

## Advanced Disease Specific Care VIRTUAL Comprehensive Heart Attack Center (CHAC) Certification Review Agenda

All times are local. Please note that one video conference will be utilized in each session unless otherwise noted. Please refer to the Disease Specific Care Review Process Guide for materials that the reviewers need for the Planning Session.

DAY BEFORE REVIEW BEGINS	Activity	Organization Participants
2:00-3:30 pm	<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>
DAY ONE OF THE REVIEW	Activity	Organization Participants
8:00–9:00 am	<p><b>Reviewer Planning Session</b></p>	<ul style="list-style-type: none"> <li>• Program representative(s) who can facilitate patient selection and tracer activity</li> <li>• Others HCO may want</li> </ul>
9:00 am–12:30 pm	<p><b>Individual Tracer Activity</b></p> <p>Tracer activities include:</p> <ul style="list-style-type: none"> <li>• Staff interviews and patient interviews. Will include ED, medical/surgical or critical care units, OR, and interventional cath labs. Planning discussions will focus on how to do this most efficiently and effectively.</li> <li>• <b>Please be prepared to share the floor plan of your ED over video conference</b></li> </ul>	<p>Program representative(s) that can facilitate patient selection and tracer activity</p>

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	<ul style="list-style-type: none"> <li>• Interactive tracers of patient records with team members or organization staff actively working with the patients—the patient’s course of care, treatment, and services up to the present and anticipated for the future <ul style="list-style-type: none"> <li>○ For inpatient tracers, the patients’ nurses will be involved. Therefore, it is most efficient to use the nursing unit manager’s office for the tracers. Please ensure applicable managers have access to the video conference link.</li> <li>○ For closed record tracers, a room away from patient care areas with video conference capabilities and tracer participant(s) able to navigate the records is the most efficient and effective use of time.</li> </ul> </li> <li>• At the conclusion of each activity, the reviewers will communicate to the Center leaders and care providers: <ul style="list-style-type: none"> <li>• Specific observations made</li> <li>• Issues that will continue to be explored in another tracer activity</li> <li>• Need for additional records to verify standards compliance, confirm procedures, and validate practice</li> </ul> </li> </ul>	
12:30-1:00 pm	<b>Reviewer Lunch</b>	
1:00-4:00 pm  Please note that two video conference rooms will be used.	<b>Individual Tracer Activity (cont.)</b>	Program representative(s) that can facilitate tracer activity
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: <ul style="list-style-type: none"> <li>- Selection process</li> <li>- Aspects of care and services and outcomes that measures address</li> <li>- Data collection processes (Four months of data for initial certification and 12 months of data for recertification)</li> <li>- How is data reliability and validity conducted?</li> <li>- Reporting and presentation of data</li> <li>- Improvement opportunities discovered through data analysis</li> </ul>	

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	<ul style="list-style-type: none"> <li>- Improvements that have already been implemented or are planned based on performance measurement</li> <li>- Discuss patient satisfaction data, including improvements based on feedback</li> </ul>			
<p>9:30-11:30 am</p> <p>Please note that two video conference rooms will be used.</p>	<b>Individual Tracer Activity (cont.)</b>	Program representative(s) that can facilitate tracer activity		
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<p>12:00-1:00 pm</p> <p>Please note that two video conference rooms will be used.</p>	<p><b>Competency and Credentialing Sessions</b></p> <table border="1"> <tr> <td> <p><b>Education and Competence Process Assessment</b></p> <p>Discussion will focus on:</p> <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> <p>Note: The reviewer will request personnel records and credentials files to review based on team members and staff encountered throughout the review.</p> </td> <td> <p><b>Medical Staff Credentialing and Privileging Process Assessment</b></p> <p>Discussion will focus on:</p> <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> <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> </td> </tr> </table>	<p><b>Education and Competence Process Assessment</b></p> <p>Discussion will focus on:</p> <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> <p>Note: The reviewer will request personnel records and credentials files to review based on team members and staff encountered throughout the review.</p>	<p><b>Medical Staff Credentialing and Privileging Process Assessment</b></p> <p>Discussion will focus on:</p> <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> <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>	Program representative(s) that can facilitate tracer activity
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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> </ul>	<ul style="list-style-type: none"> <li>• Program Leadership</li> <li>• Others at Program's discretion</li> </ul>		

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	<ul style="list-style-type: none"> <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>	
1:30-2:30 pm	<b>Reviewer Report Preparation</b>	
2:30-3:00 pm	<b>Program Exit Conference</b>	<ul style="list-style-type: none"> <li>• Program Leadership</li> <li>• Hospital Leadership</li> <li>• Interdisciplinary Team Members</li> </ul>

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