Transitioning Levels of Care

Reducing CHF Readmissions Through Effective Transitions

VAMC Huntington, WV Paula S. McKee RN, BSN, MSSL, CPHQ Doreen Ward, RN, BSN, MSSL

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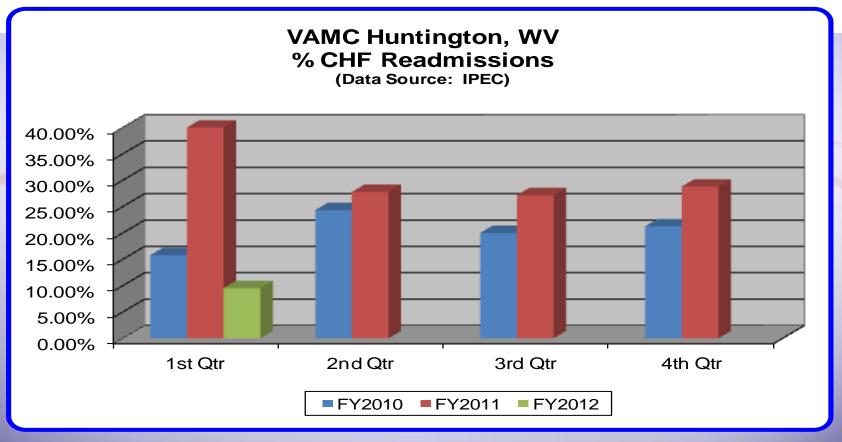
5/14/12 Update



Employee Education System

Vision & Analysis

Reduce the Percentage of Congestive Heart Failure (CHF) Readmissions (all causes)



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A Collaborative Vision

Transitioning Levels of Care (TLC) Collaborative

Acute Care Units: 4 South & 5 South Home with CHF Clinic Follow-Up

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TLC CHF Team

Core Team Members and Roles

Project Manager: Paula McKee RN, Quality Manager

Facilitator/Data Management: Doreen Ward RN, UM Coordinator/Supervisor Clinical Champions:

Stephanie McCagg MSN, RN-BC Primary Care and Medical Specialty Nurse Manager

Karen Bailey APRN Cardiology Clinic

Anna Perkins, Dietitian

Dr. Sara Allman Assistant Chief, Medicine

Dr. Vikas Virkud, Chief, Cardiology

Dr. James Allman II, Clinical Pharmacist

Leadership Support:

Dr. Jeff Breaux, Chief of Staff

Cathy Locher RN, Associate Director/Nursing Services

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Team

Additional Team Members and Roles

Gail Workman RN, Inpatient Care Manager Gail Spears RN, Associate Chief Nurse – Inpatient William Barnette RN, AA to the Chief of Staff Cora Hosey, Cardiology Supervisor Nola Conley RN, Associate Chief Nurse – Ambulatory Jerry Nelson RN, Inpatient Care Manager Sandra Shaw RN, Research Nurse Jeanine Bledsoe, Social Work Jana Studeny RN, Nursing Clinical Informatics Robert D. Thompson, HBPC Program Director Tammy Winters RN, CC/HT Lead Dr. Joye Martin, HBPC Physician Director

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AIM Statements

- By September 1, 2011, 80% of inpatients with a primary diagnosis of Congestive Heart Failure will have the CHF Order Set initiated within 1 day of admission.
- By 9/30/11, the average length of stay (ALOS) for inpatients with CHF transitioning from acute care to home with Cardiology Clinic follow-up will be reduced by 5%.
- By 11/1/11, Cardiology Clinic will have sustained capacity for 6 months in seeing 80% of CHF patients at high risk for readmission within 7 days of discharge from acute care.
- By 10/1/11, 80% of CHF patients at high risk for readmission will be seen by the new Cardiology "CHF" Clinic within 7 days of discharge from acute care. *(High risk for readmission is defined as inpatients with acute or decompensated CHF)*

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AIM Statements

 Clinical Aim: By 9/30/11, the rate of readmission for CHF patients will be reduced by 25%.

 Completed Kit Aim: Patients transitioning from acute care to the Cardiology Clinic will have a complete kit -40% by 7/1/11.

