In February of 2018, The Centers for Medicare & Medicaid Services revised the National Coverage Determination for Implantable Cardiac Defibrillators. Included in this revision was the mandate to incorporate a formal Shared Decision Making (SDM) encounter between the patient and the physician or qualified non-physician practitioner, while also utilizing an ICD Evidence-Based Decision Tool. As a large healthcare system (40+ hospitals), the development of clinical workflows has required a substantial amount of time, engagement and resources.

Purpose

The intent of this project was to create an Inpatient and Outpatient Shared Decision Making process for Implantable Cardiac Defibrillator (ICD) procedures through standardization and sustainable workflow design. Through evaluating the new federal mandate, The University of Pittsburgh Medical Center (UPMC) recognized an opportunity to bring alignment across multiple divisions enhancing value to our patients.

Background

Multi-Disciplinary Team Approach

- Identified key stakeholders involved in our processes:
  - President of The Heart & Vascular Institute
  - Director of Clinical Outcomes
  - Director of Nursing UPMC Presbyterian
  - Electrophysiologists
  - Business Development
  - Software/Marketing Product Managers
  - Informatics Nurses
  - System Analysts
  - Registered Nurses
  - Unit Managers & Practice Managers
  - Clickers
  - MyUPMC

System Clinical Workflows

- Our processes are being piloted at UPMC Presbyterian & UPMC Mercy for one month, and then progressing to a system approach.
- Outpatient: Healthwise ICD SDM tools integrated by a program called Xealth. This is launched through Epic Digital Care for patients who have a MyUPMC account. Paper versions are available by mail for patients who do not have a MyUPMC account.
- Inpatient: Healthwise ICD SDM tools are launched by going to the UPMC.com website. iPads are offered on clinical units, but patients can use their own device. Paper versions are available if needed.

Certified Evidence-Based ICD SDM Tool Initiated

- SDM Healthwise® (two tools available)

Heart Failure: Should I get an implantable Cardioverter-Defibrillator (ICD)?

Guides you through decision to get an implantable cardioverter-defibrillator (ICD). Gives information about ICDs and asks questions to help you learn if an ICD is right for you. Covers benefits and risks. Includes an interactive tool to help you decide. https://www.upmc.com/health-library/article?hwid=su9848

Heart Rhythm Problems: Should I get an implantable cardioverter-defibrillator (ICD)?

Topic guides reader through decision to get an ICD for heart rhythm problems. Provides general overview of what ICDs are and what heart rhythm problems can be helped with ICDs. Lists benefits and possible complications of getting an ICD. https://www.upmc.com/health-library/article?hwid=ak4103

Results

- Surveys will be provided to patients at their first follow-up visit to help understand the effectiveness of our SDM processes.
- Continuous follow-up with clinical staff and physicians through emails, face to face meetings and conference calls will be essential in determining the next improvement opportunities within workflows.

ICD Procedural Consent

- Revised to include specific ICD SDM components to serve as an attestation for this requirement and as a potential audit tool.

Conclusions

- By creating standardized SDM clinical workflows for our ICD procedures, the goal of forming alignment throughout our system will be achieved.
- Our processes will continuously be modified based on the feedback received from patients and clinical staff.

References: