Heart Failure Program – Evaluation and Recommendations

Gaps Identified through Physician Interviews:

- No team mentality exists or regular meetings to collaborate as a program
- Unreliable processes that create a disconnect for the continuity of patient care
- Confusion around the scope of work for their support staff and experiencing varying levels of support and coverage

Interventions Recommended:

- Revive a “Team” Mentality
  - Begin monthly team meetings that address both team building and identifying process changes and standards.

- Provide and Educate Physicians on a Standard Communication Policy and MiChart Best Practices
  - Identify the best forum to provide educational opportunities that demonstrate and walk through these policies and best practices.

- Further Define Standard Processes through Protocols/Policies
  - Utilize a subset of members from each role to work through a protocol/process each month to bring to the larger team meeting for consensus.

Results:

Leadership (Keast/McLaughlin) support that these are the appropriate next steps and empower Dr. Koelling, Michelle, & Josh to move forward.

Todd Koelling, MD (Cardiology – Heart Failure Lead), Michelle Brake, (Nurse Manager), Josh Barsalau (Nursing Supervisor), and Katie (Performance Improvement)