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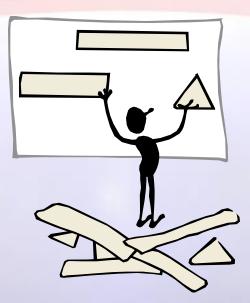
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Mapping the Process



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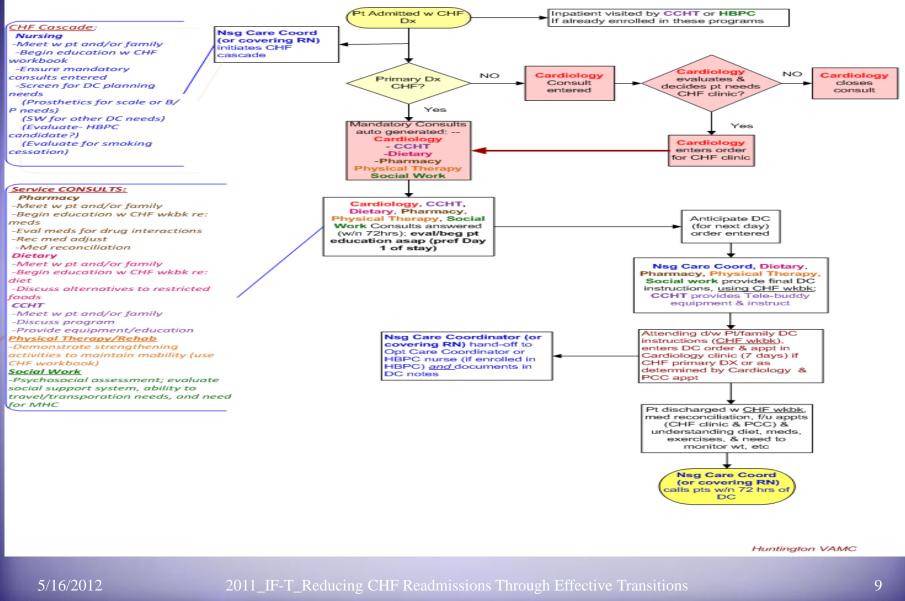
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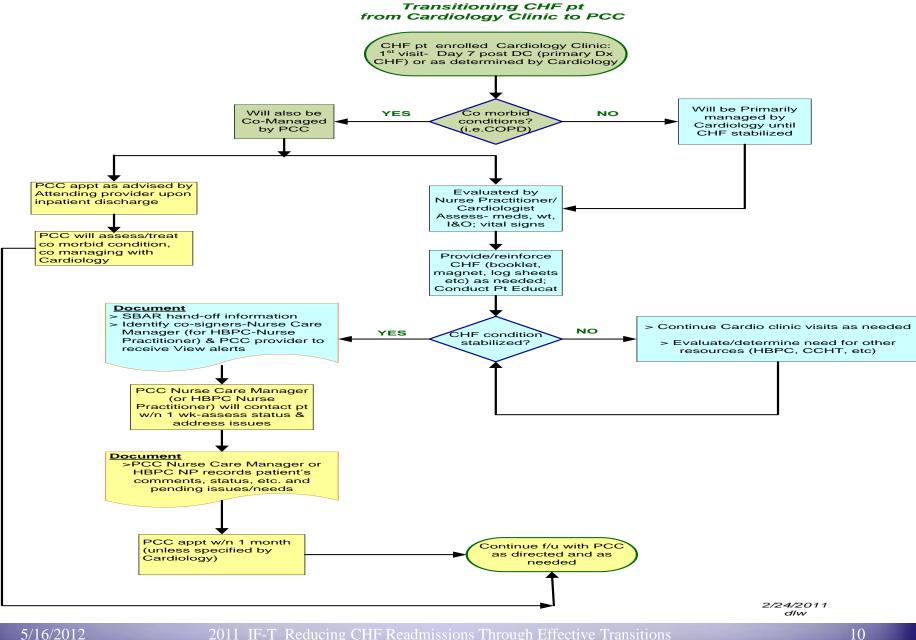


