

WHAKAKOTAHI

Living longer
and
feeling better
after a heart attack

PHO Quality Facilitators Programme



Introduction



COMMUNITY PRIMARY

Consumer Rep, Heart Foundation
NBPH “Healthy Hearts” Coordinator,
Community Pharmacist,
3 GPs: Mapua Health Centre, Harley St Medical, Tima Health Ltd

SEONDARY

Hospital Pharmacists, Cardiologist, Quality Improvement



HEALTH QUALITY & SAFETY
COMMISSION NEW ZEALAND
Kupu Teuārangī Hauora o Aotearoa

KO AWATEA
HEALTH SYSTEM INNOVATION AND IMPROVEMENT

Aim

Problem

Atlas of Variation

an average of 38% of people do not take appropriate medication after their major cardiovascular event, in Nelson Marlborough

Aim

100% medication adherence

at 3 and 12 months post stent across 3 GP Practices in the Nelson Marlborough region by December 2017



Driver Diagram

**100%
medication
adherence at
3 ad 12
months post
stent across
3 GP
Practices by
December
2017**

Improve discharge
processes

Establish a post stent
health pathway from
presentation to 1 year
post discharge

Reduce barriers for
patients to attend follow-
ups

Improve patient education

Develop a patient and GP friendly Discharge
Summary, including information on helpful
contacts.



Enable GPs to consistency follow up on the
Discharge Summaries.



Alert community pharmacists to post stent patients
requiring extra medication counselling.



Update Health Pathway with a Cardiology Plan for
post stent patients.



Conduct face to face patient experience interviews,
a postal questionnaire for DNA Cardiac Rehab
patients, and a literature review .



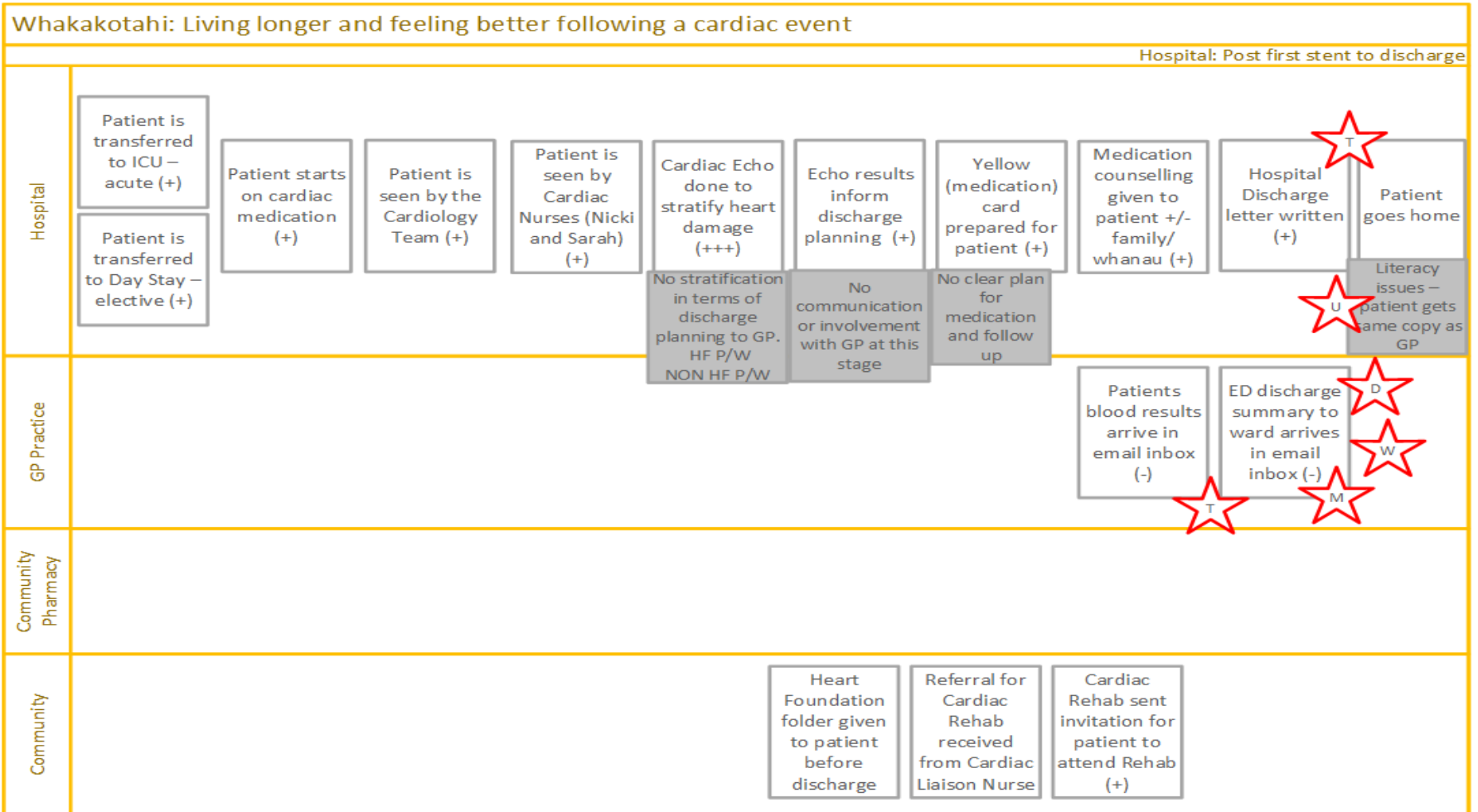
Increase attendance to Cardiac Rehab classes.



