PARTNERS HEALTHCARE

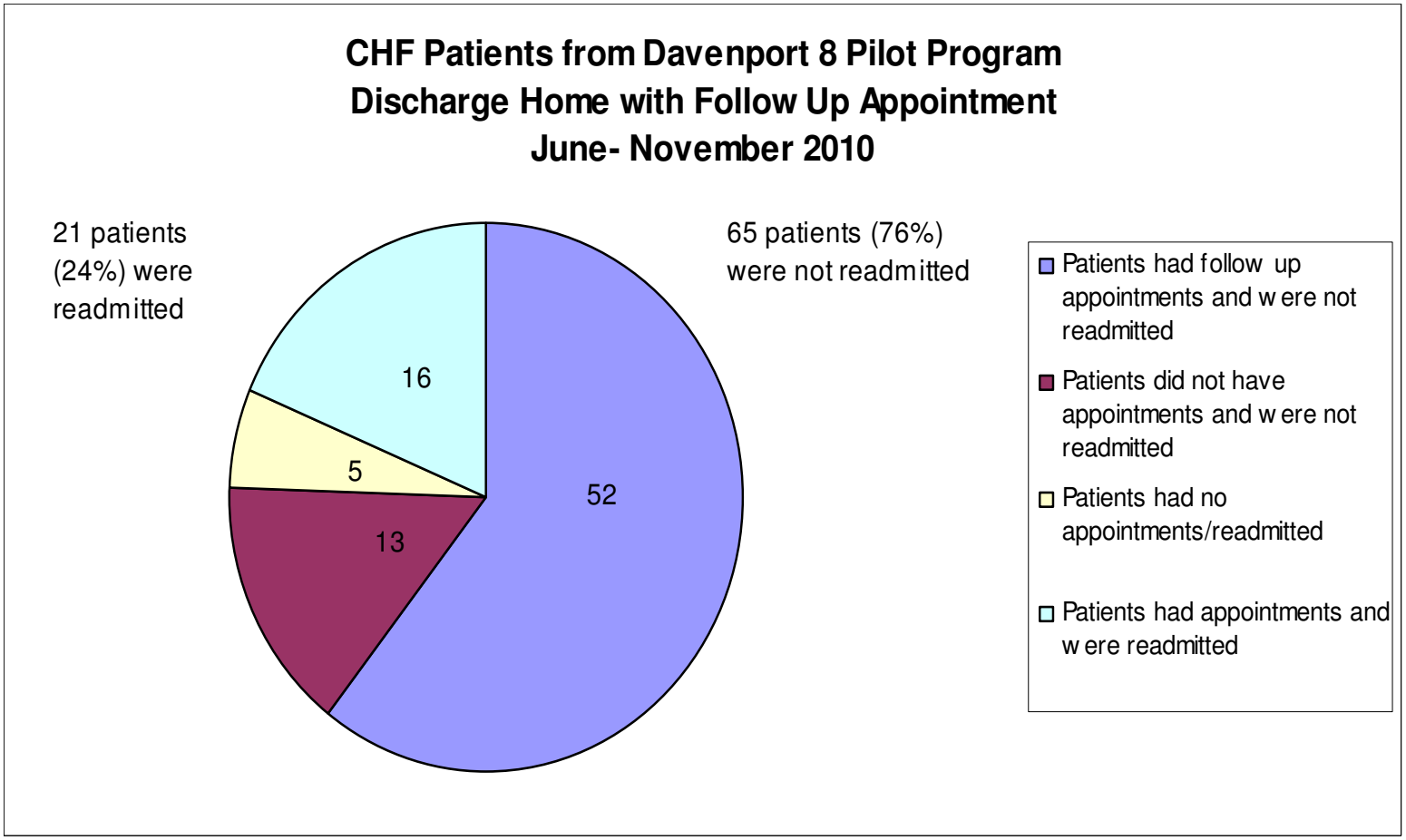
FOUNDED BY BRIGHAM AND WOMEN'S HOSPITAL
AND MASSACHUSETTS GENERAL HOSPITAL

