

HEART FAILURE OUTREACH PROGRAM

**Saddleback Memorial
Medical Center
Laguna Hills Campus**

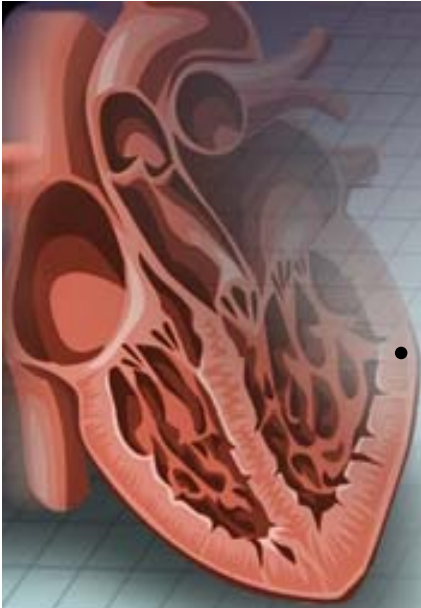
**Reducing Readmissions
Leadership Summit**

October 6, 2009

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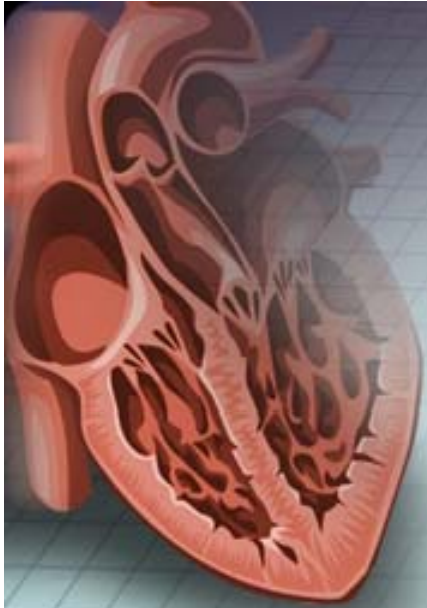
Specific goals



- Provide individualized educational and counseling efforts to increase compliance with medical directives, positive health behaviors, and development of self-care skills.
- Link hospital, MD office, outpatient services with patient /SOs at center - Coordinator helps navigate for success



- Decrease readmissions
- Improve physical functioning (DUKE score)
- Improve quality of life (DARTMOUTH score)



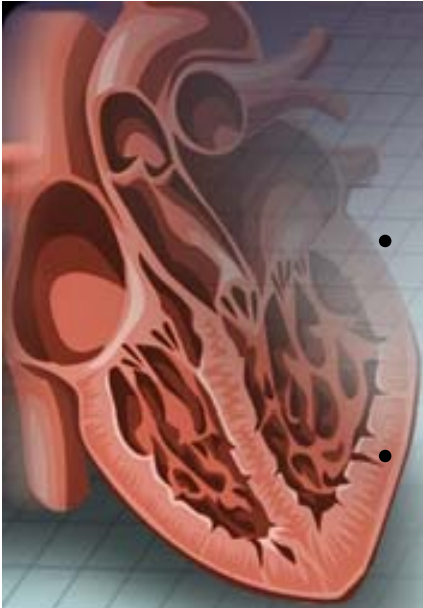
INTERVENTIONS

- Visit patient while hospitalized
- Ensure bedside nurses use the hospital stay as an opportunity to teach self-care skills
- Work with primary care physicians to ensure rapid follow-on appointments and full transfer of data
- Home visits, phone calls and other in-person follow up



PURPOSE OF CALLS/VISITS

- DEVELOP/MAINTAIN A SUPPORTIVE CONNECTION WITH PARTICIPANTS
- TRACK SIGNS/SYMPTOMS OF FLUID VOLUME OVERLOAD, DETERIORATION
- CLASS REMINDERS, TRACK NEXT MD APPOINTMENT AND PREPARE FOR IT
- REVIEW INSTRUCTIONS AND COUNSEL AS NEEDED
- EARLY RECOGNITION /TREATMENT/ REFERRALS TO PREVENT UNECESSARY ADMISSIONS/ER VISITS





COMPLIANCE IMPROVEMENT

Assessed at three months and quarterly

<u>BASELINE COMPLIANCE</u>	
MEDS:	84%
DIET:	12%
EXERCISE:	42%
*LIFESTYLE:	30%
PERFECT 4/4:	39%

<u>POST COMPLIANCE</u>	
MEDS:	100%
DIET:	87%
EXERCISE:	81%
*LIFESTYLE:	100%
PERFECT 4/4:	91%

52% points improved 4/4 !!