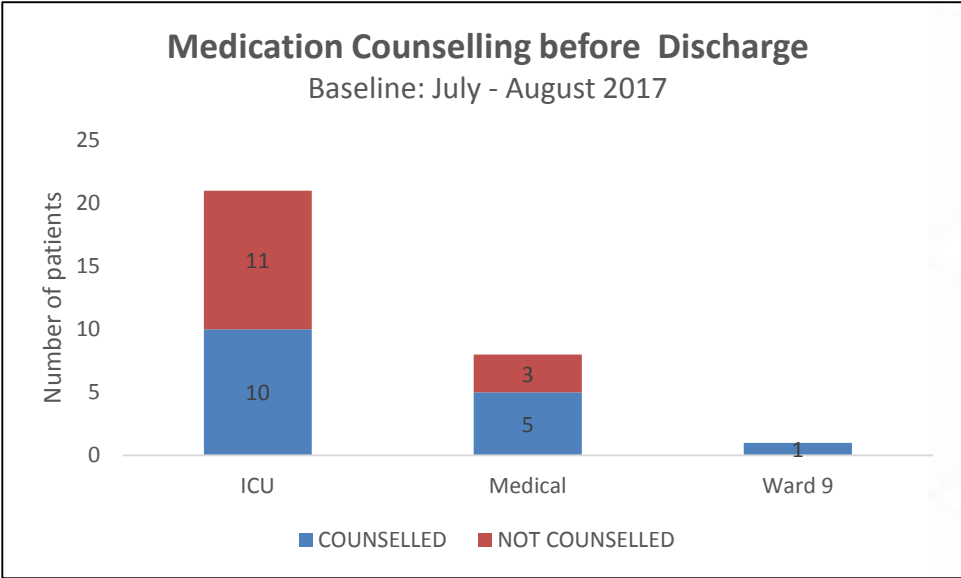
Adopt the Waitemata SafeRx Booket on
medications.



