

State Heart Disease and Stroke Prevention Program

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PROCEDURAL GUIDE FOR FACILITATING HEALTH SYSTEMS CHANGES

The goal of this guide is to provide guidance to State Heart Disease and Stroke Prevention Programs in facilitating the adoption of proven models to improve the quality of care and outcomes for patients with cardiovascular disease or its risk factors

ROLE OF STATE HEART DISEASE AND STROKE PREVENTION PROGRAMS

States will be challenged to establish health care partnerships, commit resources, cultivate leadership within the health care community, and monitor progress once changes are implemented

SECTION DESCRIPTIONS

Section Summary

Lessons Learned

Tips for Getting Started

Resources and Tools

State Case Studies

SECTION ONE:

BUILDING THE PARTNERSHIPS

Identifies potential partners and provides insight into organizing, maintaining and enhancing partnerships

- *Potential partners who have assets and resources to facilitate systems change.*
- *Ideas for initiating and sustaining the partnership.*
- *Lessons learned from other states about the developing partnerships.*

Overview

Function

Role in Systems Change

Initiating Contact

BUILDING THE PARTNERSHIPS

POTENTIAL PARTNERS:

EMERGENCY MEDICAL SERVICES

EMPLOYERS AND/OR BUSINESS COALITIONS

HEART DISEASE AND STROKE PREVENTION

VOLUNTARY ORGANIZATIONS

HEALTH CARE PROVIDERS

HEALTH PLANS

HEALTH PROFESSIONAL AND HOSPITAL

ASSOCIATIONS

PRIMARY CARE ASSOCIATIONS

QUALITY IMPROVEMENT ORGANIZATIONS

BUILDING THE PARTNERSHIPS: RESOURCES/TOOLS

Website Links to:

- EMS Resources

- Partnership Satisfaction Survey

Sample Memorandum of Agreement

- Arkansas , North Carolina

Directory of Primary Care Associations

List of Quality Improvement

Organizations

SECTION TWO:

COLLECTING AND ANALYZING DATA

Provides information on possible data sources that may be used to assess the chronic disease burden and current state of health care systems, and map opportunities for intervention

Electronic Medical Records/Clinical Information Systems

Hospital Admissions

Health Plan Employer Data Information Set (HEDIS)

National EMS Information System (NEMESIS)

COLLECTING AND ANALYZING DATA RESOURCES/TOOLS

Maine

- Practice Profile Sheet

Montana

- Stroke Diagnostic, Treatment, and Educ Services Assessment

New York

- MCO policies and practices survey

Washington

- Clinic systems and infrastructure assessment (based on components of the Chronic Care Model)

SECTION THREE:

SETTING PRIORITIES

Describes the significance of using data to drive program planning activities, and provides a guideline on developing an action plan, which outlines priorities, partner responsibilities, deliverables, and timelines

- *Finalizing what needs to be done*
- *Prioritizing next steps and developing action plans*
- *Considering resources necessary to implement the plan*

SETTING PRIORITIES RESOURCES/TOOLS

Arkansas

- Chronic Illness Collaborative Charter

Washington

- Planning Improvements Changes
Worksheet (Collaborative)

SECTION FOUR: IMPLEMENTING THE ACTION PLAN

Identifies potential approaches to consider when putting your plan into action, and highlights the successful components of an implementation plan

- *Implementation strategies*
- *Key ingredients to successful implementation*

IMPLEMENTING THE ACTION PLAN RESOURCES/TOOLS

RAND *Getting to Outcomes 2004: Promoting
Accountability Through Methods and Tools for
Planning, Implementation, and Evaluation*

Arkansas

- Collaborative Agenda
- Letter of Invitation to participate in Collaborative

Maine

- Informational presentation for Collab RFA

IMPLEMENTING THE ACTION PLAN RESOURCES/TOOLS

North Carolina

- Collaborative Scholarship Program

Washington

- Collaborative Application
- Collaborative Scholarship Application
- Faculty Instruction Sheet
- Learning Session Agenda

SECTION FIVE: EVALUATING PROGRESS

Describes methods for monitoring progress on interventions, and assessing the impact on outcomes

Types of Evaluation

-Formative, Process, Outcome, Summative

Steps in Conducting an Evaluation

-Designing an Evaluation Plan

LOGISTICS

State Reviewers:

- Florida, Montana, Washington

Invitation to Forward Resources/Tools

Next Steps:

- Review by other chronic programs
- Back to state reviewers
- CDC clearance

CASE WORK-UP

Case Scenario and Analysis

Process

- Select a recorder and a reporter for your group
- Focus on systems and policy level strategies and interventions

A county with a population of approximately 100,000 has a disproportionately high prevalence of high blood pressure. Within the last two years, there has been an increase in the number of people who are experiencing heart attacks and strokes. Certain priority populations (those in rural areas, race/ethnic groups) are disproportionately affected by risk factors and events. This is an area with relatively few health delivery resources:

Two health centers:

- One community health center
- One clinic on a reservation

One small hospital

- 50- bed hospital
- No staff neurologist on-site
- On-call cardiologist who is located at the university hospital which is ~150 miles away

Two private primary care practitioners

50% of those experiencing cardiac or brain events die before arrival at the hospital. Of those who have survived, 25% have had a previous heart attack or stroke. Over 60% had at least one existing primary risk factor – hypertension or high blood cholesterol – or related condition – diabetes or obesity.

There is a small EMS infrastructure, which is housed in one of the fire stations. There is a dispatcher who takes calls from 7 AM – 7 PM. After those hours, calls are answered directly by the fire station where someone assesses the urgency of the calls. 90% of the EMS personnel are volunteers.

As the State Heart Disease and Stroke Prevention Program, you have elected (in this case assigned) to work with your partners in one of the following settings:

- EMS
- Hospital
- Health center or primary care practice

Some questions to consider (you are not nor should not be limited to these):

- What assumptions did you have to make within the given setting?
- What data will you access and assess?
- Who are your partners and how would you develop your partnership(s)?
- What risk factor (hypertension or dyslipidemia) and/or disease state (heart disease or stroke) are you addressing?
- Who is your target population: health care providers, first responders, patients, others?
- What are the objectives of your initiative(s)?
- What policy and/or environmental changes will you address and how will you implement them?
- What performance measures are you going to evaluate?

HEART DISEASE AND STROKE PREVENTION