CHF Inpatient Flow







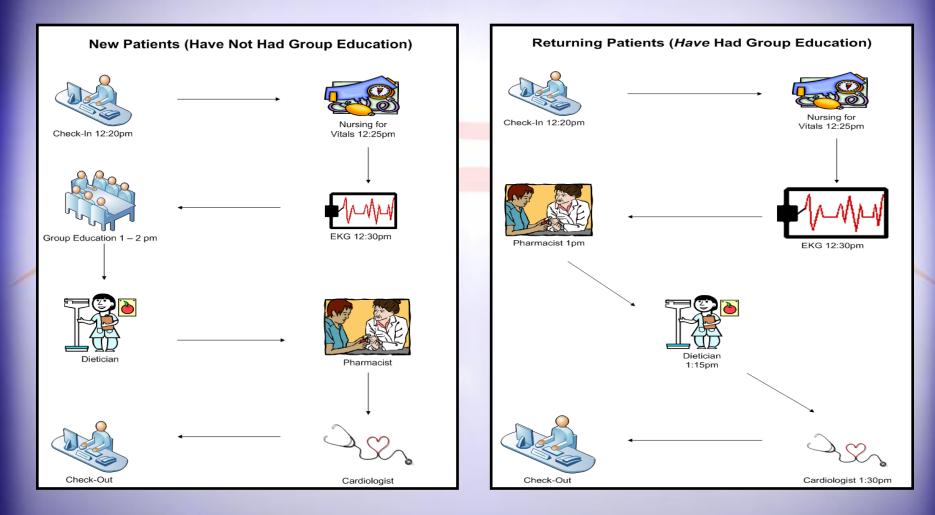


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MAP – CHF Clinic/Group Education



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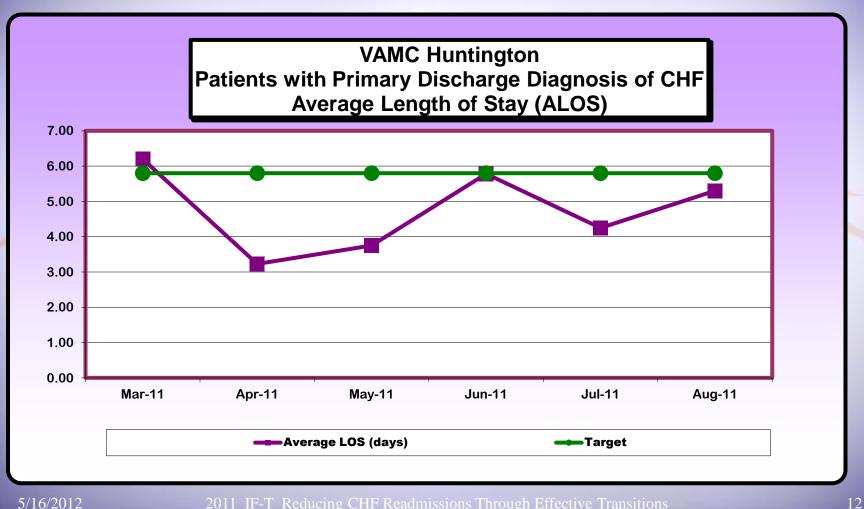
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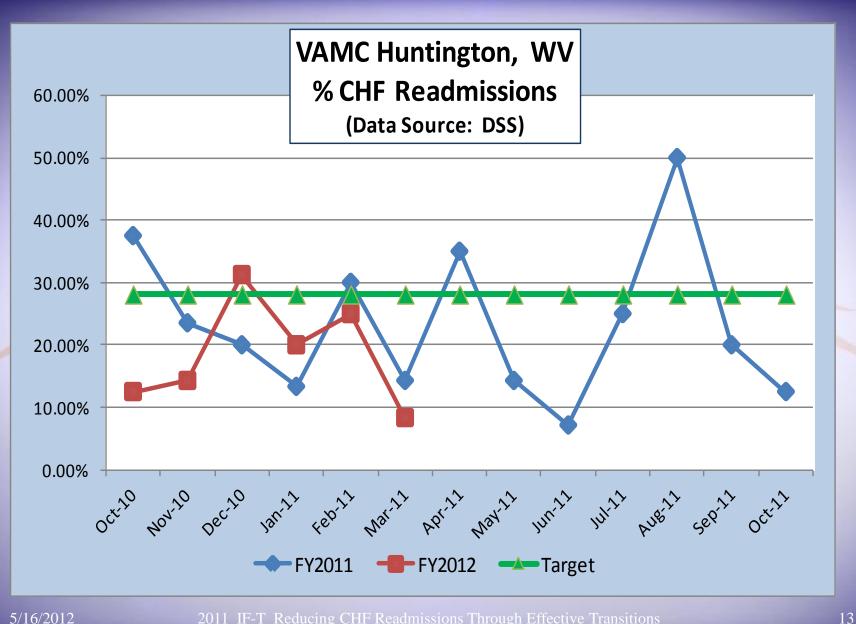
Measurement