- 31 Pts were enrolled during period of June 2008-June 2009
- Average months in the program for these 31 Pts is 4.5 months

**Lifestyle compliance: weigh daily/record; monitor/record BP and Pulse if indicated; notification of changes; update and carry med list*

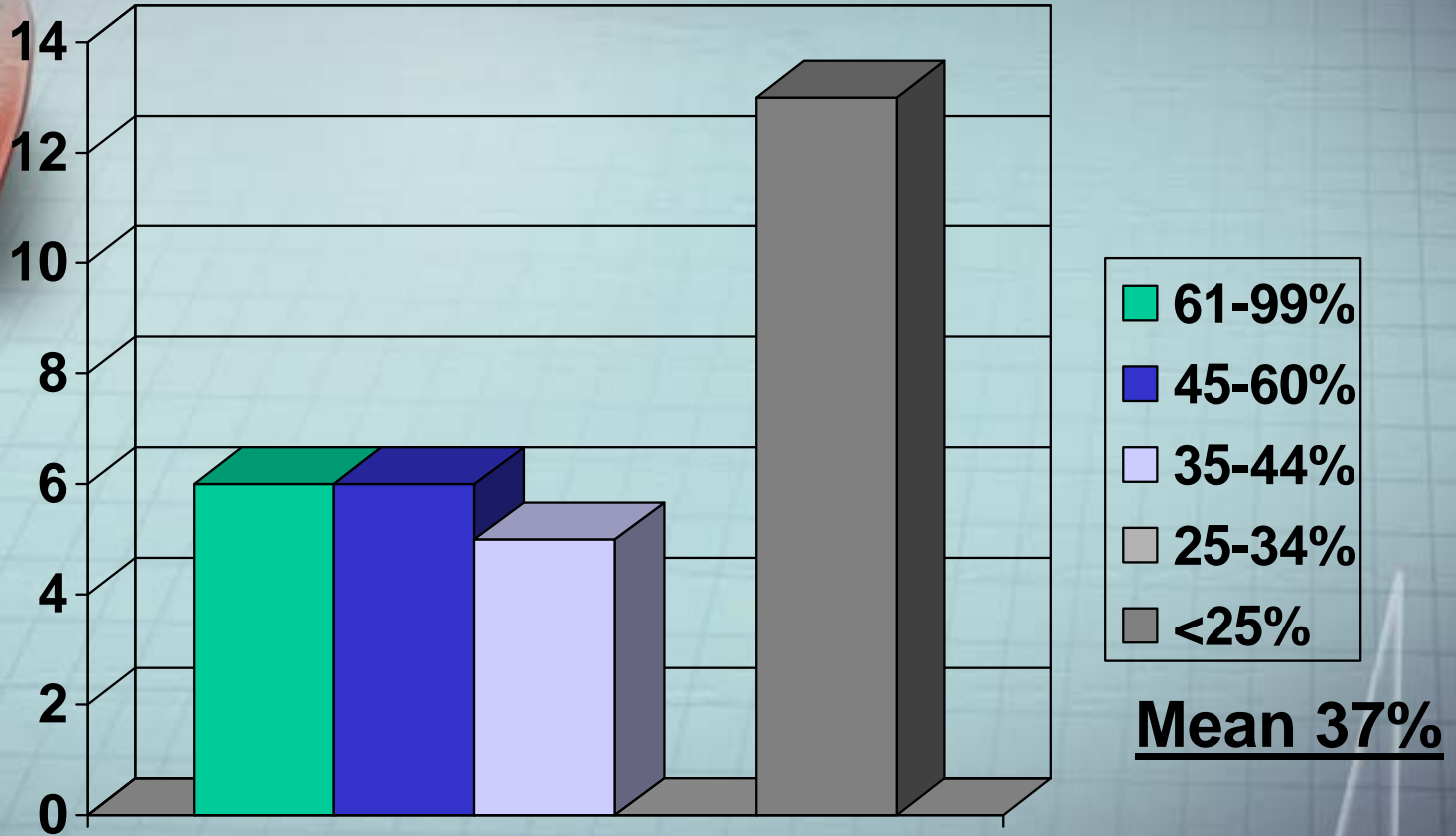


Success

FUNCTIONAL IMPROVEMENT

Duke: Cumulative % Improvement from Baseline
(measured every 3 months)

cases



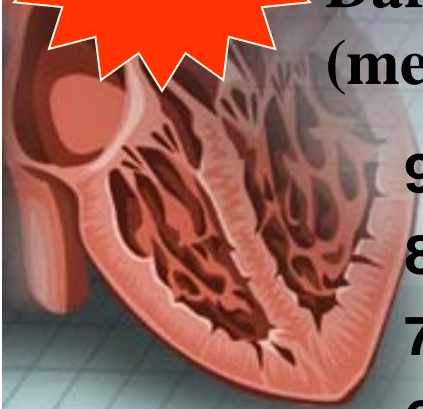
31 Current Cases June 2009

Increased DUKE score demonstrates improved physical functioning: Activities range from basic self care up to strenuous sports

