

Presbyterian HOSPITAL

Remarkable People. Remarkable Medicine.

Presbyterian Hospital-Charlotte

Presbyterian Hospital is a private, non-profit regional medical center, one of the largest health care institutions in the Carolinas. It is the flagship hospital of Presbyterian Healthcare.

Novant Health at a Glance

Presbyterian Hospital-Charlotte is a hospital of Novant Health, a nine-hospital system with 22,147 employees and 818 medical group physicians.



Deliver Reliable Care: Acute Myocardial Infarction



Perfect AMI Care

- Every patient receives ALL treatments for which they are eligible

“No Missed Opportunities”

Deliver Reliable Care: Acute Myocardial Infarction

- Administrative Support
- Teamwork
 - ❖ Physician Partners-Clinical Improvement, ED and Cardiology, Nursing Staff, Pharmacists, Administrators
- Culture
 - ❖ Acknowledge, Celebrate, Reward
- Process
 - ❖ Concurrent Review
 - ❖ Hardwires-Standardize



Deliver Reliable Care: Acute Myocardial Infarction

- Tools for Success

- ❖ Identification System for AMI patients

- Electronic flags

- ❖ AMI Order Sets-

- Linkage 'order cardiac enzymes = consider ASA'

- ❖ Critical Lab Alert Stickers- Elevated Troponin

- ❖ Education- 'Boot Camp for Quality', Unit In-Services

- ❖ Code STEMI ED/Cath Lab initiative



Deliver Reliable Care: Acute Myocardial Infarction

- Tools for Success
 - ❖ Actionable data
 - ❖ Transparent
 - ❖ ‘Drill- Down’ to ‘miss’ or ‘success’
 - ❖ Monthly Meetings- all levels represented
 - Facility
 - Region
 - Corporate
 - ❖ Feedback
 - ❖ Accountability