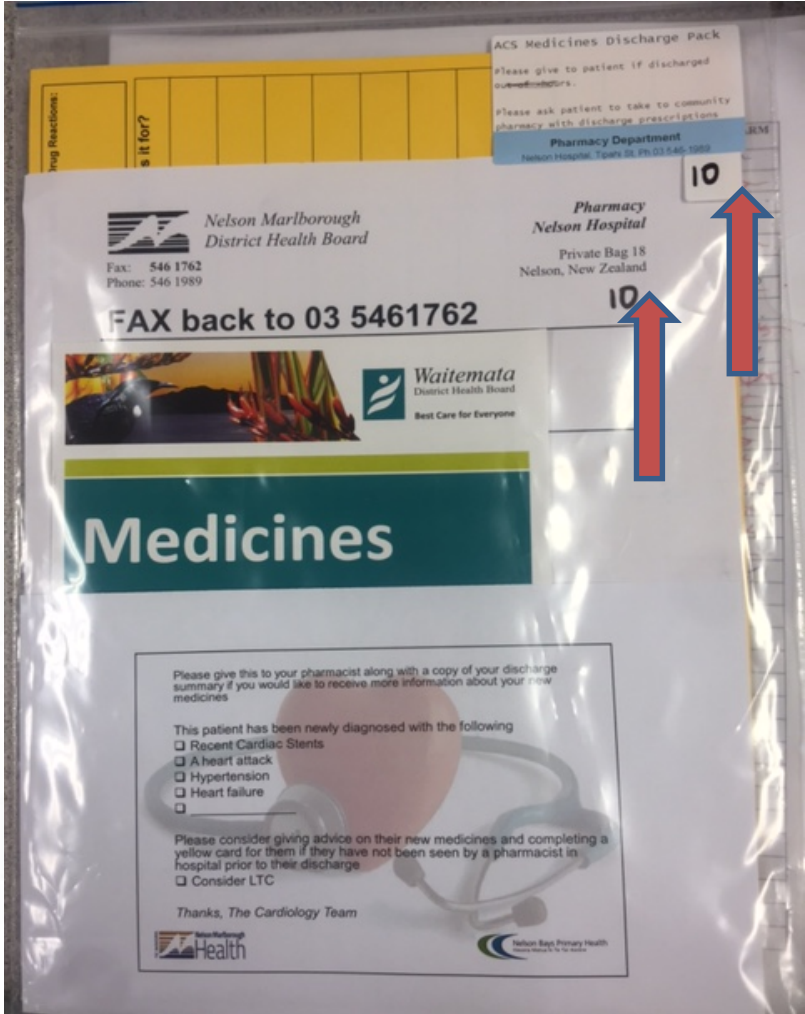
The Aha moment



Dashboard of Measures

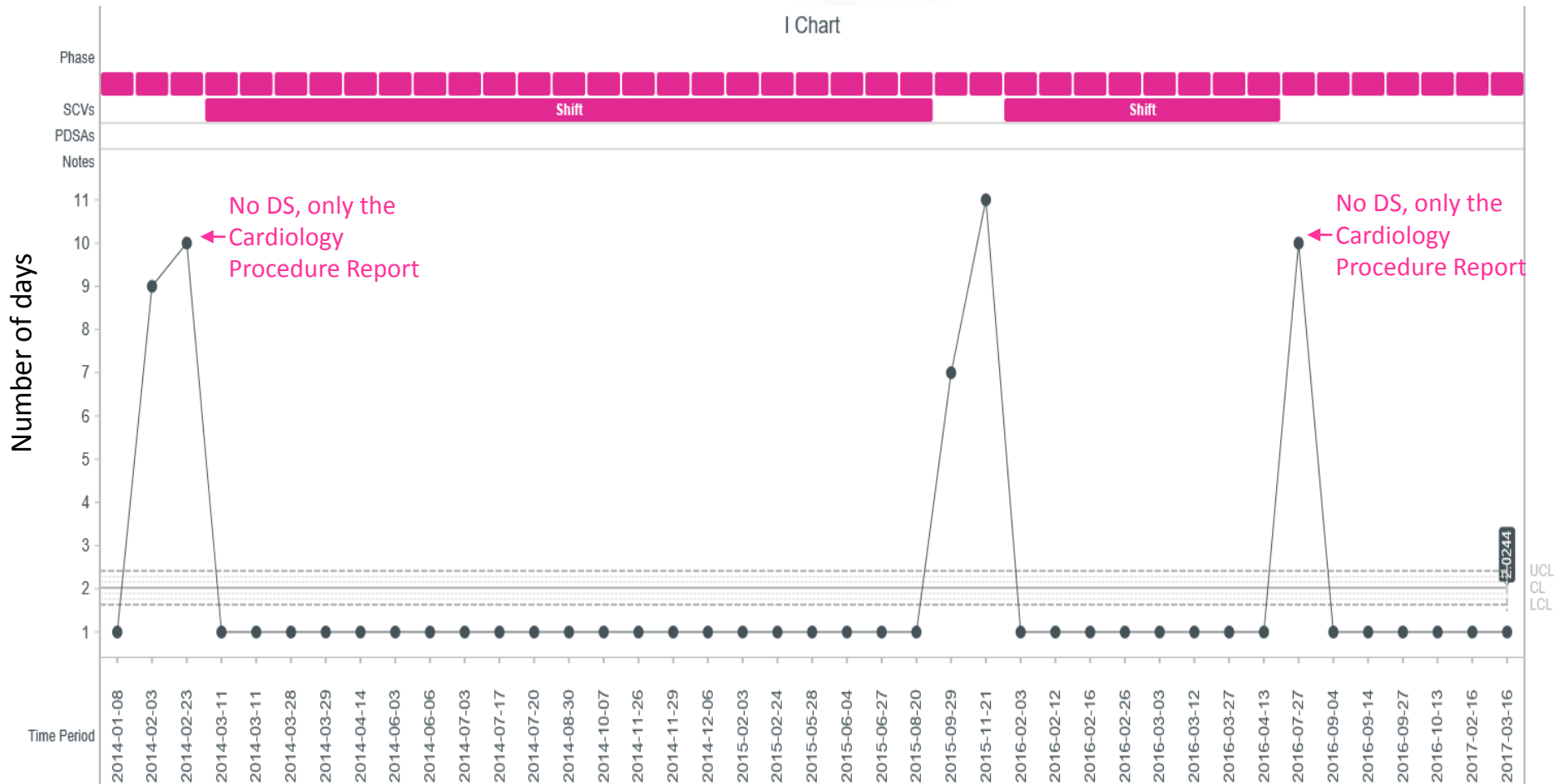


There seems to be a high chance of not getting counselled on Thursdays in ICU



