



T-PA Case Feedback Methodology

Kailey Cox, RN, SCRNP



Our legacy is yours.

Legacy Salmon Creek Medical Center

- 220 bed community hospital.
- GWTG Gold Plus status.
- Target Stroke Honor Roll.
- Average DTN < 45 min x 3 years.

- A solid feedback loop is a key pillar of success for our team.



Questions:

- When giving t-PA how do you give feedback to the large multidisciplinary team involved in patient care?
- How do you create and maintain a platform of transparency and mutual respect?



October 3, 2014

LEGACY HEALTH 3

Our legacy is yours.



- Platform for feedback
- Process for feedback
- Publicity
- Procurement
- Practicalities
 - Internal Feedback
 - External Feedback
- Proof



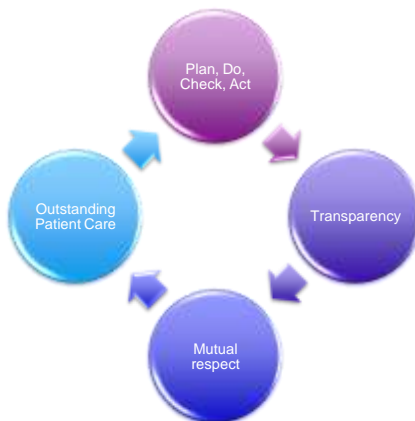
Platform

- Organizational culture
 - > Functional?
 - > Dysfunctional?
 - > Somewhere in between?

- How wide is your platform?
 - > ED
 - > Pharmacy
 - > Lab
 - > Imaging
 - > ICU
 - > EMS



Process



Publicity

- > Consistent
- > Branded
- > Professional
- > Confident
- > Honest
- > Useful
- > Brief
- > Creative



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Joint Commission National Quality Approval for Advanced Certification as a Primary Stroke Center

2012 Get With The Guidelines Gold Plus and Target Stroke Honor Roll award recipient
 2013 Get With The Guidelines Gold Plus and Target Stroke Honor Roll award recipient



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Procuring People

- Good publicity procures good people.
- Cultivate transparency and mutual respect.

trans-par-ent *adjective* \ˈtranz-ˌpær-ənt\

- | able to be seen through
- | easy to notice or understand
- | honest and open | not secretive

re-spect *noun* | ˈrɪ-spɛkt\

- | a feeling of admiring someone or something that is good, valuable, important, etc.
- | a feeling or understanding that someone or something is important, serious, etc., and should be treated in an appropriate way
- | a particular way of thinking about or looking at something

- Reach out in person.
- Follow up in writing.



October 3, 2014

LEGACY HEALTH 8

Internal Feedback

- Comments and Teaching Points
 - > List goals.
 - > Ask questions.
 - > Be brief.
- Disclaimer
 - > Personalize.
 - > Explain why.
- Incorporate recognition

Comments and teaching points:

1.) **Consistent door to needle time of 60 minutes or less.**

- 35 min is one of our best times yet here at Salvo on Creek.
- I am impressed with the consistency in achieving excellent I-PA DTH times!

2.) **Stroke protocol compliance.**

- We are well on our way of meeting our goal of at least 85% of neuro checks required to be documented. Keep it up! We are definitely moving in the right direction.
- Great job everyone!

If you have insight or comments regarding this case, please don't hesitate to contact me. Please reply to me rls@lh.org (avoid utilizing reply to all) and I will be sure to address your comments and concerns promptly.

Thank you for your time and attention!



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Joint Commission National Quality Approval for Advanced Certification as a Primary Stroke Center
2012 (at With The Guidelines Best Plus and Target Stroke Hours Not event recipient)
2013 (at With The Guidelines Best Plus and Target Stroke Hours Not event recipient)

Disclaimer: Names of staff are included to recognize the excellent work of our outstanding team. Those who have given I-PA are a valuable resource to those who have not yet had this opportunity.

What do the award/lapel pins mean?

-  A green pin is a token of appreciation for those on the team directly responsible for administration of I-PA.
-  A green award pin is for special recognition of achieving DTD (door to drugline) of 60 minutes or less.



10/3/2014

Internal Feedback

- Bedside Staff
 - > Email
 - > Certificate of appreciation
 - > Lapel pin

Certificate of Appreciation

For
Keesha Burns, RN, SGRN

In appreciation of your contribution and dedication to appropriate treatment of stroke patients with your outstanding skill-set (I-PA), I would like to have the opportunity to say "Thank You!"

Your rapid response, quick assessments, and care coordination are vital to the process that allows these patients to receive rapid, definitive treatment and experience optimal outcomes.

LEGACY HEALTH
Salmon Creek Medical Center





10/3/2014

External Feedback

- Distributed Externally
 - > First responders
 - > EMS leadership
- Process feedback using PDCA cycle.



10/3/2014

External Feedback

- First responders
 - > Letter
 - > Certificate of appreciation
 - > Lapel pin



10/3/2014

External Feedback

- Lapel pins mailed directly to first responders.
- Encourages high performance and camaraderie with hospital staff.



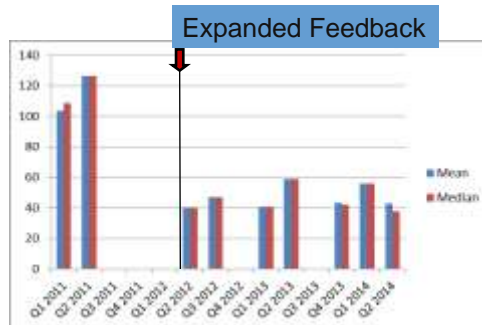
External Feedback

- Posted in EMS lounge
- Soup available 24/7
- Also sent to:
 - > EMS assistant director
 - > EMS educator

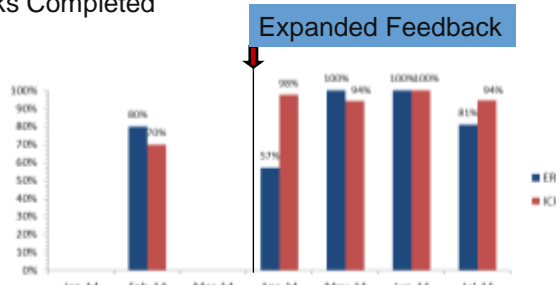


Proof

- Door to Needle times



- % Neuro Checks Completed



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EMANUEL Medical Center	GOOD SAMARITAN Medical Center	MERIDIAN PARK Medical Center	MOUNT HOOD Medical Center	SALMON CREEK Medical Center
RANDALL CHILDREN'S HOSPITAL	LEGACY MEDICAL GROUP	LEGACY LABORATORY	LEGACY RESEARCH	LEGACY HOSPICE

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Thank you!



EMANUEL <small>Medical Center</small>	GOOD SAMARITAN <small>Medical Center</small>	MERIDIAN PARK <small>Medical Center</small>	MOUNT HOOD <small>Medical Center</small>	SALMON CREEK <small>Medical Center</small>
RANDALL CHILDREN'S HOSPITAL <small>Legacy Healthcare</small>	LEGACY MEDICAL GROUP	LEGACY LABORATORY	LEGACY RESEARCH	LEGACY HOSPICE