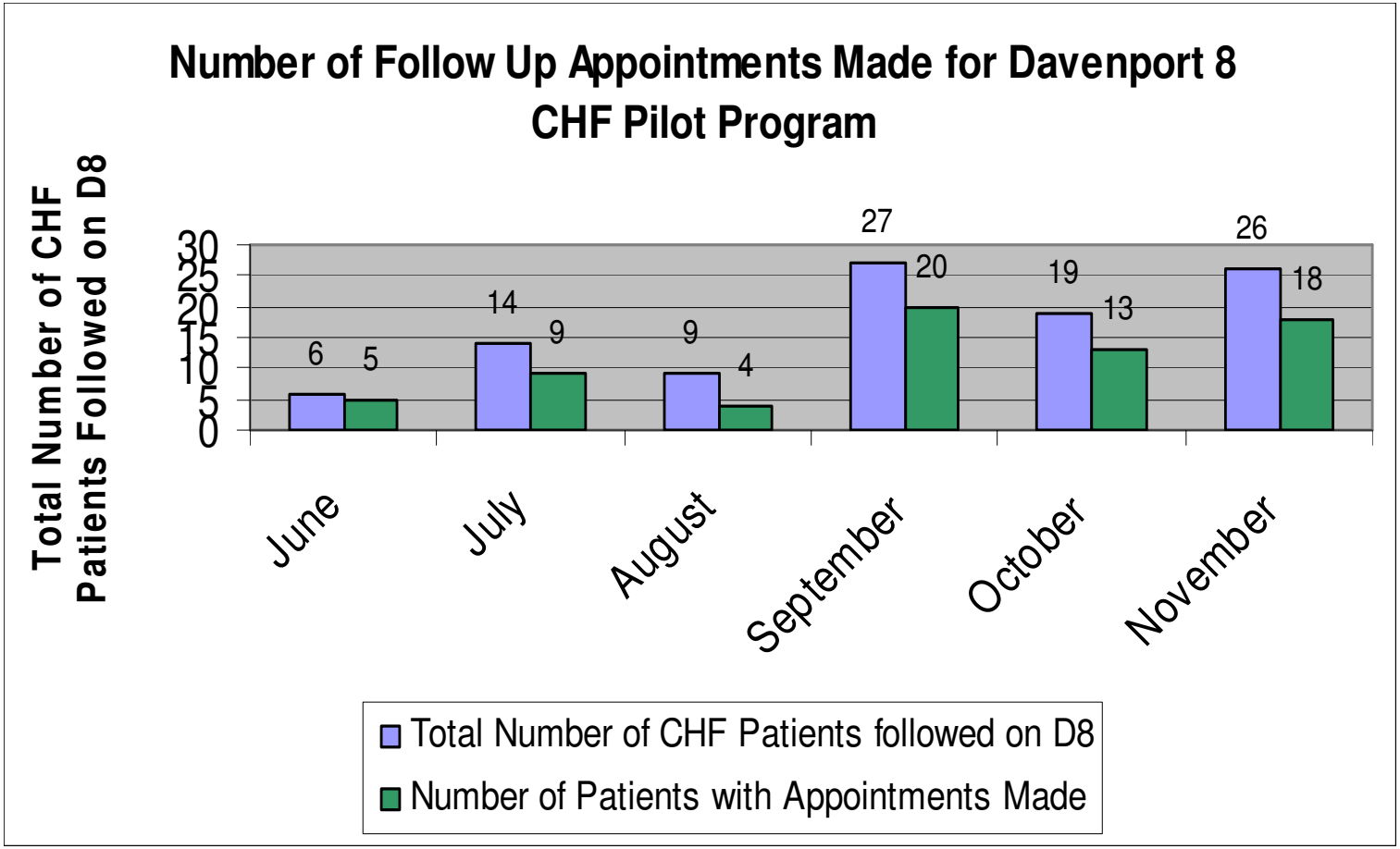
Lee Ann Baldini, RN
Maryellen Doucette, RN
Kathy Jones, RN
Lana Danish, RN
North Shore Medical Center