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Complete Kit at Discharge

| | Mar 2011 | Apr 2011 | May 2011 | Jun 2011 | Jul 2011 |
|--|-------------|-------------|-------------|-------------|-------------|
| D/C Instruction Sheet | | 100% | 100% | 100% | 100% |
| Pt Centered Medication List | | 97% | 100% | 86% | 100% |
| CHF Education Booklet Reviewed with Pt | | 26% | 8% | 21% | 71% |
| CHF Order Set Implemented | | 39% | 21% | 57% | 82% |
| CHF Clinic Appointment within 7 Days of D/C | 9.5% | 10% | 22% | 46% | 59% |
| Overall Compliance | 9.5% | 5% | 8% | 21% | 47% |

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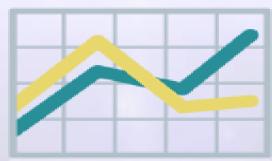
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When Aggregate Data Isn't Enough



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Patient Case Study

- 7/20/11 7/22/11
 - Cardiology consult on 7/20/11
 - Seen by Cardiology on 7/20/11 and f/u on 7/21 and 7/22/11
- 8/19/11 8/21<mark>/</mark>11
 - CHF Order set consult on 8/19/11
 - Not seen by Cardiology
- 8/25/11 8/29<mark>/</mark>11
 - CHF Order set consult on 8/26/11
 - Not seen by Cardiology
- 8/30 OBS to admission
 - CHF Order set consult on 8/30/11
 - Patient transferred from a community facility with chest pain & pulmonary edema
 - Palliative Care Consult ordered for end stage CHF

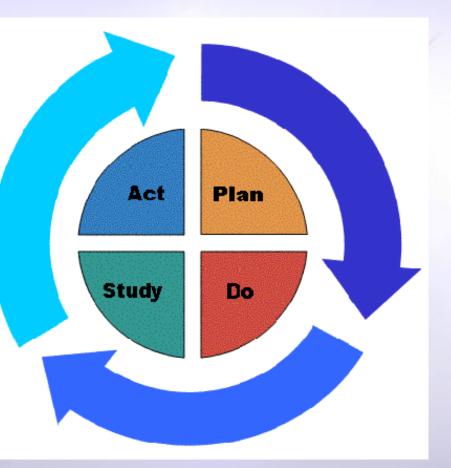
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Change – PDSA Cycle



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CHF Clinic



CHF Clinic Hours:

Patients are seen in Cardiology Clinic on additional days if needed. CHF Clinic is on Fridays, allowing for expansion into the morning hours for the clinic if needed.

Once weekly x 1 month Once a month x 3 months F/u in 3 months if stable

Hours: 1 p.m. to 4:30 p.m. with capacity to expand into the a.m. hours

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Actions Taken



- CHF Clinic established December 2010
- Scales distributed through Prosthetics w/order from Cardiology
- CHF Order Set Multidisciplinary Consult Implemented January 2011 (Pharmacy, SW, Nutrition, CCHT, Rehab, & Cardiology) - NOTE: The CHF Order set has since been expanded to include Palliative Care, Code Status, Medications, etc.

Patient Education:

- Pocket shopping guide with Dos and Don'ts to remember
- Foods to Avoid or Limit handout
- Living with CHF A Patient's Guidebook
- Managing Heart Failure Refrigerator Magnet

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Actions Taken



- ✓ Patients not scheduled for CHF Clinic
- ✓ Special reviews
- Director's Morning Report Included in UM Report
- Director's Staff Meeting Presentation April 2011
- UM Shared File with Care Managers Ensure staff can identify inpatients with CHF

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Nanaging

Actions Taken

• Orientation for Home Based Primary Care (HBPC) staff

 Article for Health Beat – Patient Newsletter (publication pending)

