

Improving Discharge
Teaching Efficiency in
Congestive Heart Failure
Patients at Indian Path
Medical Center



330 Bed Acute Medical Center

- 216 acute beds
- 61 bed Indian Path Pavilion
- 25 bed geropsychiatry unit
- 28 bed skilled nursing facility



Presenters

- Monty McLaurin – CEO Indian Path Medical Center
- Ken Marshall, MD – MSHA Senior Vice President for Medical Affairs and Quality
- Scott Williams – CEO Sycamore Shoals Hospital

IPMC Process Team Participants

- Monty McLaurin
- Dr. Ken Marshall
- Scott Williams
- Betty Bell
- Sandy Calhoun
- Doris Helton
- Dr. Robert Lee
- Linda McCurry
- Lisa Phillips
- Pam Stelmack
- Rita Trivette
- Pam Wengar
- Cindy Salyers

Opportunity Statement

The CHF team recognized the opportunity to positively impact patient outcomes of congestive heart failure with the implementation of detailed discharge instructions while adhering to CMS guidelines. The guidelines require 6 elements that must all be completed. Success will be measured by benchmarking against best practice facilities according to Premier data of CMS criteria with a goal of achieving the top decile by June 30, 2005. The target population are patients discharged from IPMC with a diagnosis of Congestive Heart Failure. Achieving the top decile will result in improved clinical outcomes and cost by reducing readmission rates and improving the quality of life for patients which have this chronic disease.

Customers of the Process and Their Expectations

1-Patients

- Better understanding of their disease process.
- Instructions which are easy to comprehend.
- Visual reminders.