Dashboard of Measures

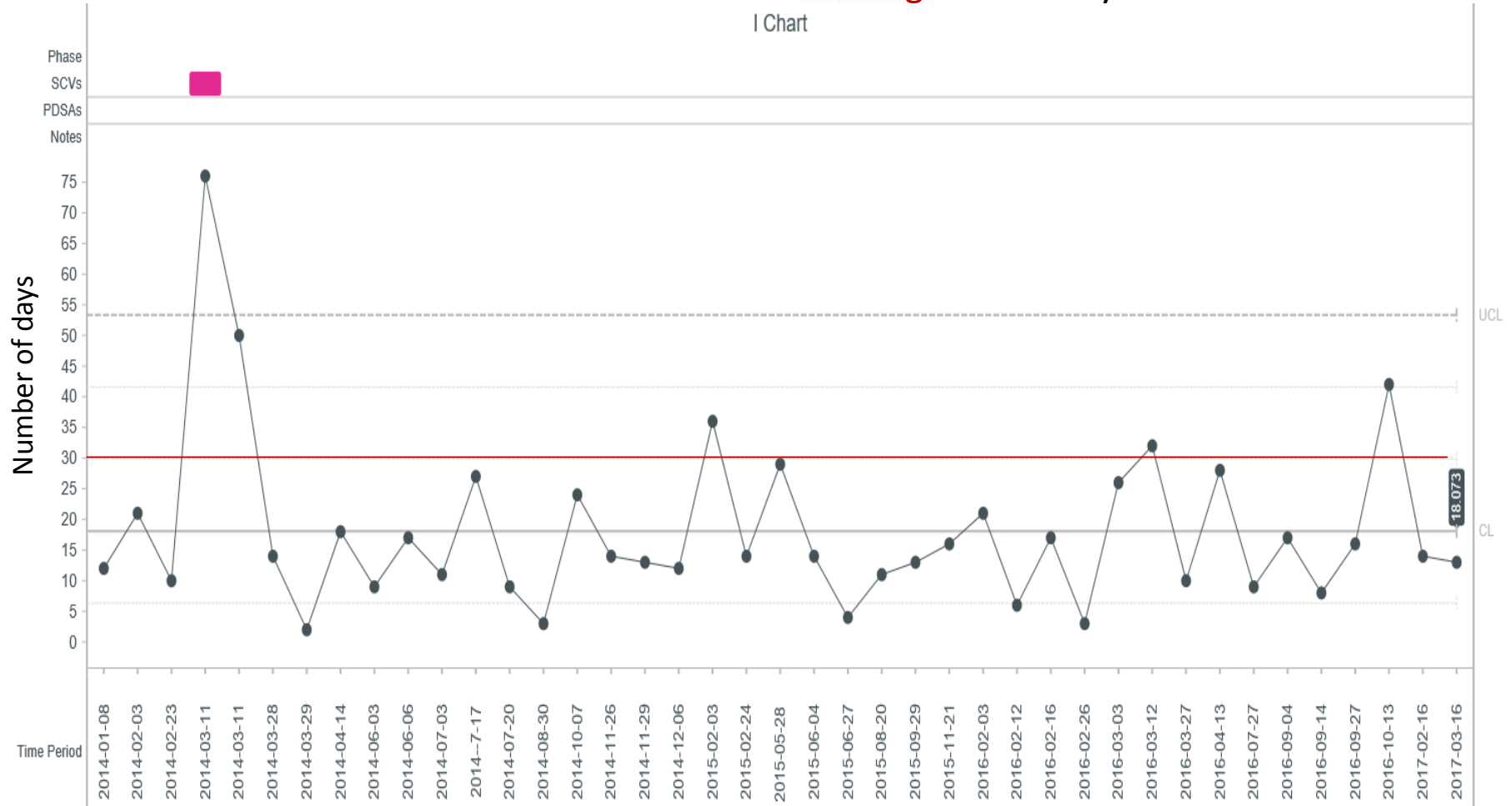
Days to receive the discharge summary at the GP Practice Baseline Jan 2014 – March 2017



