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Situation Analysis

Volumes for open-heart surgery were declining across three OSF HealthCare sites, with an impact on patient outcomes, provider retention and growth. Work focused on establishing a comprehensive open-heart project by 1) optimizing coronary artery bypass graft (CABG) protocols for procedures, pre- and post-op care, and discharge; 2) identifying best practices and processes to leverage within the CABG program; and 3) creating an education and training plan.

Project Goals

- Establish multidisciplinary team with subject matter experts from all sites and phases of care for weekly meetings.
- Examine data and review CABG treatment protocols across care sites to evaluate variation and identify gaps and opportunities for improvement.
- Determine key drivers for designated conditions and treatments and identify best practice in each area.

Actions Taken

- Conducted root cause analysis to identify and prioritize areas of opportunity.
- Developed best practice recommendations based on Age-Friendly Health Systems initiative's 4Ms framework — what matters, medications, mobility and mentation. .
- Integration of the 4M's included accelerated extubation to promote mobilization, modification of medications to positively impact mentation, and integration of palliative care and advanced care planning into pre-operative planning processes.
- Embedded tools to implement and measure best practices for each treatment protocol identified by research and evaluation.
- Shared recommendations to inform CABG care guideline development.
- Rolled out education plan customized by role and offered via omnichannel approach.

Positive Outcomes

- Engaged physicians, clinical leaders and clinical educators in ownership of revised protocols.
- Integrated protocol recommendations into a systemwide CABG care guideline.
- With new protocol designs, reduced readmissions for CABG patients by 39%.



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