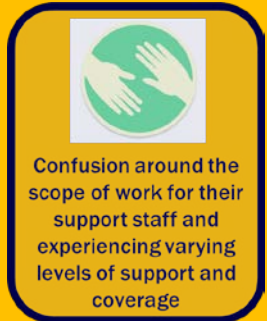


Heart Failure Program – Evaluation and Recommendations

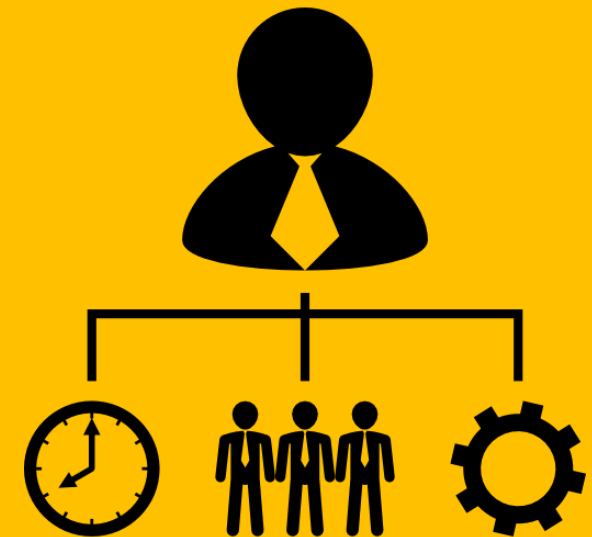
Gaps Identified through Physician Interviews:



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.