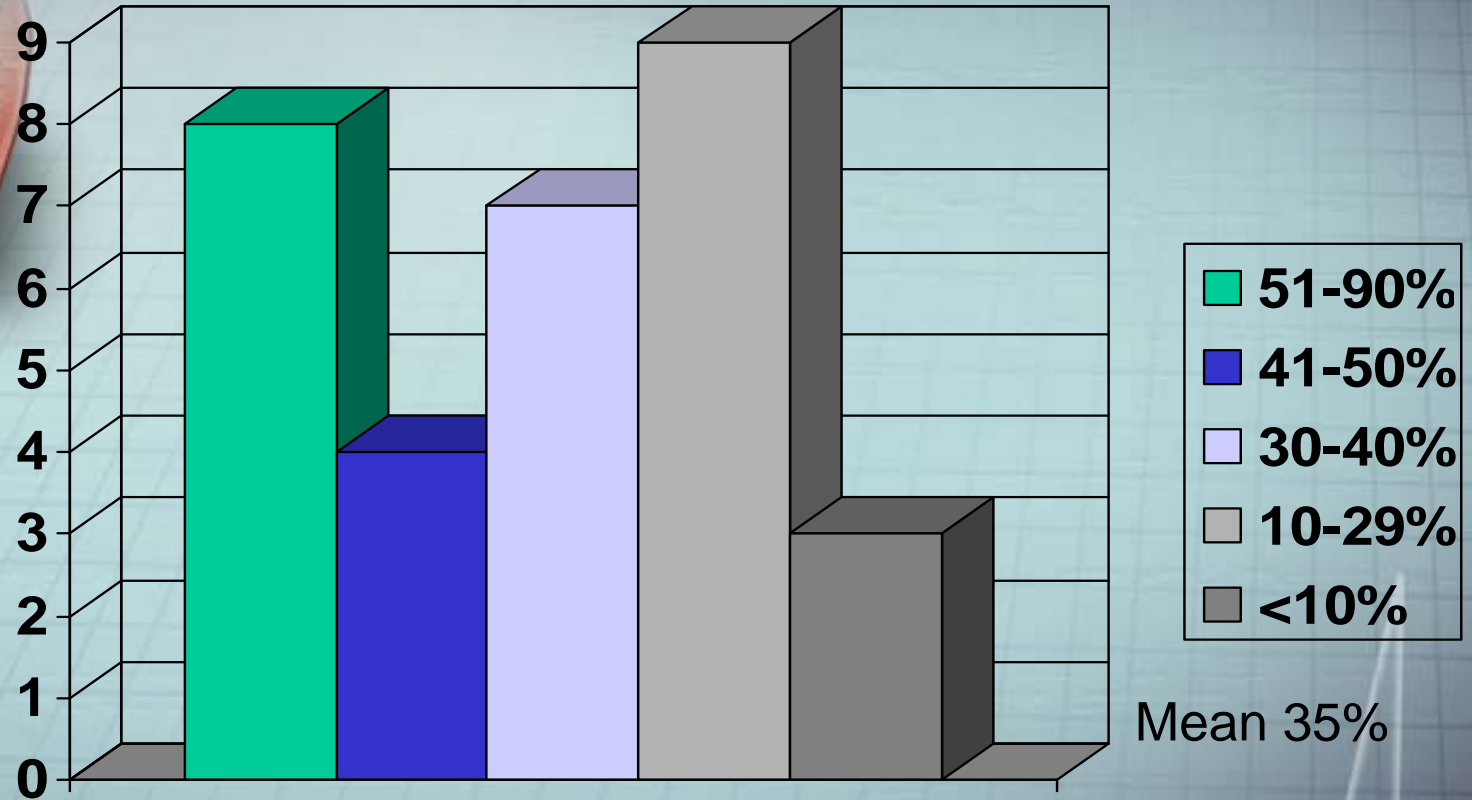


QUALITY of LIFE IMPROVEMENT

Dartmouth: Cumulative % Improvement from Baseline
(measured every 3 months)



cases



31 Current Cases June 2009

Improvement in score indicates positive changes in these areas: Physical activity, Feelings, Daily activities, Social activities, Pain, Social support, Perceived improvement



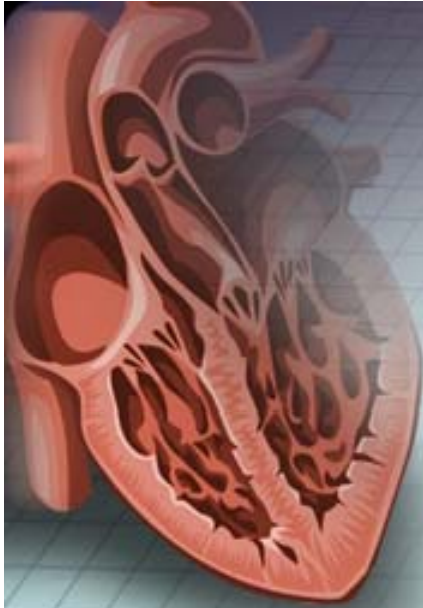
Success

READMISSION IMPROVEMENT

Readmit Rate Exceeds Goal

All Cause 9 Month Readmission Rate
Reduced by 50%

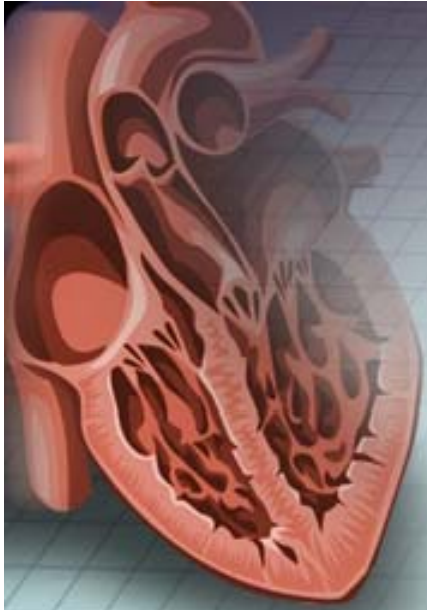




Unforeseen Program Benefits

1. Improved Patient/Family/Physician Satisfaction.
2. Seamless coordination of care across the continuum resulting in better patient outcomes.
3. Enhanced awareness of cardiac service linkages among in-patient and outpatient SMMC providers, thereby, promoting collaboration, Best Practice, and patient throughput.
4. Increased utilization of hospital based outpatient services.
5. Availability of hospital beds.
6. Appropriate transitions to Hospice - avoiding re-hospitalizations.





QUESTIONS ??

