



Quality Connections

Sharing Best Practices and Lessons Learned

December 2009 • Volume 1, Issue 3

Edited by Bev McCullough, Quality Improvement Manager

Hello,

December is a time for sharing favorite recipes, gifts, and good times with friends and family. Many thanks to Mason General Hospital, Whitman Hospital and Medical Center, and Whidbey General Hospital for sharing a great gift with the RHQN family during the December 8th RHQN Conference Call!

I am convinced their gift is the recipe for success for Best Care for your Heart Failure (HF) patients, a way to reach 100% on your hospital's HF measures, the key to decrease HF rehospitalizations, and a way to raise your patient satisfaction scores - all in one.

The RHQN Best Practices Secret Recipe for HF Success

Directions:

- ❖ "Steal Shamelessly" from the ideas from Enumclaw Regional Hospital, Mason General Hospital, Sunnyside Community Hospital, Whidbey General Hospital, Whitman Hospital and Medical Center, and Virginia Mason Medical Center.
- ❖ Implement one idea at a time.
- ❖ Start "Plan Do Study Acts" (PDSAs), also called "Plan Do Check Acts" (PDCAs). I like to call them "Small Tests of Change."
- ❖ Identify "Barriers" and "Lessons Learned," while chanting "It didn't work. What did we learn? Let's try again."



Ingredients:

(Steal shamelessly, but please do thank the original hospitals.)

1. Start with a commitment to be a Best Practice for your HF patients.
2. Add the support of a Senior Leader.
3. Add a Clinical Champion.

4. Add a cross functional team.

Helpful Hint: Identify your customers. Consider including a patient and a member of a provider's office staff on your team.

5. Create and implement guidelines or "Steal Shamelessly."

➤ [CHF Pt Guidelines](#) (Mason General Hospital)

Helpful Hint: Melissa Clark (Director, House Supervisors and Staffing at Mason General Hospital) shared that many of their patients do not have scales. Now, patients leave the hospital with a scale purchased by the hospital Foundation.

6. Identify and address barriers to implementing your guidelines.

➤ [CHF TCAB Interventions](#) (Mason General Hospital)

Helpful Hint: Melissa told of one big Lesson Learned - many nurses were not comfortable talking to patients about HF. They found a Clinical Champion who agreed to teach the staff and implemented on-going staff education with great success.

7. Mix in liberal amounts of Patient Education Materials.

➤ [CHF Stoplight Tool](#) (borrowed from Virginia Mason Medical Center and used at Mason General Hospital)

➤ [Dealing with Heart Failure Pamphlet](#) (Mason General Hospital)

Helpful Hint: The CHF Stoplight tool is a great tool used around the country. Mason General Hospital found that having patients demonstrate recording their weight while in the hospital is an effective Teach Back approach.

8. Conduct Concurrent Review to ensure patients get Best Practice care.

➤ [Meditech Checklist for Discharge](#) (Mason General Hospital)

➤ [HF Collection Form-Discharges](#) (Whitman Hospital and Medical Center)

Helpful Hint: Denise Fowler (Chief Clinical Officer at Whitman Hospital and Medical Center) developed the HF tool, which goes on top of the chart and is

used from admission forward to track that all Best Practice care is given. Denise developed the form while at Sacred Heart and it has been copied around the country. This form for concurrent review is a primary factor in hospitals reaching 100% on Best Practice measures. Each hospital will need to develop a process and assign responsibilities for the form. Shelly Pricco (Director of Patient Care Services at Enumclaw Regional Hospital) uses a similar form and brought her measures to 100%. Shelly's goal is to have the patient's physician be in charge of the form.

9. Add a Patient Follow-up Plan.

- [CHF Pt Callback Guidelines](#) (Mason General Hospital)
- [CHF Pt Callback Form at 1wk and 4wks](#) (Mason General Hospital)
- [CHF Pt Callback Form at 4 months](#) (Mason General Hospital)

Helpful Hint: The nurses at Mason General Hospital are trained to make calls with the scripted Callback Forms. Joanne Norris (an ICU nurse at Mason General Hospital) makes the patient calls and told us she has been surprised at how grateful the patients are to receive a call. Best times to call have been between 11 a.m. and 4 p.m. Mason General Hospital also reports patient satisfaction rising due to the calls.

10. Partner with your community caregivers.

- [CHF Stoplight Tool](#) (Whidbey General Hospital)

Helpful Hint: Michele Renninger (Director of Community Outreach & Prevention at Whidbey General Hospital) takes "heart healthy" snacks of nuts and cider and the Stoplight Tool to provider offices. The staff, who are often the primary contact following hospitalization, is grateful to learn more about HF and how to use the Stoplight tool to reinforce hospital teaching. Michele reports that this has helped reduce their HF rehospitalization rates. In addition to the Stoplight Tool, patients are given a paper measuring tape to measure waist, abdomen and/or ankles for edema. A sticker with the patient's provider's name and phone number is also placed in the blank spot in the Stoplight's yellow zone.

11. Publicly report your HF data.

Helpful Hint: Washington has quite low validation scores for CART abstraction. Sheila Robinson (Quality Management Coordinator at Sunnyside Community Hospital) shared on the call how experience has helped overcome many of their charting barriers.

Final Directions: Celebrate Your Successes!

All of these Best Practice ingredients and a recording of the December 8th RHQN Member Education Call, "Heart Failure: Getting to 100% - Improving Care and Those (Pesky) HF Measures" can be found on the [RHQN website](#). You will find many more Helpful Hints by listening to the call.

Best Practices and Lessons Learned

A Best Practice Idea to Steal:

Cultural Diversity - Ever wondered if there was a painless way to help your staff be more aware of other cultures? The Washington State Hospital Association (WSHA) offers a DVD library of culturally sensitive films for their staff to borrow at no charge. These include Milagro Beanfield War, Slumdog Millionaire, Milk, Grand Torino, My Big Fat Greek Wedding, and others. Have your staff bring and share their old DVDs. What a great way to learn! Please let me know if you would like a copy of the culturally diverse movie list used at WSHA.

Lessons Learned:

The Surgical Checklist (available for Inpatient and Outpatient Surgery) and the American College of Obstetricians and Gynecologists (ACOG) August 2009 Revised Guidelines for Labor Inductions are now "Standards of Care" in Washington State. Please share your hints on how you audit to make certain these practices are being followed and contact me if you are experiencing barriers, would like more information, or have Lessons Learned to share.

Happy Holidays!

I am still laughing about my 4 year old granddaughter who asked her daddy to get a tall ladder so he could put her Christmas list next to the chimney top "since Santa didn't bring me everything on my list last year." What a great example of pre-emptive Human Factors and using a Checklist to ensure (her idea of) Best Practice!

I look forward to hearing your Best Practice and holiday stories too.



If you have ideas, comments, questions, need additional resources or a consultation, please contact Bev McCullough, RHQN Quality Improvement Manager, at (206) 216-2862 or by email at bevm@wsaha.org.