Dashboard of Measures

First GP consult within 30 days

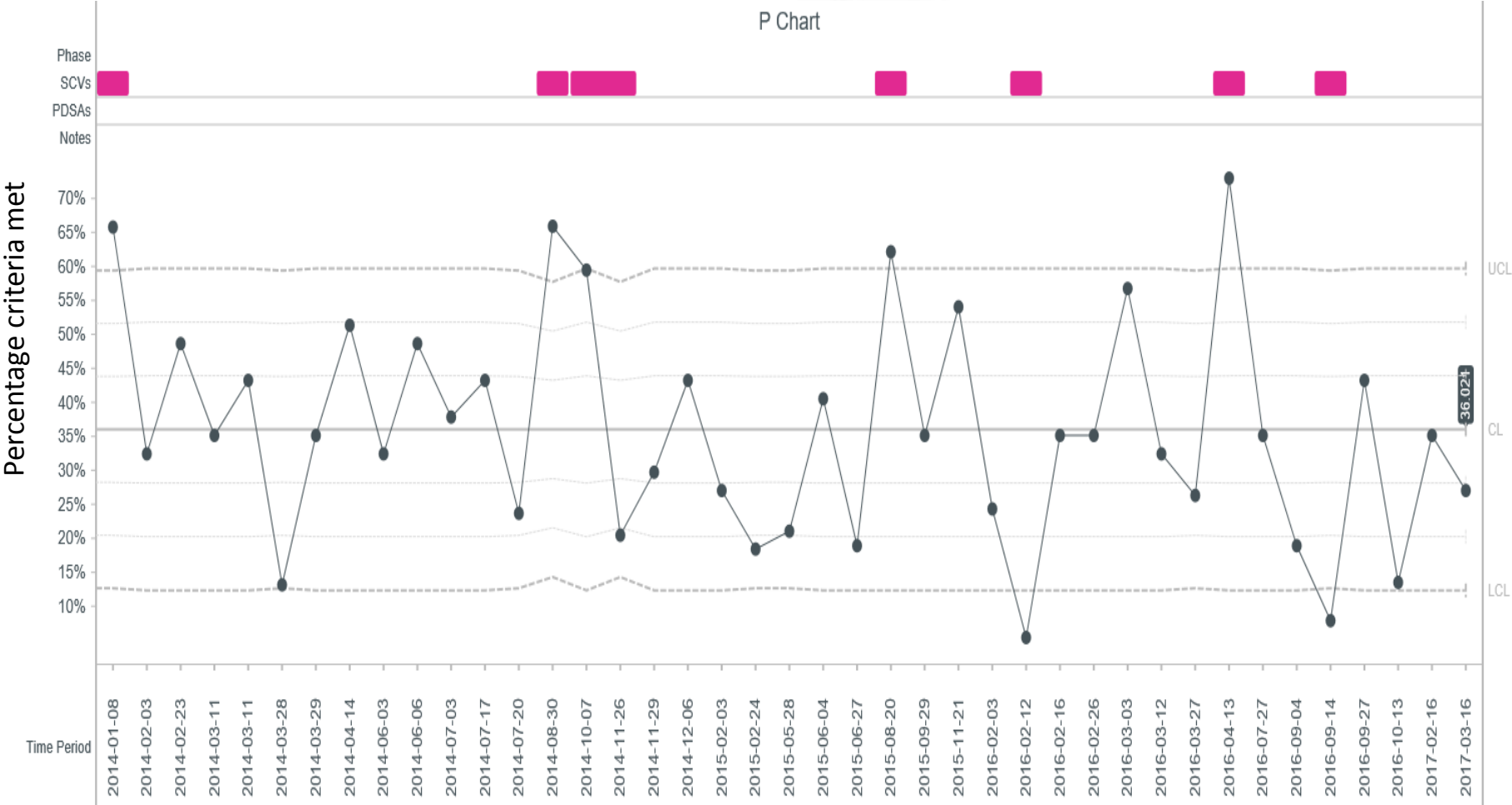
Baseline Jan 2014 – March 2017. **Target** is 30 days or less



