



Mercy Health Partners: Improving Inpatient Management of Heart Failure

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The Focus: Quality Improvement in Heart Failure

- **2005 System Objective: Improve heart failure quality metrics to exhibit top quartile performance**
- **Part of broader based initiative to address heart failure as a chronic disease: additional objective to decrease all-cause readmission rates for heart failure patients to 17.5% with a stretch goal of 15.1%.**

Heart Failure Core Measures: Setting the Foundation for Improvement

- **Leadership commitment**
- **Physician commitment**
- **Point-of-care commitment**
- **Tools**

Leadership Commitment

- **“Building the case”**
 - **Public reporting**
 - **P4P**
- **Incentivization**
- **Quality dashboards**
 - **Red, yellow, green**
 - **Friendly competition**
- **Opportunity to share best practices**

Leadership Commitment

- **Region-wide heart failure collaborative**
 - **Representation from all disciplines**
 - **Representation across the continuum of care**
 - **Created sense of urgency**
- **Strategy to address patients with an inability to afford medications**
- **Pilot projects**

Physician Commitment

- **Physician Council**
- **Associate Medical Directors**
- **Medical Executive Committees**
- **MHP Quality Committee of the Board**
- **MHP Heart Failure Physician Board**

Point-of-Care Commitment

- **Everyone is an owner**
- **Local champions**
- **Not just a documentation issue**
- **Address measures concurrently**
- **Advance care plan development**

Point-of-Care Commitment

- **Heart Failure Patient Advocate**
- **Advanced education in heart failure management**
- **Risk stratification**
- **Telemanagement**

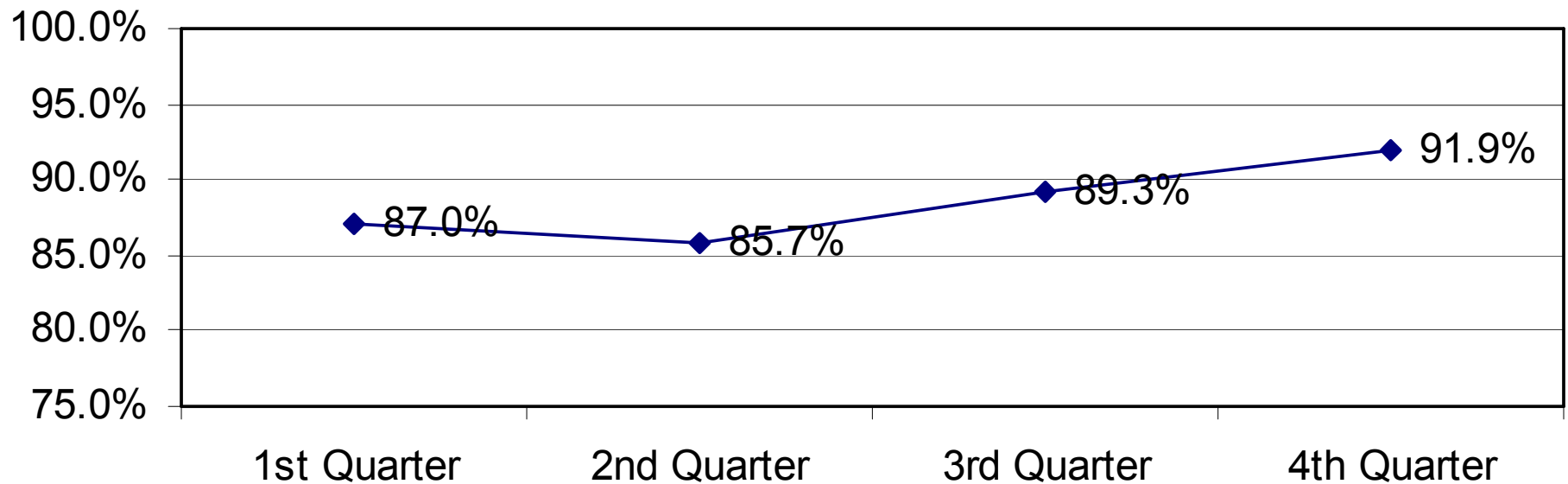
Tools

- **Reminders**
- **ACE/ARB sticker**
- **Standardized educational materials**
- **Discharge instruction checklist**

