

Saint Luke's Care

Saint Luke's Health System of Kansas City Missouri

Neurosciences Evidence-based Practice Team

Dr. Marilyn Rymer, Physician Chair

Metro Hospital Site Visits to assess Diagnostics, Treatment and Management of the Stroke Patient

A White Paper

April 2008

Saint Luke's Health System

*The Best Place to Get Care
The Best Place to Give Care*



Kansas City, MO 64134
Phone: 816-932-1599
Fax: 816-932-6846
E-mail: mrymer@saint-lukes.org

Background

The diagnostics, treatment and management of the Stroke patient are well documented in the literature. The Neurosciences Evidence-based Practice Team (EPT) physician leaders recognized the opportunity to expand evidence-based stroke care to the smaller hospitals with the health system. They developed and implemented a site assessment and conducted site visits to document current practice and opportunities for implementing the standard of care. The EPT is now facilitating the implementation of evidence-based stroke care throughout the health system as a result of these site visits.

Saint Luke's Care

Saint Luke's Health System of Kansas City Missouri

Neurosciences Evidence-based Practice

Dr. Marilyn Rymer, Physician Chair

Methodology of Site Visit:

Each hospital CEO or CNO identified critical staff to be involved in the site visit. These staff were from the emergency departments, laboratory, radiology, therapist and nurses from inpatient area's that currently or potentially could care for the stroke patient.

A standardized site survey assessment was developed by the Saint Luke's Care (SLC) team from the stroke algorithm of care documented by the American Stroke Association. This site survey was distributed to each hospitals designated "point person" for this initiative 10 days prior to the actual site visit. This allowed the staff to do a "self-assessment" of their facility and better prepare staff who would be involved the day of the site survey.

The survey team included the physician chair and nurse champion of the EPT, the clinical project manager from SLC and a quality analyst from SLC.

The site survey was 2 hours long. The first hour was spent in a group interview reviewing the site survey questions, discussing current processes and specific site barriers/opportunities. The next hour was spent touring each facility as if we were stroke patients. The team was lead by the staff leader from the hospital and the patient flow from EMS or direct admits into the emergency department, to radiology to the unit was documented.

Overall Observations:

Each hospital visited was eager to establish stroke care in a more defined and standardized manner throughout the health system. We found all the staff to be energetic, welcoming and excited to be a part of this alignment of care delivery standards for their patients.

Summarized Proposed Recommendations from the Neuro EPT

1. **Staff education**/training for NIHSS
2. **Define patient flow** processes once in emergency department.
3. **Standardize order sets** for use for patients both in emergency and inpatient areas
SLCare will be coordinating other care delivery processes to support the standard of care outlined by the physician's in the order sets.
4. **Nursing/therapist education** for dysphagia screening tool, clinical path, other supporting documents to care for the stroke patient.

Application of Solutions:

Physician education:

- CME on the order sets has been developed by the physician's on the EPT distributed to the physicians in conjunction with the order set review and comment period. The CME continues to be available to all system physicians via the SLHS website.

Nursing/Therapist education:

- SLC nursing representatives will help identify critical staff for NIHSS training as well as ongoing education for #4 above. Various approaches of education will be utilized and can include personal demonstration, poster presentation, and in-servicing through staff meetings. CEU's can be developed as time and staff is available.

Monitoring Outcomes

Saint Luke's Care will be monitoring the use of the use of the order sets for stroke care and bring these utilization reports back to the Neuro EPT on a regular basis.

Results / Conclusion

Saint Luke's Care will continue to meet with each of the hospitals to follow up with action points and make necessary adjustments in current care delivery process to establish a systematized approach for the diagnostics, treatment and management of the acute stroke.

Author

Melissa Thomas, RN, MSN, CPHQ

References

Adams, R. MD, et al. Update to the AHA/ASA Recommendations for the Prevention of Stroke in Patients with Stroke and Transient Ischemic Attacks. AHA. 2008. <http://stroke.ahajournals.org>