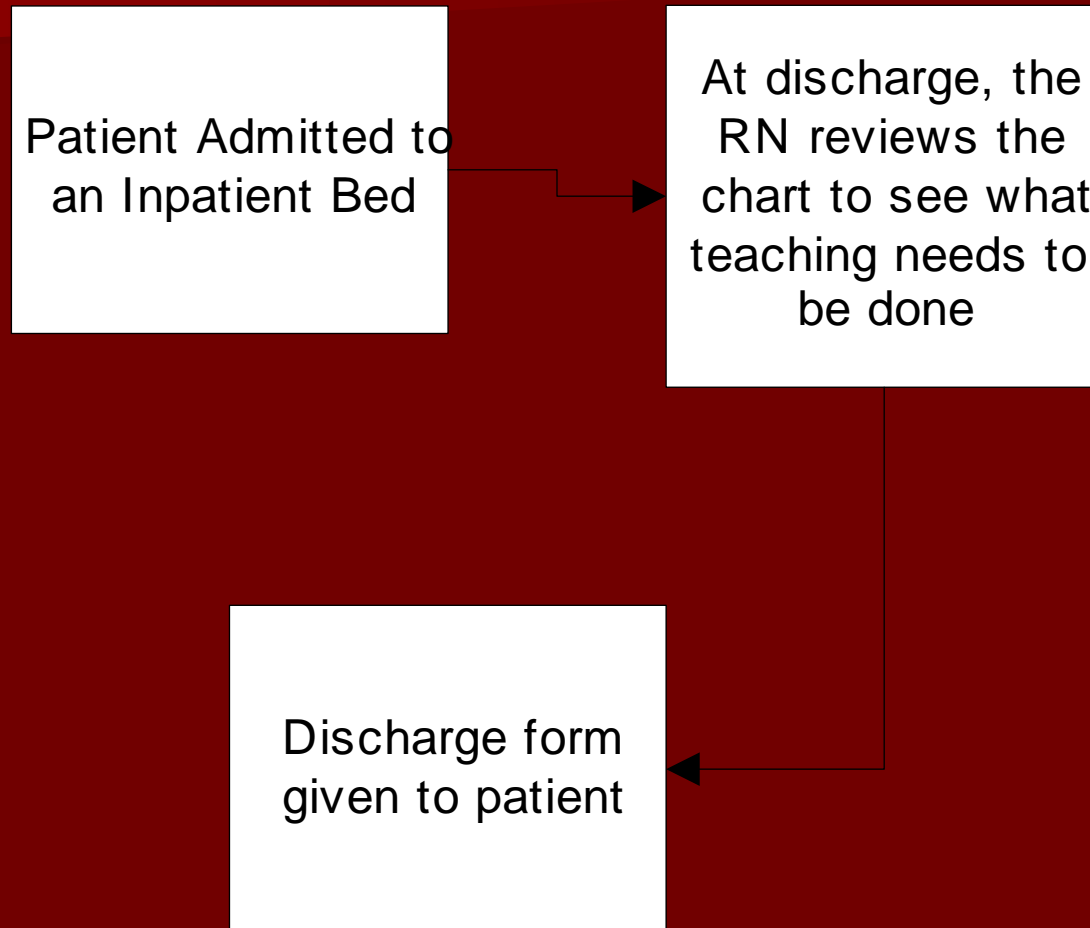
2-Physicians

- All CHF patients get the same education including a list of medications, dietary instructions, a checklist of items the patient will need to follow.
- Directions for the patients to follow up with a physician should certain physical changes take place such as weight change.