The Results: Discharge Instructions

Top Quartile 82%

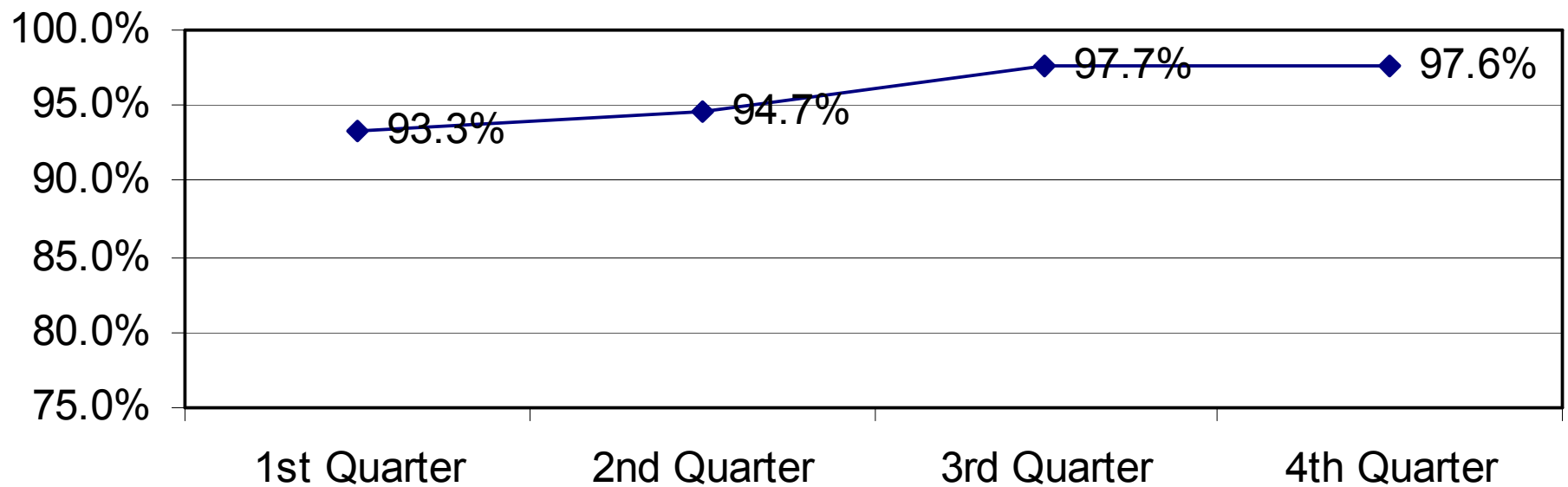
MHP - Southwest Ohio Region HF-1 Discharge Instructions 2005



The Results: LVF Assessment

Top Quartile: 98%

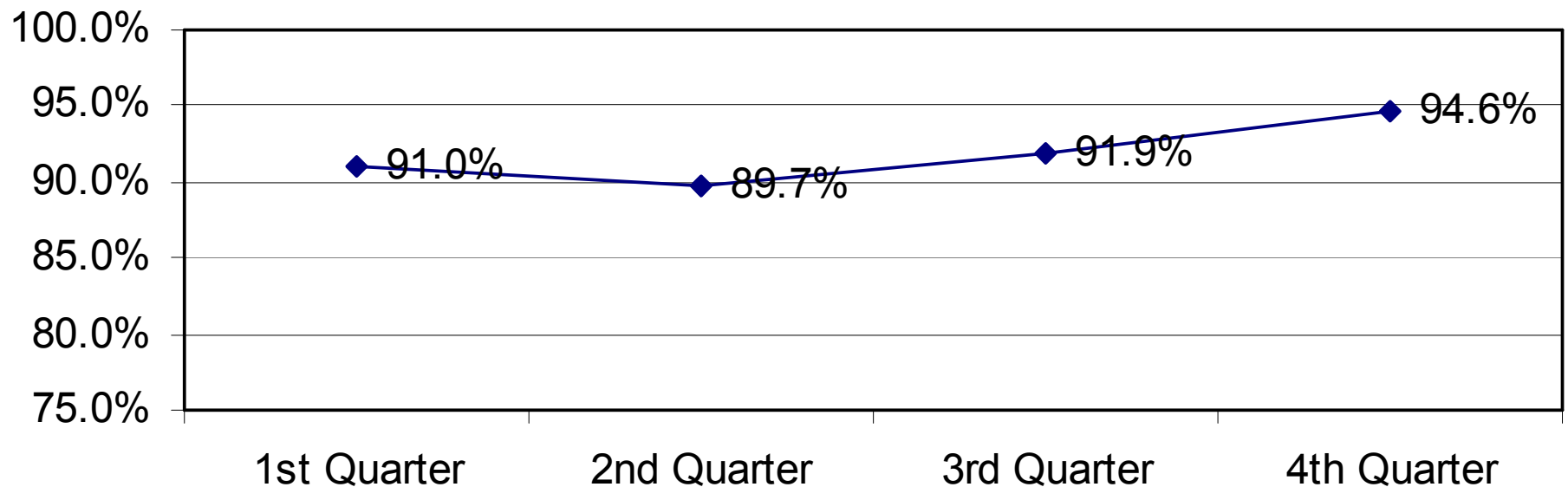
MHP Southwest Ohio Region HF-2 Evaluation of LVS Function 2005