View Alert to the Inpatient Care Managers

CHF Health Summary

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| ** FOODS to AVOID or LIMIT ** | Serving Size | Calories | Sodium (mg) | | |
|--|---|----------------------|--------------------|--|--|
| Meat & Meat Substitutes | | Calories per serving | Sodium per serving | | |
| Limit: | | | | | |
| solution of the second state of the second sta | | | | | |
| Fish, Poultry | 3-4 oz | 490 | 820 | | |
| Bacon/Sausage | 2 slices/links | 88/107 | 185 | | |
| Hot Dogs | 1 dog | 150 | 515 | | |
| Bologna | 1 slice | 86 | 205 | | |
| Pickle Loaf | 1 oz | 75 | 360 | | |
| Spam | 2 oz | 175 | 767 | | |
| Beef,Pork,Deer Jerky | 1 piece | 40 | 445 | | |
| Canned corned beef | 1 slice | 50 | 210 | | |
| Cheese (Cheddar/Swiss) | 1 slice | 115 | 175 | | |
| Cheese Spreads/ Cheese Whiz, Velveeta® | 2 TBSP | 90 | 540 | | |
| Regular Peanut Butter | 2 TBSP | 190 | 220 | | |
| Frozen Entrees | · · · | | · · · · · | | |
| | Congestive Heart Failure (CHF) Shopping Guide | | | | |
| Breads & Cereal | | | | | |
| Limit: | | for | | | |
| Pancake Mix | Patient | | | | |
| Self-rising Flour | | | | | |
| Instant Hot Cereals | | | | | |
| Salted Crackers | Sodium (Salt) Restrictions:mg a day | | | | |

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| Breads & Cereal | | Calories per serving | Sodium per serving |
|-------------------------------------|-----------|----------------------|---------------------|
| Choose: | | culories per serving | Sourdin per Serving |
| White, Wheat, Whole Wheat, Rye, | | | |
| Pumpernickle | 1 slice | 70 | 130 |
| Hard Dinner Rolls | 1 roll | 87 | 145 |
| Cooked Cereal No Salt | 1 cup | 130 | 8 |
| Dry, Low Sodium Cereal 🛛 🛛 📉 | 1 cup | 100 | 2 |
| Unsalted Crackers/Biscuits | 1 cracker | 13 | 25 |
| Low Sodium or Homemade Bread Crumbs | 1 oz | 110 | 95 |
| Fruits | | Calories per serving | Sodium per serving |
| Choose: All Fruits | | | |
| Banana | 1 medium | 105 | 1 |
| Grapes 👘 | 1 cup | 104 | 3 |
| Canned Peaches | 1 cup | 135 | 10 |
| Dried Cranberries | 1/2 cup | 220 | 5 |
| Vegetables | | Calories per serving | Sodium per serving |
| Choose: All Fresh Vegetables | | | |
| Romaine Lettuce | 2 cups | 15 | 8 |
| Raw Carrots | 1 cup | 50 | 85 |
| Fresh Green Beans | 1 cup | 35 | 7 |
| Low Sodium Canned Green Beans | 1 cup | 30 | 3 |
| Low Sodium 100% Vegetable Juice | 4oz | 25 | 85 |
| Milk & Milk Products | | Calories per serving | Sodium per serving |

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| Meat & Meat Substitutes | 3-4 oz | Calories per serving | Sodium per serving |
|---------------------------------------|---------------------------|----------------------|--------------------|
| Choose: | (size of a deck of cards) | | |
| Fresh Chicken Baked without skin | | 135 | 64 |
| Fresh Turkey Baked without skin | | 141 | 72 |
| Fresh Roast Beef | | 168 | 86 |
| Fresh Pork Grilled | | 126 | 90 |
| Fresh Lamb Roasted | | 186 | 66 |
| Fresh Venison Roasted | | 211 | 107 |
| Fresh Game (Rabbit) | | 147 | 38 |
| Fresh Fish Unbreaded | | 89 | 66 |
| Low Sodium tuna | | 99 | 42 |
| Low Sodium Peanut Butter | 2 TBSP | 200 | 64 |
| Dried peas/beans | 1/2 cup | 120 | 16 |
| Eggs/Egg Substitute | 1 egg | 77 | 62 |
| Limit: | | Calories per serving | Sodium per serving |
| Smoked, Cured, Salted or Canned Meat, | | | |
| Fish, Poultry | 3-4 oz | 490 | 820 |
| Bacon/Sausage | 2 slices/links | 88/107 | 185 |
| Hot Dogs | 1 dog | 150 | 515 |
| Bologna | 1 slice | 86 | 205 |
| Pickle Loaf | 1 oz | 75 | 360 |
| Spam 🗘 | 2 oz | 175 | 767 |
| Beef,Pork,Deer Jerky | 1 piece | 40 | 445 |
| Canned corned beef | 1 slice | 50 | 210 |
| Cheese (Cheddar/Swiss) | 1 slice | 115 | 175 |