Dashboard of Measures

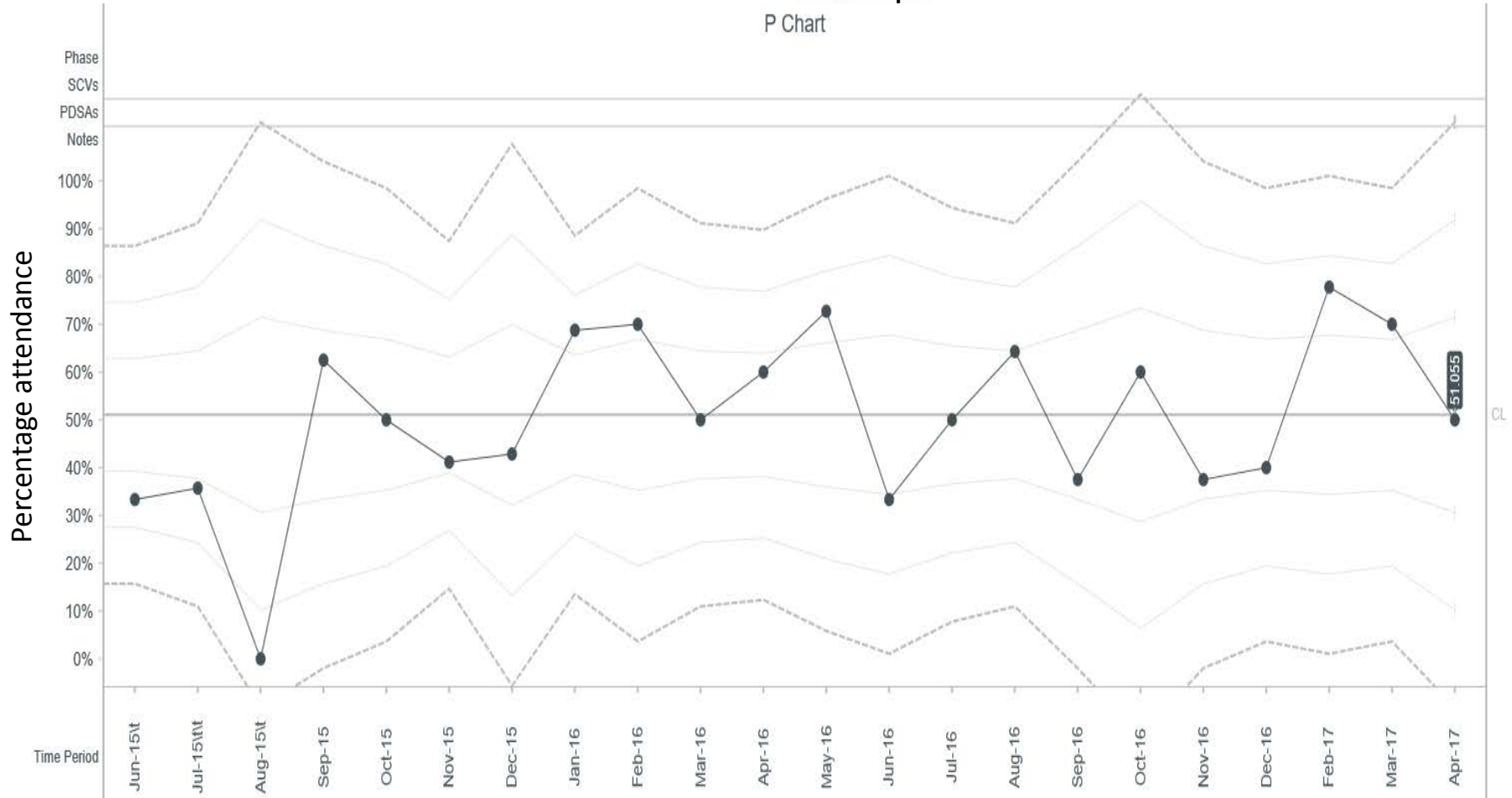
LV Function Audit criteria met Baseline Jan 2014 – March 2017

P Chart



Dashboard of Measures

Percentage of referrals who attended Cardiac Rehab Baseline June 2015 to April 2017

