



## **Duke Heart Center: Highly Reliable Care for CMS AMI Measures**

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# How we Achieved Reliability in AMI Care?



- **Leadership and Physician Commitment**
  - Early commitment from operational and physician leadership to support high performance
  - Utilize American College of Cardiology and American Heart Assoc. to provide feedback on evidence-based measures
- **Quality Oversight and Feedback**
  - Routine (monthly) review and communication of performance through PI Boards attended by physicians
  - Review of each measure failure by the care team
- **Hardwiring Solutions**
  - Incorporated evidence-based practice standards into workflow (i.e order sets, discharge forms)
  - Creation of a reliable system for the rapid treatment of acute MI (i.e. one call hotline, adherence to D2B time standards, 24 hour feedback on case times)
- **Provider and Patient Education**
  - Ensure that staff and physicians understand the measures and leadership commitment to high performance
  - Create methods to educate patients on their treatment and ongoing lifestyle changes
- **Lead or Participate in State and National Improvement Opportunities**
  - Reperfusion of Acute Myocardial Infarction in Carolina Emergency Departments (RACE)
  - RWJ Expecting Success Grant to understand and reduce disparities in cardiac care



# Continue to Adjust and Implement Improvements Over Time