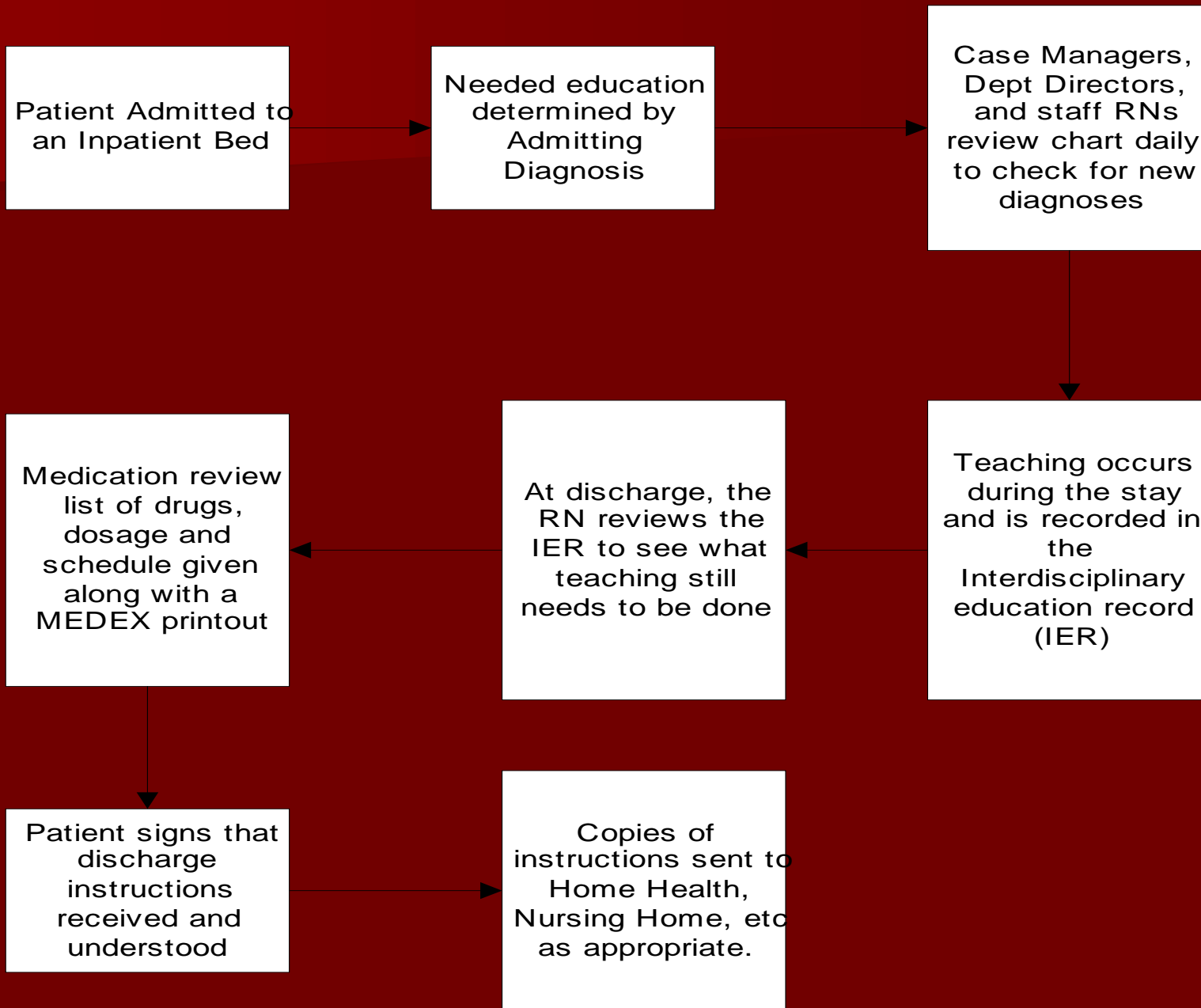
3-Nursing staff

- Reliable listing of patients to be taught.
- Good quality, easily understood education materials.
- Consistent (checklist) information.
- Training program for new nursing staff to become familiarized with process of training patients.

Flowchart of Current Process



Flowchart of Revised Process



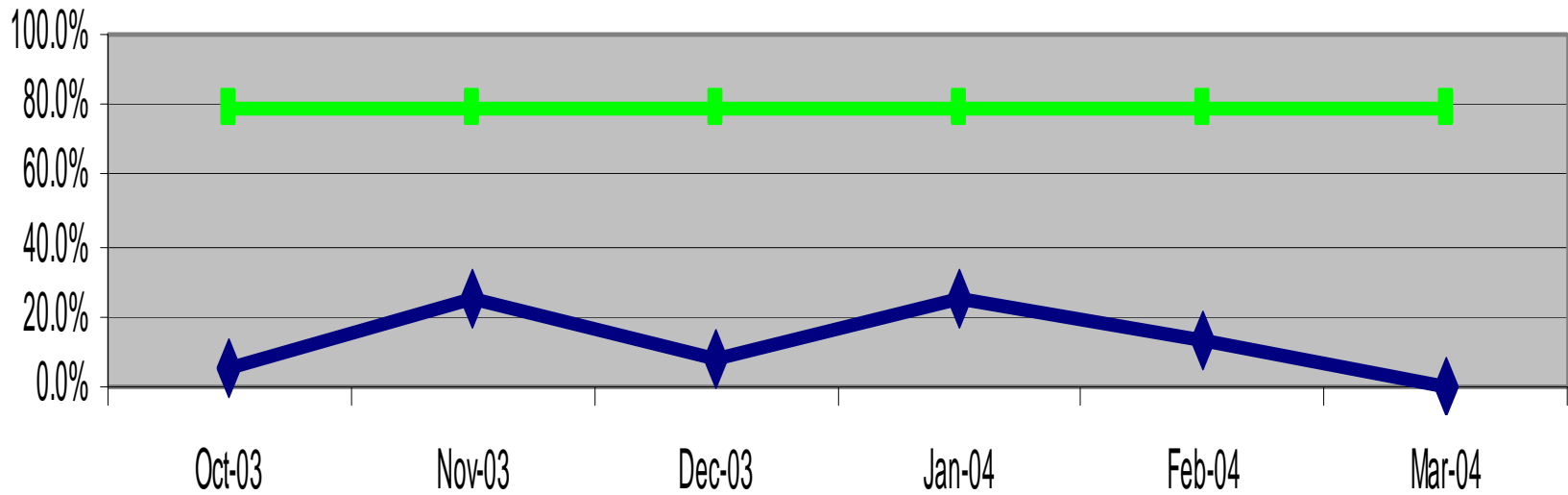
Expectation List

- Increased awareness of physicians and staff
- Identification of all patients needing CHF education
- Documentation of detailed discharge instructions on every CHF patient
- Resources provided for needy CHF patients

CHF Discharge Teaching Baseline Data for IPMC

HQI-19 CHF Zone Detailed discharge instructions

IPMC% Top Decile%



Key Measurements

- Chart review indicating completion of detailed discharge instructions on patients with a primary or secondary diagnosis of CHF
- Monthly review of re-admissions within 30 days with a diagnosis of CHF

Plan of Action

- Education sessions to staff and physicians to increase awareness
- Daily conduct State of the House Rounds to identify patients with CHF and needs
- Patient charts with Diagnosis of CHF flagged by Case Management with appropriate colored reminder to implement criteria

Plan of Action

- Case Manager to review with Clinical Leader to identify appropriate patients
- Scales ordered for needy CHF patients
- Detailed discharge check sheet including all 6 required elements implemented

Results After Implementation

