A Heart Care Navigation Team Improves Acute Myocardial Infarction (AMI) Care & Outcomes

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In 2017, a Heart Care Navigation Team was implemented to optimize AMI care transitions in order to improve compliance with guideline-based care, reduce mortality, and minimize avoidable readmission.

GOALS

The Heart Care Navigation Team was designed to positively impact the AMI Continuum of Care and patient experience with these key focuses:

1. **Patient Support**: The team advocates for patient-specific needs to remove outcome barriers by facilitating referrals to appropriate resources. The team also empowers patients to better self-manage their disease process.

2. **ACS/AMI Clinical Pathway**: The team collaborates with providers and clinical staff to identify and close any gaps in the care provided and the care expected based on agreed upon standards.

3. **Clinical Documentation Excellence**: The team supports the Clinical Documentation Improvement (CDI) team to ensure coding accuracy.

4. **Outcome Reporting**: The team improves system's quality outcome metrics and publicly reported outcome measures (i.e., American College of Cardiology's Chest Pain-MI Registry).

IMPROVEMENT PROCESS

The workflow of the Heart Care Navigation team evolved to (1) enhance the discharge process without adding additional burden to the existing clinical staff, and (2) provide AMI patients with direct access to a clinical resource (nurse navigator) through the hospital visit and for a period of 90 days following discharge.

RESULTS

- 680 AMI patients admitted
- 82% patients seen by a nurse navigator prior to discharge
- 3200 post-discharge encounters

**Chest Pain-MI Registry Overall Defect Free Care**

- Q2 2017 Pre Nurse Navigator: 83.3%
- Q2 2017 Post Nurse Navigator: 85.1%
- Q2 2018 Pre Nurse Navigator: 90.4%
- Q2 2018 Post Nurse Navigator: 92.9%

**Chest Pain-MI Registry Inpatient Cardiac Rehab Referral**

- Q2 2017 Pre Nurse Navigator: 85.7%
- Q2 2017 Post Nurse Navigator: 88.6%
- Q2 2018 Pre Nurse Navigator: 88.3%
- Q2 2018 Post Nurse Navigator: 90.8%

- 27% decrease in AMI 30-day same facility readmission observed/expected ratios
- 20% decrease in AMI 30-day observed mortality rate

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