The Results: ACE/ARB Use

Top Quartile: 97%

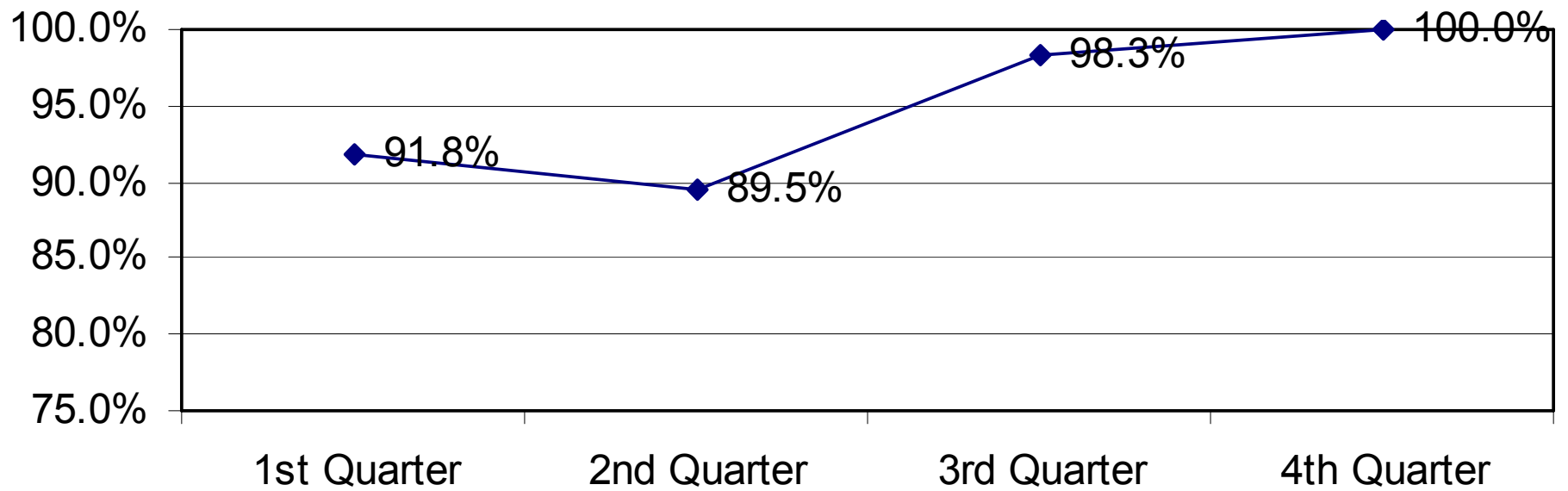
MHP - Southwest Ohio Region HF-3 ACEI or ARB for LVSD 2005



