

Cost-effective Methods of Increasing Heart Failure Clinic Follow-up to Decrease Hospital Readmission within 30 days of Discharge

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Background

- Independent heart failure clinics effectively reduces readmissions
- HF readmission rate = 18.8% in 2019
 - APRH hospital target of 15.10%
- PDSA Cycle 1: phone calls → increased HF clinic attendance → decreased readmission
 - Not sustainable



PDSA Cycle 1

Plan

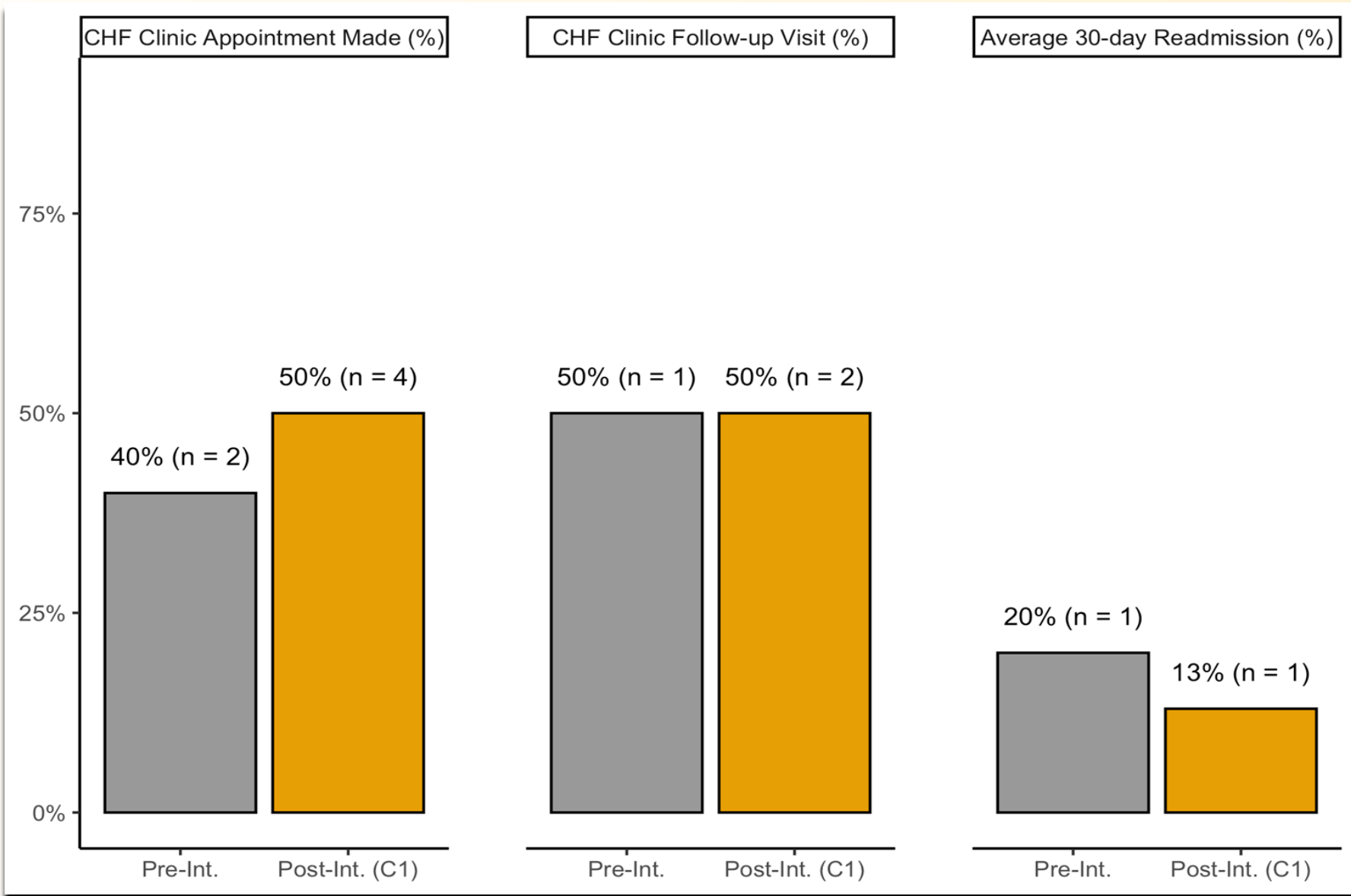
- Visual aids and encrypted messaging scheduling reminders



