

## Advanced Disease Specific Care Comprehensive Heart Attack Center (CHAC) Certification Review Agenda (On-Site Only)

Please refer to the Disease Specific Care Review Process Guide for additional information.  
All times are local.

DAY ONE	Activity	Organization Participants
8:00-9:30 am	<p><b>Opening Conference</b></p> <ul style="list-style-type: none"> <li>• Reviewer will begin this session with a few remarks and introduction of themselves, followed by an introduction of the program staff</li> <li>• Next, hospital and/or program leadership will present an orientation to Program. Topics to be covered include:               <ul style="list-style-type: none"> <li>○ Program leadership</li> <li>○ Program interdisciplinary team composition</li> <li>○ Program design and integration into hospital</li> <li>○ Program mission, vision, and goals of care</li> <li>○ Population characteristics and needs</li> <li>○ Diversity, equity, and inclusion efforts</li> <li>○ Program selection and implementation of Clinical Practice Guidelines (CPGs)</li> <li>○ Overall program improvements implemented and planned</li> </ul> </li> <li>• Presentation will be followed by a brief Q&amp;A</li> <li>• Reviewer will end session with:               <ul style="list-style-type: none"> <li>○ Overview of agenda and objectives</li> <li>○ Dialogue about what the reviewer can do to help make this a meaningful review for the program</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Program Clinical and Administrative Leadership</li> <li>• Individuals responsible for performance improvement processes within the program and, as applicable, the organization</li> <li>• Others at the discretion of the organization</li> </ul>
9:30–10:00 am	<b>Reviewer Planning Session</b>	<ul style="list-style-type: none"> <li>• Program representative(s) who can facilitate patient selection and tracer activity</li> <li>• Others at HCO discretion</li> </ul>
10:00 am–12:30 pm	<b>Individual Tracer Activity</b>	Program representative(s) that can facilitate patient selection and tracer activity
12:30-1:00 pm	<b>Reviewer Lunch</b>	
1:00-4:00 pm	<b>Individual Tracer Activity (cont.)</b>	Program representative(s) that can facilitate tracer activity

*Disclaimer: Recording or transcribing this review is strictly prohibited, including the recording and transcribing that can occur with video conference applications. Discovery of any recording activities will result in the immediate cessation of the review and denial of certification.*

4:00-4:30 pm	<b>Team Meeting/Reviewer Planning Session</b> – planning for review day 2		As determined by the organization
<b>DAY TWO</b>	<b>Activity</b>		<b>Organization Participants</b>
8:00-8:15 am	<b>Daily Briefing</b> A brief summary of the first day's observations will be provided.		As determined by the organization
8:15-9:30 am	<b>System Tracer–Data Use Session</b> Discuss how data is used by program to track performance and improve practice and/or outcomes of care  Discuss selected performance measures, including: - Selection process - Aspects of care and services and outcomes that measures address - Data collection processes (Four months of data for initial certification and 12 months of data for recertification) - How is data reliability and validity conducted? - Reporting and presentation of data - Improvement opportunities discovered through data analysis - Improvements that have already been implemented or are planned based on performance measurement - Discuss patient satisfaction data, including improvements based on feedback		
9:30-11:30 am	<b>Individual Tracer Activity (cont.)</b>		Program representative(s) that can facilitate tracer activity
11:30 am-12:00 pm	<b>Reviewer Lunch</b>		
12:00-1:00 pm	<b>Competency and Credentialing Sessions</b>		Program representative(s) that can facilitate tracer activity
	<b>Education and Competence Process Assessment</b>  Discussion will focus on: <ul style="list-style-type: none"> <li>Processes for obtaining team members</li> <li>Orientation and training processes</li> <li>Methods for assessing team member competence</li> <li>Inservice and other ongoing education</li> <li>Education and competence issues identify during tracer activities</li> </ul>	<b>Medical Staff Credentialing and Privileging Process Assessment</b>  Discussion will focus on: <ul style="list-style-type: none"> <li>Credentialing and privileging process specific to cardiac care, treatment and services</li> <li>If privileges are appropriate to the qualifications and competencies</li> <li>Monitoring the performance of practitioners on a continuous basis</li> <li>Evaluating the performance of licensed independent providers</li> </ul>	

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	<p>Note: The reviewer will request personnel records and credentials files to review based on team members and staff encountered throughout the review.</p>	<ul style="list-style-type: none"> <li>Identified strength and areas for improvement</li> </ul> <p>Note: The reviewer will request files of a cardiologist, cardiac interventionalist, cardiovascular surgeon, emergency physician, and/or hospitalist. Additional files may be requested based on tracer activities.</p>	
1:00-1:30 pm	<p><b>Summary Discussion</b></p> <p>This time will be utilized for a final discussion prior to the reviewer's report preparation and the exit conference. Topics that may be discussed include:</p> <ul style="list-style-type: none"> <li>Any issues not yet resolved (IOUs)</li> <li>The identified Requirements For Improvement (RFIs)</li> <li>What made the review meaningful to the team</li> <li>Sharing best practices to inspire quality improvement and/or outcomes</li> <li>Educative activities of value to the program (i.e., knowledge sharing related to CPGs or the latest scientific breakthroughs)</li> <li>Did I meet the goals of your team today?</li> </ul>		<ul style="list-style-type: none"> <li>Program Leadership</li> <li>Others at Program's discretion</li> </ul>
1:30-2:00 pm	<p><b>Reviewer Report Preparation</b></p>		
2:00-2:30 pm	<p><b>Program Exit Conference</b></p>		<ul style="list-style-type: none"> <li>Program Leadership</li> <li>Hospital Leadership</li> <li>Interdisciplinary Team Members</li> </ul>

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