Patient Centred Care:
A Journey Through Cardiac Surgery

A collaborative Edmonton Zone Cardiac Sciences Program Endeavour.
Cardiac Rehabilitation Prior to Cardiac Surgery

Kara Penney, RN, BN
• Waiting for CABG surgery is a reality in the Canadian Health Care System
• The mortality rate for patients awaiting CABG has been shown to be remarkably stable (0.5 to 0.6%)
• HOWEVER evidence shows that patients’ functional and psychological status can deteriorate while waiting for surgery

Who

What

Why

• Patients report being fearful of participating in physical activity while waiting CABG surgery

• Poor physical fitness preoperatively is associated with increased length of hospitalization

Sawatzy et al. Clinical Rehabilitation. 2014. 28 (7).
<table>
<thead>
<tr>
<th># Scheduled CABG Patients on the Waitlist</th>
<th>Current Wait Time (weeks)</th>
<th># of Admissions while waiting Surgery</th>
</tr>
</thead>
</table>
| December 2014                            | 51                        | Cath to Surgery                      | 20.2
| 2014 Calendar Year                      | 338                       | RTT to Surgery                       | 11.6

- Approximately 5% of scheduled patients changed from Scheduled to Semi-Urgent or Urgent Status
**PURPOSE & RATIONALE**

- Improvement in functional capacity
- Increased adherence to rehabilitation program components
- Decreased anxiety
- Link with post-op CABG pts
- Decreased admission and readmission rate
- Decreased length of stay
- Reduced post-operative complications
1. Patient Meets Referral Criteria
2. Referral is faxed to CR Program
3. Intake Nurse Reviews Referral
4. Intake Nurse Contacts Patient
5. First Appointment
6. Patient Undergoes ATP
7. Results reviewed by Team
8. Patient starts tailored program
9. Home Maintenance
10. 3 Month ATP
11. CABG Surgery
12. Enters Cardiac Surgery Cardiac Rehab after Surgery
The PREHAB MAHI – Pattison Study
(PRE-operative Rehabilitation for Reduction of Hospitalization after Coronary Bypass and Surgery in Alberta)
What’s Next?

• Increase referral rates
• Tours of the Mazankowski PAC
• SCN collaboration
• Evaluation
• Telehealth to in-patients
THANK YOU
Cardiology
Semi-Urgent Pre-Op Package

Presenter: Lisa Marco, RN
Improve the Semi-Urgent Patient Experience Transition to Surgery.
What is a Semi-Urgent Patient?
<table>
<thead>
<tr>
<th>Event</th>
<th>Details</th>
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</thead>
<tbody>
<tr>
<td>Patient experiences an acute cardiac episode</td>
<td></td>
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<tr>
<td>Patient is admitted to the Cardiology Unit</td>
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<td>Patient is stabilized</td>
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<tr>
<td>Patient/Physicians discuss and agree to surgery</td>
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<tr>
<td>Patient is discharged home to wait for surgery</td>
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<tr>
<td>Patient is admitted by Same Day Admitting for surgery</td>
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</table>
Patient Centred....

Improving the Experience
A group of dedicated stakeholders developed the Semi-Urgent Patient Package.
Through a collaborative process several resources were created for patients and the health care team.
Open Heart Surgery
Semi-Urgent Pre Op Checklist