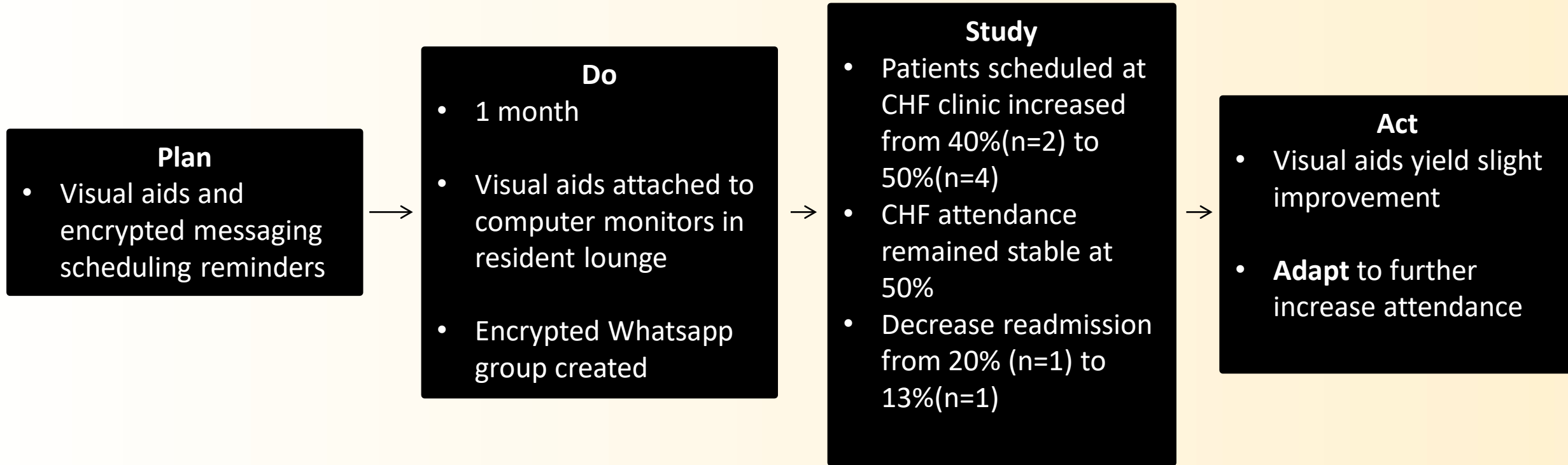
Do

- 1 month
- Visual aids attached to computer monitors in resident lounge
- Encrypted Whatsapp group created