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Shopping Pocket Guide

| | SHOPPING GUIDE | | | | |
|---|---------------------------------------|---------------------------|----------------------------|----------------------|--------------------------|
| High Sodium | (Salt) Alert Foods—S | Shopping DON'Ts | | | |
| Don't Choose: | (more than | 300mg sodium per serving) | | | |
| Regular Salt | Olives | Regular Ketchup | | | |
| Sea Salt | Any Sauce Mixes | BBQ Sauce | • 177570 | ٩, | _ |
| Garlic Salt | Soy Sauce | Pickles | | | 8 |
| Onion Salt | Teriyaki Sauce | Any salted snacks | a a SH | OPPING GUIDE 🛛 👼 | 6 |
| Canned Vegetables | Nuts, Seeds | Instant Cereals | Low Sodium (Salt) O | ption Foods to Choos | se—Shopping DOs |
| Smoked, cured, salted, or canned meats | All Boxed Dinners | Spaghetti Sauce | 114 | | |
| Lunchmeats, sausage, bacon | Buttermilk | | Do Choose: 📉 | (less than 300n | ng sodium per serving) |
| All Frozen Entrees | Cheese | | Fresh Meats (chicken, lean | Dried Beans | Brown Rice, Whole Wheat |
| Any Quick Bread Mixes | | | pork, & fish) | | Pasta |
| Salt Substitute—(low- | | | Eggs | Wheat bread | Low Sodium Peanut Butter |
| sodium table salt | | | Fresh/Frozen Vegetables | Milk, Yogurt | Canola/Olive Oil |
| alternative)—ask your | | | Fresh Fruit | Low Sodium Cereals | Low Sodium Margarine |
| doctor about this before use | · · · · · · · · · · · · · · · · · · · | | Salt-free Spice Blend | Hot Sauce | Unsalted Snacks(chips, |
| *Read Food Labels and Look C | - | | | | nuts, popcorn) |
| Sodium Phosphate, Sodium Bo | | | Pepper | Low Sodium Baking | |
| Sodium Nitrate, Sodium Sorbate Hidden fluids—(foods that appear as solids; but are | | | Powder | | |
| liquid at room temperature) | pear as solius; but are | | Herbs | Vinegar | |
| VAMC Huntington June 2011 | | Low Sodium Ketchup | _ | | |
| | | | | | |
| | | | | VAMC Huntington | |