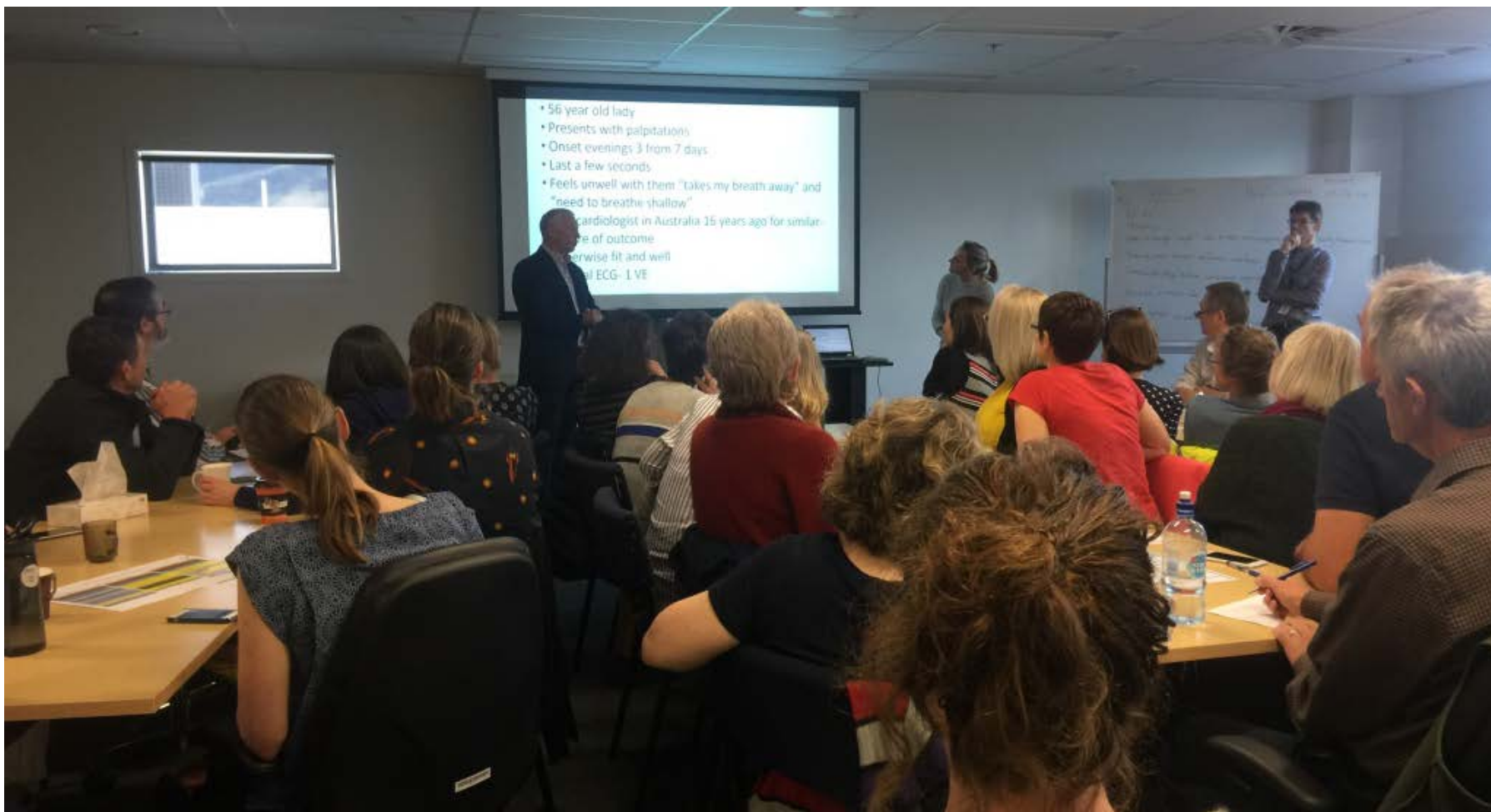


Key Successes

- Using Waitemata's SafeRx medication booklet
- Patient and GP friendly discharge summary with a post stent management plan for GPs
- Enabling GPs to consistently manage
- Community pharmacists alerted when patients need extra counselling
- Insights and issues from patients



Cardiology Interactive Day



Patient & Whaanau Stories

Anxiety - I did not understand how to discontinue beta-blockers. I felt fobbed off by the specialist.

Vulnerable - On discharge I was handed 5 different drugs with little explanation. The community pharmacist remarked who on earth gave you all of these!

Grateful - It took about six months to come to the realisation that I was able to do a bit more, and generally feel the positive effects of the new stent.

Partnership - Get your GP on side; it is a critical relationship



Collaborative Team or Consumer Stories

After our group process mapping we realised that at hospital it was like giving the patient a first class long haul flight on the concord with all the bells and whistles.

Then on discharge it was like - OK we've landed in a strange town after dark. Find your own bag from the pile, find your own way out with no signage, find your own taxi with no taxi stand and we expect you to understand another language !

We simply had to focus on a better secondary primary care interface.

