

Using Best Practice Advisory to Boost Compliance Rate with Program Guidelines

Adeola Omoruyi, DNP, MS, RN; Mary Ellen Connolly, DNP, CRNP
Taylor Jones Swings, DNP, RN, CRNP-PC; Saleena Yedla, RN, BSN
University of Maryland School of Nursing

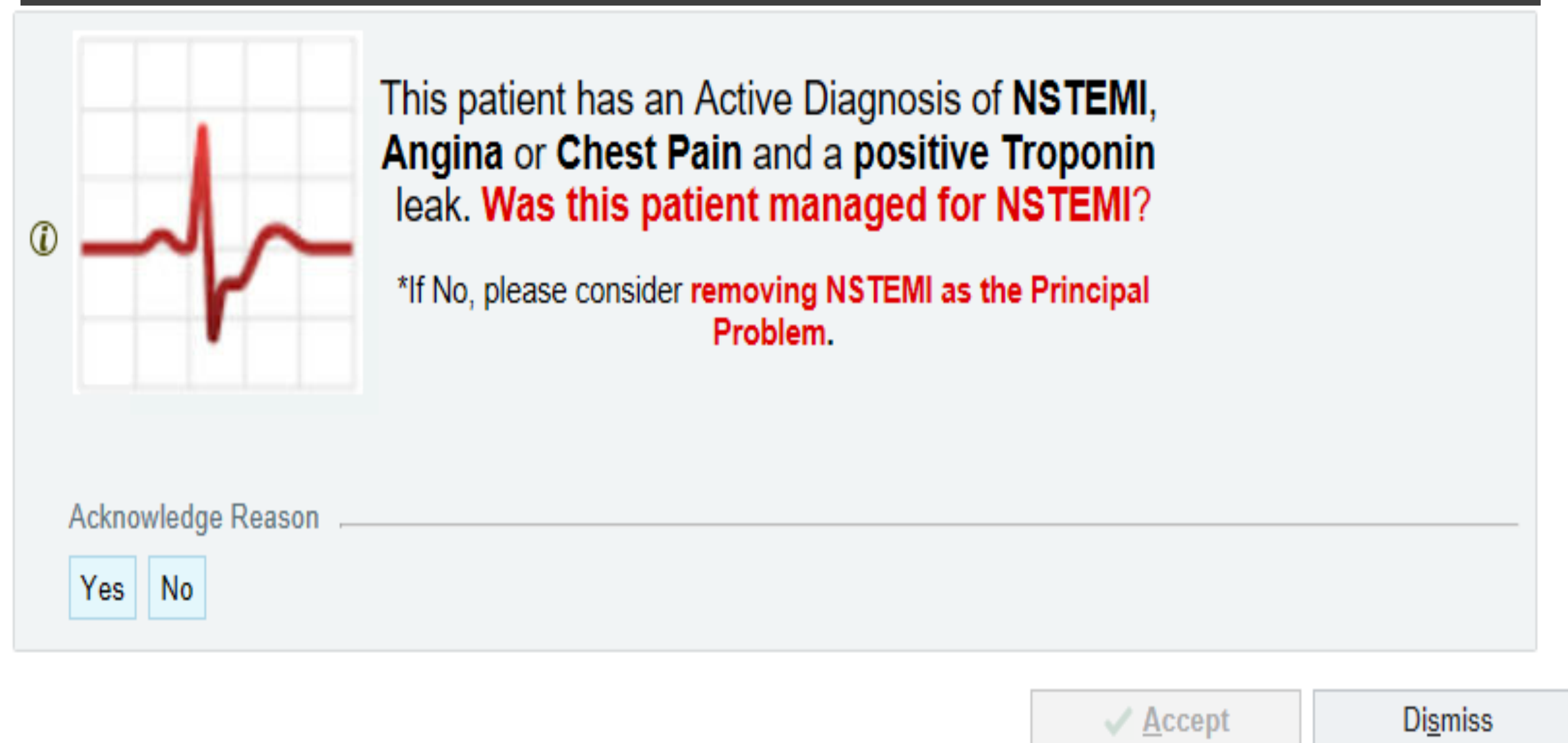
Problem Statement

- Patients from ED with chest pain, and other heart attack symptoms are most frequently diagnosed as NSTEMI.
- More than 40% with the same NSTEMI diagnosis at discharge.
- Compliance rate with AHA-GWTG below required 85%.
- 85% is needed to recognize program as compliant and meet several merit awards .