PDSA Cycle 1



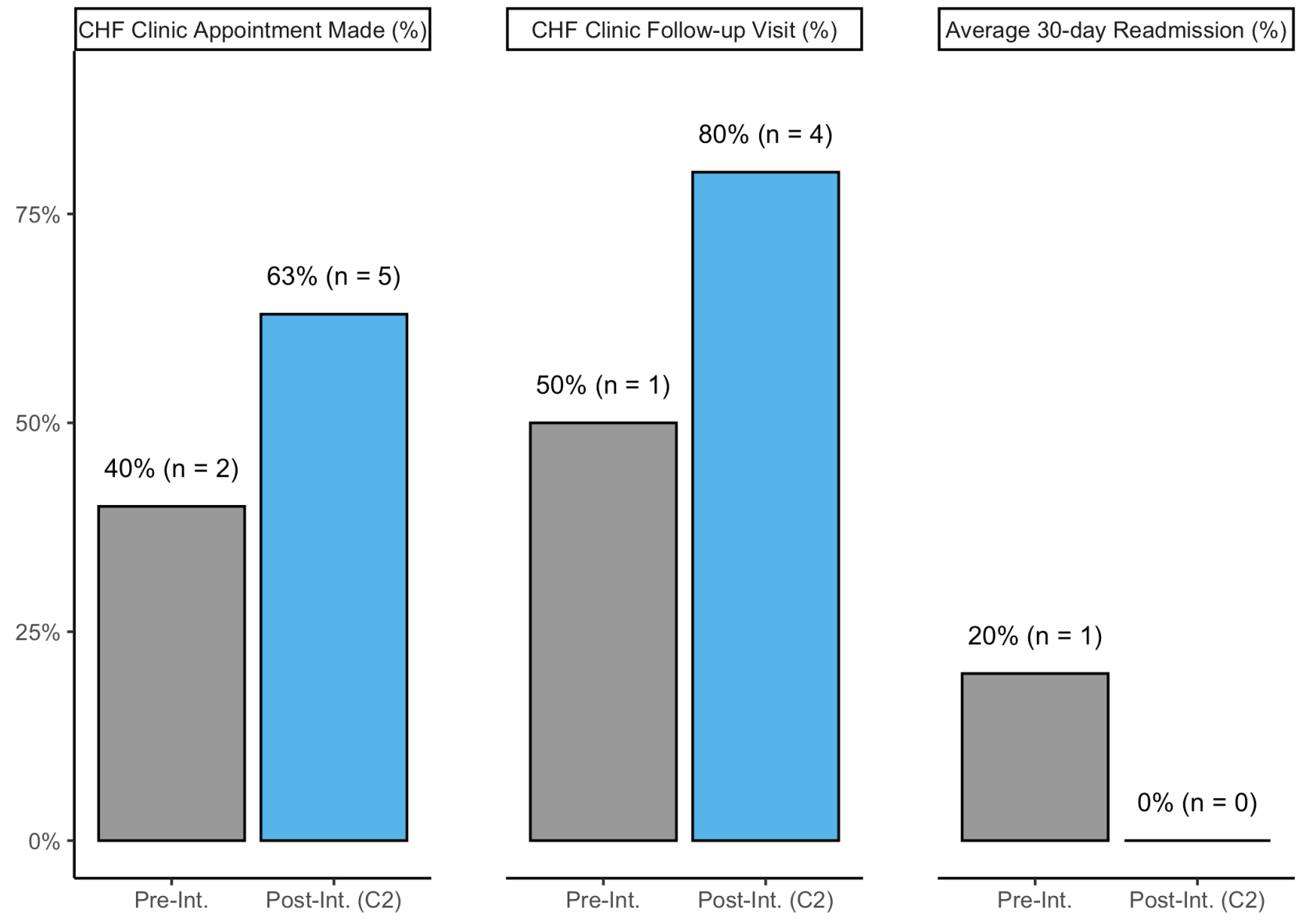
PDSA Cycle 2

Plan: resident on family inpatient service schedules follow-ups

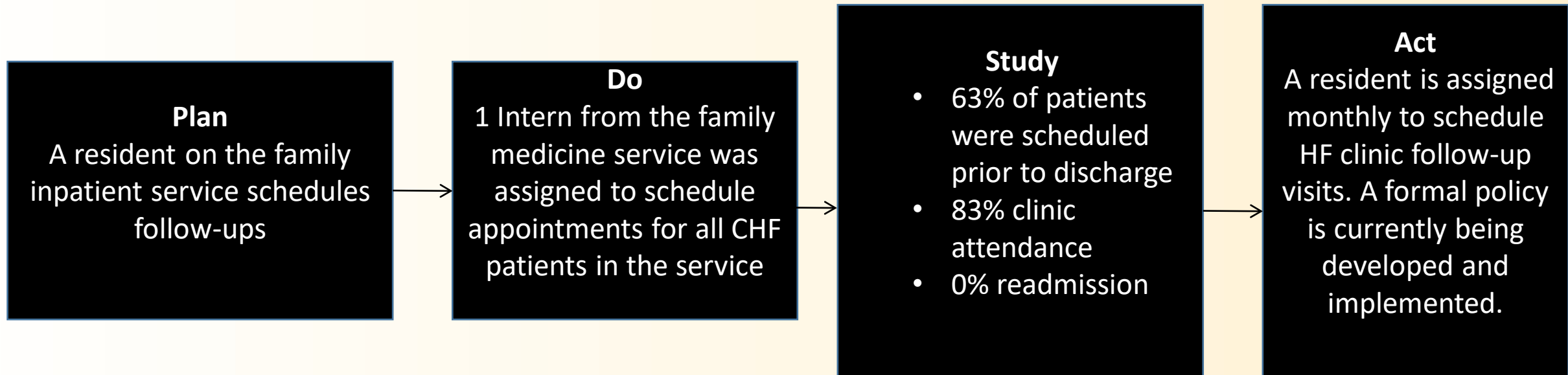


Do: 1 Intern from the family medicine service was assigned to schedule appointments for all CHF patients in the service





PDSA Cycle 2



Discussion

- Scheduling patients prior to discharge increased attendance and decreased readmission
- Best approach: resident on inpatient team leads scheduling effort
- 2nd best: visual aids and messaging

