, approachable and able to influence and persuade others, negotiate or take initiative as needed.

#### References

1. Curry LA, Spatz E, Cherlin E, Thompson JW, Berg D, Ting HH, Decker C, Krumholz HM, Bradley EH. What distinguishes top performing hospitals in acute myocardial infarction mortality rates? A qualitative study. *Ann Intern Med.* 2011; 154:384-390.
2. Metzger J, Fortin J. *Computerized Physician order entry in community hospitals: Lessons from the field.* California Healthcare Foundation and First Consulting Group. Oakland, CA: California Healthcare Foundation; 2003.
3. Neumar RW, Barnhart JM, Berg RA, Chan PS, Geocadin RG, Leupker RV, Newby LK, Sayre MR, Nichol G. Implementation strategies for improving survival after out of hospital cardiac arrest in the United States: consensus recommendations from the 2009 American Heart Association Cardiac Arrest Survival Summit. *Circulation.* 2011; 123(24):2898-2910.