Implementation Plan

- **Comms** to affected groups: GPs, PHOs, Pharmacists
- **Information and resources** eg, accessible
- **Talks** eg, Grand Round or Users Groups
- **Training**
- **Media stories** internal and external



Change Package and Spread

Presented/Presenting at

- Community Pharmacist Symposium (July)
- Cardiology Interactive Day (Sept)
- Heart Foundation/Primary Care symposium (Nov)
- 2018
 - **Goodfellow Symposium** GPs, primary health care nurses, urgent care physicians, registrars, specialists and other primary health care professionals
 - Rural GPs
 - NZ Hospital Pharmacists Association Conference (planned)
 - Abstract to be sent Cardiology Society Australia NZ

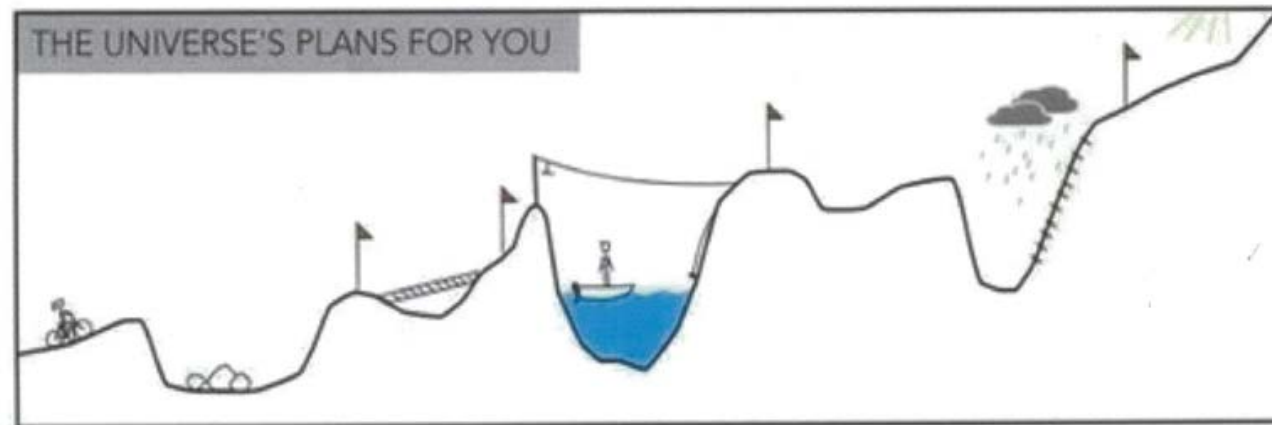
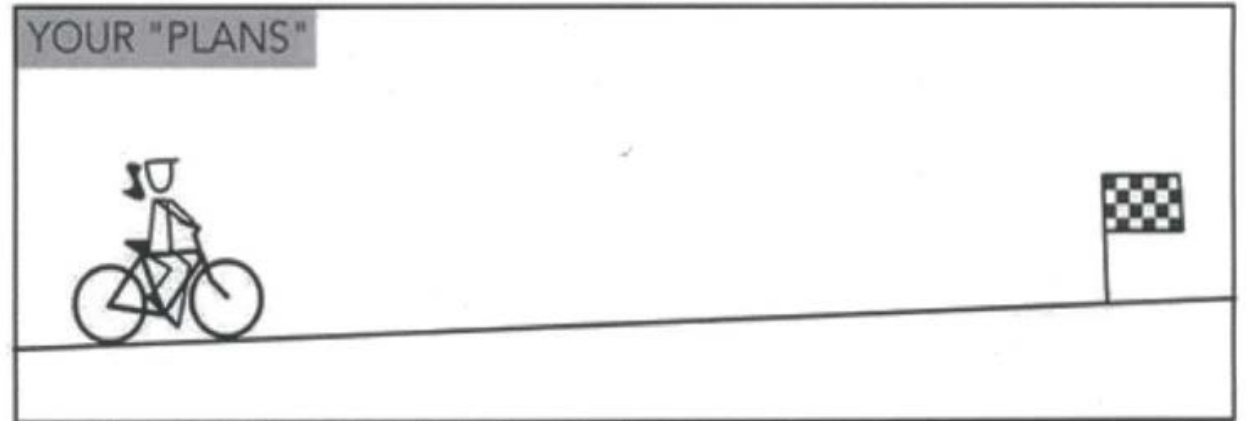
Film the presentation

Create a Change Package



Lessons Learned

- Engage others early
- MOPS application for audit
- Understand change



DOGHOUSE DIARIES

Image from: @TheWorldStor

Acknowledgements

- Post stent Patients, and their family/whanau
- All project members and their employers (and their families/whanau)
- Others who have assisted the project eg, Heart Foundation Volunteer, other GP Practices, IT, Cardiology Quality Assurance Group
- Project sponsor
- HQSC Whahakotahi Team
- Ko Awatea Improvement Facilitator course leaders.