STAAR Statewide Summit
February 2 and 3, 2011

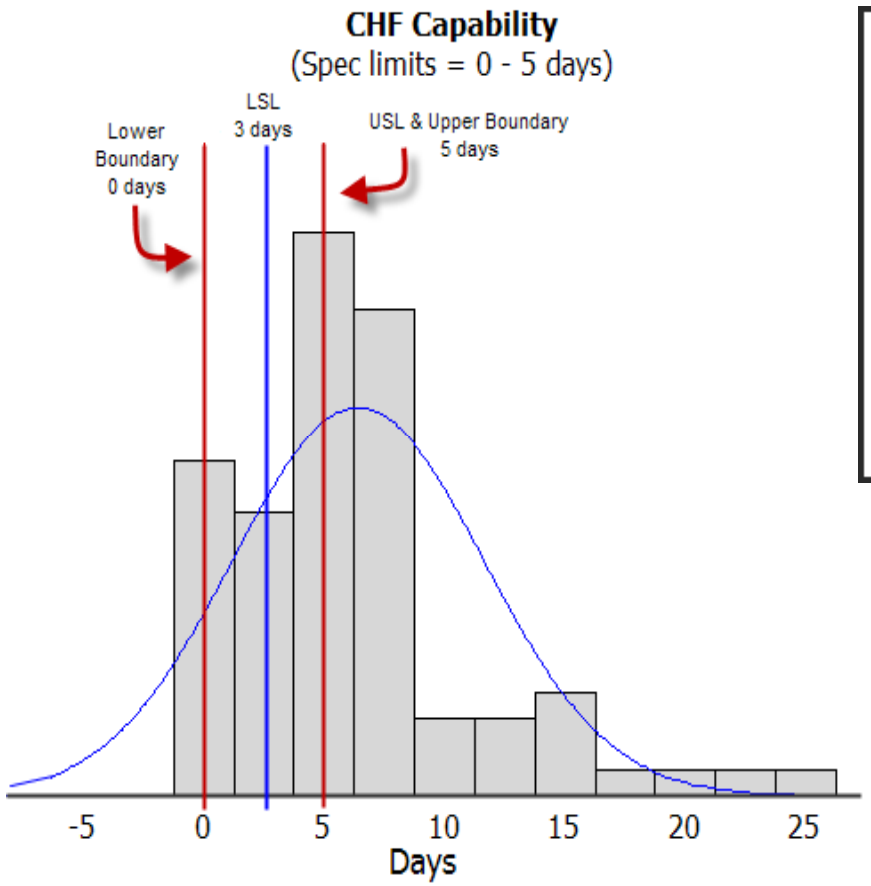
Process

- Case Management reviews cases
  - Confirms CHF diagnosis Day 1 hands off to assistant who makes appointment
  - Added risk assessment tool in July
- Case Management Assistant
  - Makes appointment generally within 24 hours of admission to decrease delays in appointments
  - Appointment is added to discharge instruction tool
  - Tracks through stay and will cancel if patient discharges to SNF or has delay in discharge
  - Information turned in on discharge and tracked on spreadsheet





CHF Post hospital follow up appointment pilot



Customer Requirements	
Upper Spec (days)	5
Lower Spec (days)	3

Process Characterization	
Mean (days)	6.4051
Standard deviation (days)	5.2073
% Out of spec (> 5 days)	71.57

Sustainability and Spread

- CHF initiative will be reporting to newly formed Cardiology council
- Will be focusing on patients who bounce back to see why they are readmitted
- Who should appointment be with:
  - PCP?
  - Cardiology?
  - Living well with heart failure
- Looking to move program to other units and across campus
- Feedback to PCP groups
- Scripting for staff regarding calls to make appointments
- Working with Transition team to establish consistent follow up appointment on D/C from SNF – target 7 days