Purpose and Goals of the Project

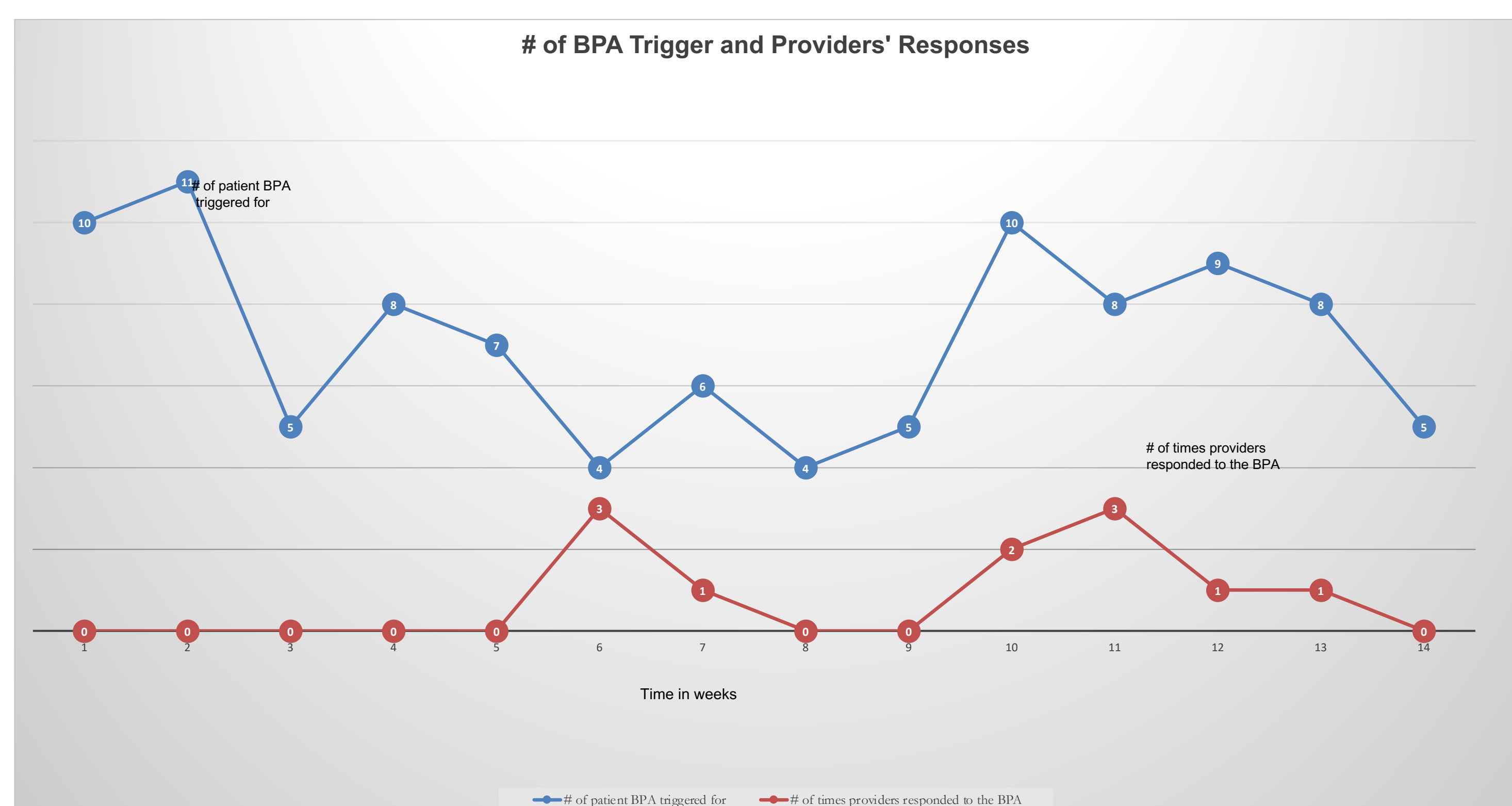
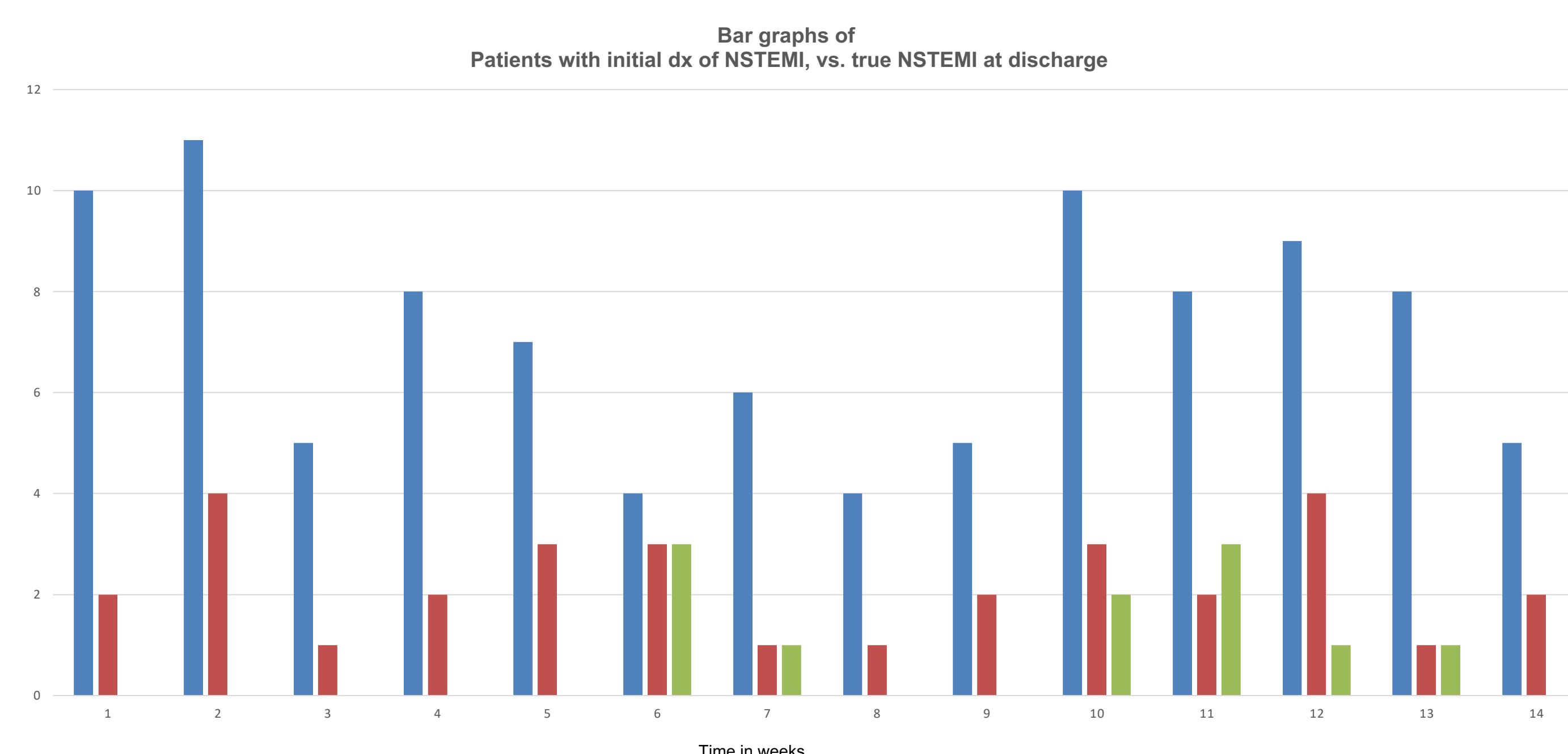
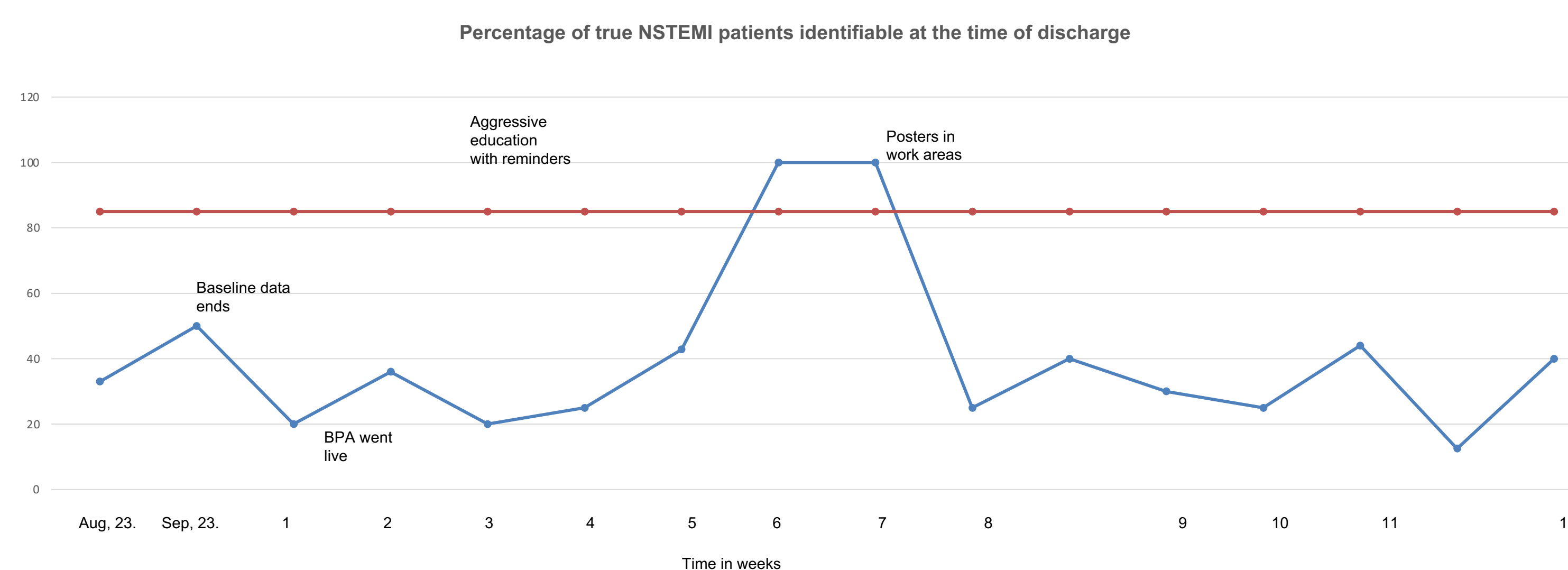
- The purpose of this process quality improvement (QI) project is to use a best practice advisory (BPA) to improve practice compliance rate with the AHA-GWTG guidelines.

