**Advanced Disease Specific Care**

**Comprehensive Heart Attack Center**

**Certification Review Agenda**

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

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| **DAY ONE** | **Activity** | | **Organization Participants** |
| 8:00-9:30 am | **Opening Conference**   * Reviewer will begin this session with a few remarks and introduction of themselves, followed by an introduction of the program staff * Next, hospital and/or program leadership will present an orientation to Program. Topics to be covered include:   + Program leadership   + Program interdisciplinary team composition   + Program design and integration into hospital   + Program mission, vision, and goals of care   + Population characteristics and needs   + Diversity, equity, and inclusion efforts   + Program selection and implementation of Clinical Practice Guidelines (CPGs)   + Overall program improvements implemented and planned * Presentation will be followed by a brief Q&A * Reviewer will end session with:   + Overview of agenda and objectives   + Dialogue about what the reviewer can do to help make this a meaningful review for the program | | * Program Clinical and Administrative Leadership * Individuals responsible for performance improvement processes within the program and, as applicable, the organization * Others at the discretion of the organization |
| 9:30–10:00 am | **Reviewer Planning Session** | | * Program representative(s) who can facilitate patient selection and tracer activity * Others HCO may want |
| 10:00 am–12:30 pm | **Individual Tracer Activity** | | Program representative(s) that can facilitate patient selection and tracer activity |
| 12:30-1:00 pm | **Reviewer Lunch** | |  |
| 1:00-4:00 pm | **Individual Tracer Activity (cont.)** | | Program representative(s) that can facilitate tracer activity |
| 4:00-4:30 pm | **Team Meeting/Reviewer Planning Session** – planning for review day 2 | | As determined by the organization |
| **DAY TWO** | **Activity** | | **Organization Participants** |
| 8:00-8:15 am | **Daily Briefing**  A brief summary of the first day’s observations will be provided. | | As determined by the organization |
| 8:15 am-12:00 pm | **Individual Tracer Activity (cont.)** | | Program representative(s) that can facilitate tracer activity |
| 12:00-12:30 pm | **Reviewer Lunch** | |  |
| 12:30-1:30 pm | **System Tracer–Data Use Session**  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 | |  |
| 1:30-2:30 pm | **Competency and Credentialing Sessions** | |  |
|  | **Education and Competence Process Assessment**  Discussion will focus on:   * Processes for obtaining team members * Orientation and training processes * Methods for assessing team member competence * Inservice and other ongoing education * Education and competence issues identify during tracer activities   Note: The reviewer will request personnel records and credentials files to review based on team members and staff encountered throughout the review. | **Medical Staff Credentialing and Privileging Process Assessment**  Discussion will focus on:   * Credentialing and privileging process specific to cardiac care, treatment and services * If privileges are appropriate to the qualifications and competencies * Monitoring the performance of practitioners on a continuous basis * Evaluating the performance of licensed independent providers * Identified strength and areas for improvement   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. | Program representative(s) that can facilitate tracer activity |
| 2:30-3:00 pm | **Summary Discussion**  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:   * Any issues not yet resolved (IOUs) * The identified Requirements For Improvement (RFIs) * What made the review meaningful to the team * Sharing best practices to inspire quality improvement and/or outcomes * Educative activities of value to the program (i.e., knowledge sharing related to CPGs or the latest scientific breakthroughs) * Did I meet the goals of your team today? | | * Program Leadership * Others at Program’s discretion |
| 3:00-4:00 pm | **Reviewer Report Preparation** | |  |
| 4:00-4:30 pm | **Program Exit Conference** | | * Program Leadership * Hospital Leadership * Interdisciplinary Team Members |