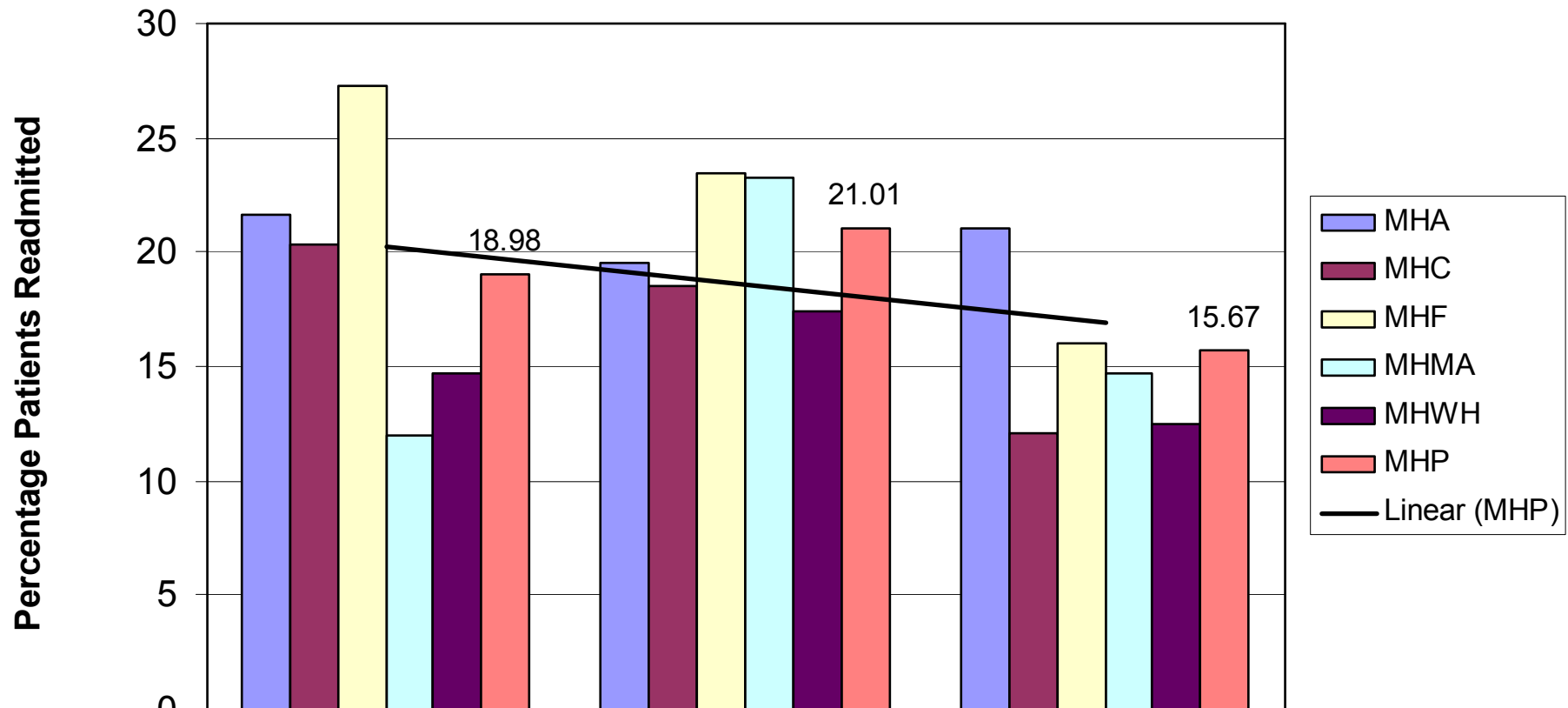
The Results: Smoking Cessation

Top Quartile: 100%

MHP - Southwest Ohio Region HF-4 Adult Smoking Cessation Advice 2005



Heart Failure 30-day Readmission Rates by Quarter and Facility



	1st QTR 2005	2nd QTR 2005	3rd QTR 2005
MHA	21.65	19.48	21.05
MHC	20.31	18.52	12.12
MHF	27.27	23.44	15.96
MHMA	12	23.28	14.71
MHWH	14.68	17.43	12.5
MHP	18.98	21.01	15.67

Next Steps

- **Patient Advocates**
- **Early discharge with home care or respite**
- **Telemanagement**
- **Post-care referrals: “Rule-out versus Rule-in” strategy**