<table>
<thead>
<tr>
<th>OR Date:</th>
<th>Surgeon:</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Initial</th>
<th>Date</th>
<th>Consults</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td><strong>Anesthesia Consult</strong> – CV Nurse Navigator will contact Anesthesiologist to arrange consult</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Initial</th>
<th>Date</th>
<th>Diagnostics</th>
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<tbody>
<tr>
<td></td>
<td></td>
<td><strong>Vitalometry</strong></td>
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<td></td>
<td></td>
<td><strong>ABGs</strong></td>
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<tr>
<td></td>
<td></td>
<td><strong>Chest X-Ray (Within 3 months of Surgery date)</strong></td>
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<tr>
<td></td>
<td></td>
<td><strong>ECG</strong></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Initial</th>
<th>Date</th>
<th>Forms</th>
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<tbody>
<tr>
<td></td>
<td></td>
<td><strong>Blood work and cross match</strong> – outpatient requisition to be drawn in the community</td>
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<tr>
<td></td>
<td></td>
<td><strong>History/Physical</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Database Form</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Consent</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Pre-op Orders</strong> – include order for beta-blocker and insulin if diabetic</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Goals of Care</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Tentative OR Date</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Dental</strong> – if patient having valve surgery try to complete dental in hospital otherwise patient can do in the community</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Initial</th>
<th>Date</th>
<th>Other</th>
</tr>
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<tbody>
<tr>
<td></td>
<td></td>
<td><strong>Pre-op Teaching Complete</strong> – teaching and information package given, video watched and/or class attended</td>
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<tr>
<td></td>
<td></td>
<td><strong>Mupirocin Prescription</strong></td>
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<tr>
<td></td>
<td></td>
<td><strong>Chlorhexidine scrubs</strong> – give patient scrubs to shower with the night prior to Surgery (3 scrubs for valve patients and 4 for CABG patients). Instruct patient to wash hair</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Deliver chart to PAC</strong> (once patient discharged)</td>
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<th>Signature</th>
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For Patients and Family

- Patient Resource Checklist
- Shower and Skin Prep Guidelines
- Information on Endocarditis
- Information on Chest Binders and Brassieres
- Personal Directive Information
- Eating and Drinking before Surgery
- Information on Sternal Precautions
- Cardiac Surgery Discharge Planning Assessment
- Recovery After Heart Surgery
- Accommodation List
We look forward to your questions and suggestions for improvement.

Thank you.
Booking the OR Collaboratively

Tara Peters, RN
The Cardiovascular Surgery Process Improvement Team Identified an Opportunity...
A group of stakeholders agreed to try a new approach to book the CV Surgery OR Slate.
In January 2013 the OR Collaborative Booking Team was created.
The OR Collaborative Booking Team Includes

- Nurse Navigators
- CVICU Unit Managers
- Surgeon Administrative Assistants
- Cardiac OR Manager
- Cardiac Sciences Zone Manager
To optimize OR utilization and reduce postponements, the team meets weekly to plan the next week’s slate.

We discuss and adjust the draft slate to plan for complex cases and potential unplanned emergencies, enhancing patient flow.
Did the change result in Improvement?
“I’ve really noticed a difference in the flow of the CVICU over the last year. Previously the unit would become back logged with a large number of high acuity patients. Now, discharges from the unit seem to occur more evenly. And as a result ORs don’t seem to be postponed as frequently.”
Lessons Learned and Subsequent Improvements

- To accommodate urgent inpatients and emergent patients, the slate is not booked to full capacity.
- Helps the Pediatric patient transition to the Adult Program with increased ease.
- Massaging the slate moves complex cases to the week’s end.
- Enhances ability to proactively plan the patient transition home.
- The team has enhanced awareness of patient context:
  - Case Complexity
  - Past Health History & Co-Morbidities
  - Family Dynamics & Social Issues
  - “Red Flags”
CCC Poster
Presentation
Thank you.
We look forward to your feedback and questions.
Transitioning Home after Cardiac Surgery

Laurianne Gamache-Pearl, RN
Role of the Cardiac Transition Nurse
Identified a gap to bridge
There was an opportunity to smooth the patient transition home.
Important Team Member
Patient and Family Centred....

The Transition Nurse guides the Patient and Family throughout their Post Operative Care Journey.
Integral to the Health Care Team
What Does the **Data** Say?
Discharge Location
(June 2014 to January 2015)

<table>
<thead>
<tr>
<th></th>
<th>Home</th>
<th>Repatriation</th>
<th>Sub Acute</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percentage</td>
<td>91%</td>
<td>6%</td>
<td>2%</td>
<td>1%</td>
</tr>
</tbody>
</table>
Top 10 Cardiac Rehab Referral Locations

- Fort MacMurray: 18
- St. Paul: 20
- Camrose: 25
- Calgary: 28
- Grande Prairie: 32
- Red Deer: 64
- Deferred: 91
- Grey Nuns Hospital: 141
- Jim Pattison Centre for Heart Health: 183
- Glenrose Rehabilitation Hospital: 330

Number
Did a Change Make a Difference?
Improving the Patient Experience
Thank you.

We look forward to answering any questions you have.