

American Heart Association

Get With The Guidelines

Gibson General
H O S P I T A L

History

- Gibson General Hospital began collecting Get With The Guidelines Data in 2005

First Steps

- We initially put together a team of key stakeholders:
 - Medical/Surgical Nurse Manager
 - UR & Discharge Planner
 - Quality Director
 - RT Manager
 - Pharmacist
 - CNO

First Steps

- Developed a consistent process
- Educated the staff and the physicians regarding the AHA/GWGL program and best practice standards
 - Unit meetings and medical staff meetings
- Created a checklist for the chart with Best Practice Guidelines the physician could utilize

The Process

- Discharge Planner reviewed the charts every day to assure best practice standards were followed consistently
 - Reminders were utilized as needed
- Quality Department entered the data into the database
 - Greatest barrier was the ordering, or the documentation, of the echo (Ejection Fraction)

Results

- Received the Silver Award
 - 2008
- Received the Gold Award
 - 2009
 - 2010
 - 2011
 - 2012

The Process Was Disrupted

- Discharge planner changed
- Quality Director changed
- Pharmacy Director changed
- CNO changed
- New Hospitalist Program began
- New Primary Care physicians came
- And.....We did not maintain knowledge of guideline changes

Guideline Changes

- In 2012
 - We fell below the new standard of patient education
- Did not have a process in place to maintain and sustain...resulting in us not meeting our goal

Corrective Action

- We called the team back together utilizing the original positions and added new areas to the team:
 - Dietician
 - Point of Care Nurses

Corrective Action

- We educated all members of the group concerning the new guidelines and highlighted the changes
- We changed the point person from the Quality Director to the Medical/Surgical Nursing Manager

Corrective Action

- All front line nursing staff and physicians were educated regarding the new AHA Get With The Guidelines material
- The EMR was set up to send alerts to the pharmacy and dietician when a HF patient was admitted

Corrective Action

- A multidisciplinary education e-form was developed to track patient education
- The RN was responsible for showing/discussing the AHA Heart Talk Video with the patient

Corrective Action

- Pharmacy was responsible to educate and review medications with the patient
- Dietician was responsible for reviewing dietary recommendations with the patient

Heart Talk: Living with Heart Failure

*Education for Patients,
Families and Caregivers*



Centered Around You.

Gibson General
HOSPITAL

Corrective Action

- We revised our checklist for the chart and added the new components

HEART FAILURE CHECK LIST (Physician)	YES	NO	Contraindicated
EJECTION FRACTION			
EKG			
DVT PROPHYLAXIS			
ACE OR ARB			
ANTICOAGULATION THERAPY			
BETA BLOCKER - EVIDENCED BASED			
1. CARVEDILOL (COREG)			
2. METOPROLOL (LOPRESSOR OR TOPROL)			
3. BISOPROLOL			
Aldosterone Antagonist			
Nitrate			
(Nursing)			
Discharge Instructions			
Appt. Made for Follow Up			
60 MINUTES OF EDUCATION			
NURSING MINUTES			
DIETICIAN MINUTES			
PHARMACY MINUTES			

Centered Around You.

Corrective Action

- We developed a pamphlet for the patient that gives them a place to write questions during their hospital stay and after discharge for their healthcare professional

Additional Notes



Revised Apr. 2013

My Gibson General Hospital Experience

Room #

Phone #

When it comes to your care, our goal is to provide excellent patient care that is *Centered Around You.*

This form is for you to record comments regarding these important areas. The back page also provides space for additional notes. Please share with us anything that we can do during your stay to improve your experience, allowing you, your family and friends to make Gibson General Hospital your first choice for care.

After discharge, you may receive a survey at home asking about your experience at Gibson General Hospital. We want you to be able to tell friends, family and us that your experience at Gibson General Hospital was excellent!

Please save this document to help you complete the survey. Your opinions about our care and service are very important to us.

We appreciate your feedback!

Centered Around You.

Gibson General
HOSPITAL

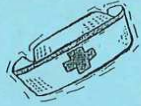
1808 Sherman Drive, Princeton, Indiana 47670
(812) 385-3401 | www.gibsongeneral.com

Centered Around You.

Gibson General
HOSPITAL

Please write questions and take notes about your hospital experience.

My Nurse



My Pain



My Medication



My Doctor



My Discharge (Going Home)



My Overall Hospital Stay



Centered Around You.

Gibson General
HOSPITAL

Results

- Gibson General Hospital received the Silver Award for 2013

To Do List

- Discharge Phone Calls
 - Answer patient questions post discharge, enhance education, decrease readmits
- Possibly add a Home Health Visit after discharge
 - Identify problems that early corrective action could prevent a readmit
 - Evaluate home environment
 - Answer additional questions and further educate the patient

Assisted in Achieving Our Goal

- Having a consistent point person
- Annual Education for all nursing staff and physicians as well as all new employees
- We have added education documents on the meal trays regarding low sodium diets and what to expect at discharge

Assisted in Achieving Our Goal

- Hard stops on our discharge form
 - Makes the RN go back to ensure all components of the guidelines are complete before the patient is discharged
 - Assure that the patient's follow up appointment is made before discharge

Questions



Centered Around You.

Gibson General
HOSPITAL