VAMC Huntington June 2011

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Sustain the Gains

- Reinforcement with Inpatient Providers
- Continuous monitoring and feedback

| | | | - | | | |
|--|-----------|-----------|-----------|-----------|-----------|-----------|
| Morning Report Date | 8/24/11 | 8/25/11 | 8/26/11 | 8/29/11 | 8/30/11 | 8/31/11 |
| | | | | | Adm | |
| | Adm 8/22 | | | | 8/26-8/28 | Adm 8/29 |
| | ContStay | | | | ContStay | ContStay |
| | 8/20-22 | 8723711 | 8/24/11 | 8725711 | 8/26 | 8/27-8/29 |
| # Acute Adm | 11 | 18 | 8 | 21 | 11 | 18 |
| # Met Criteria | 10 | 18 | 6 | 19 | 11 | 16 |
| % Adm Meeting Criteria | 91% | 100% | 75% | 90% | 100% | 89% |
| # Referred Phys Advisor | 0 | 0 | 0 | 0 | 0 | 0 |
| # PUMA Override | 0 | 0 | 0 | 0 | 0 | 0 |
| % PUMA Override | NA | NA | NA | NA | NA | NA |
| # Not Referred/Hosp policy | 1 | 0 | 2 | 2 | 0 | 2 |
| # wło ER notes | 0 | 0 | 0 | 0 | 0 | 0 |
| | | | | | | |
| # Obs Adm | 6 | 5 | 8 | 7 | 7 | 9 |
| # Obs Met | 6 | 5 | 6 | 7 | aw review | aw review |
| # Obs Converted Acute | 6 | 5 | 4 | 8 | 2 | 4 |
| # Convers Met Acute | 5 | 5 | 4 | 6 | 2 | 3 |
| % Convers Met Acute | 83% | 100% | 100% | 75% | 100% | 75% |
| | | | | | | |
| # Cont Stays Pts | 76 | 40 | 51 | 44 | 54 | 22 |
| Total Cont Stay Days | 128 | 40 | 51 | 44 | 54 | 54 |
| # Cont Stays Meeting | 122 | 40 | 51 | 42 | 51 | 51 |
| % Cont Stays Meeting | 95% | 100% | 100% | 95% | 94% | 94% |
| # Referred Phys Advisor | 0 | 0 | 0 | 0 | 1 | 0 |
| # PUMA Agree w current level care | 0 | 0 | 0 | 0 | 1 | 0 |
| % PUMA Override | #DIV/0! | NA | NA | NA | 100% | NA |
| #NOT Referred/Hosp policy | 6 | 0 | 0 | 2 | 2 | 7 |
| | | | | | | |
| Day of Discharge | 8/26/2011 | 8/27/2011 | 8/28/2011 | 8/29/2011 | 8/30/2011 | 8/31/2011 |
| Day of Discharge | 012012011 | 012112011 | 012012011 | 012012011 | 010012011 | 010112011 |
| Detion to substitution and CLIE do at discharge | | | | | | |
| Patients w/primary CHF dx at discharge scheduled for f/u appt with CHF Clinic | 1 | 0 | 1 | 1 | 0 | 0 |
| Scheduled for Mulappt with CHF Clinic | ' | 0 | | · · | · · | U |
| | | | | | | ~ |
| Patients w/primary CHF dx at discharge | 2 | 0 | 1 | 1 | 0 | 0 |
| | FOR | | 10001 | 10001 | ا مىم ا | |
| % w/CHF F/U appt (within 7 days of d/c) | 50% | NA | 100% | 100% | I NA I | NA |

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Spread

Sharing with others

- Note: OHI CAP Review Guide Coordination of Care Heart Failure October 2011
- Establishment of a Pneumonia Clinic
- Group Appointments
 - On site at the Medical Center
 - Via TeleHealth for CBOC and State Veteran's Home Residents

Cardiology Education – Fridays at 1 p.m.

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for Better Health

COPD Education - Tuesday 1:00pm

Cardiology Education - Friday 1:00pm

 Smoking Cessation - Mon, Tues 12pm, Thur 12:30

Move! - Tuesday 2:30pm

Diabetic Education—2nd and 4th Friday 9:00

Your health care provider has recommended the above class. Classes meet every week at our



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Lessons Learned

- Active leadership support & physician involvement is necessary
- Share current data & provide continuous feedback to your stakeholders
- Get the word out! Staff understanding is essential for buy in.
- Encourage early intervention. Discharge planning starts in the Emergency Department. Don't wait!

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More Lessons Learned

- Develop a contingency plan before you need it. Plan while you still have capacity.
- Use the resources you have available.
 - Evidenced Based Journal Club provided literature reviews
 - Utilization Management established a shared file for the inpatient Care Managers & Cardiology staff to assist with identifying CHF patients

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Sing the Same Tune!



Continuity across all services. Remember: It's a team within a system that is providing care, not just one individual!

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Grateful Acknowledgements

- The Transitioning Levels of Care Collaborative
 - <u>The TLC Leadership</u>: Dr. William Cahill, Barbara Boushon, Anna Marie Lieske, Christina Conde, and Kendra Brown
 - The VA Facilities who share their experiences, "cool tools", and knowledge
- Our TLC Coach: David C. Yarbrough
- Our Veteran consultant

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Serving Our Nation's Heroes



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A Fina

 We learned to share as children, so here is our chance to do what our mothers told us to do.....

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5/16/2012





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5/16/2012



2011_IF-T_Reducing CHF Readmissions Through Effective Transitions

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2011_IF-T_Reducing CHF Readmissions Through Effective Transitions



VHA IMPROVEMENT FORUM: BRIDGING TO EXCELLENCE



Evidenced Based Practice (EBP) Journal Club:

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QUESTIONS?

5/16/2012



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