Methods



- BPA developed with cardiology team and IT specialist. Aim was for discharge diagnosis to be confirmed by provider.
- Adult patients in the ED diagnosed with NSTEMI.
- Triggered by “chest pain”, angina”, and “NSTEMI”, plus elevated 5th gen Troponin T.
- Education provided to floor, ED, and cardiac suit providers.
- Flyers posted workstations
- Weekly data collection include all patients with NSTEMI diagnosis (see figure 1), provider use of BPA, (see figures 2 &3), and NSTEMI patients confirmed at discharge (see figure 2).

Figures



Results

- Compliance rate of 30% to 40% at baseline.
- Peak compliance in weeks 6 & 7.
- NSTEMI patients identified at discharge declined from week 8.
- In 14 weeks of intervention, 100 patients were initially diagnosed with NSTEMI from the ED, all triggered BP.
- Providers responded to the BPA 11 times (10.1%), confirmed 10 (10%) of true NSTEMI patients.
- Decline in response to the BPA down to zero.

Discussion

- Accurate identification of NSTEMI patients is important to measure management compliance.
- Compliance translates directly to data reported AHA-GWTG registry.
- This BPA when utilized as desired, see weeks 6 and 7, meets the goal of identifying true NSTEMI patients.
- Compliance rate of **100%** is achievable if the BPA is properly utilized.
- Providers needed a lot of reminders, which was a challenge.

Conclusions

- BPAs can be effective tools to meet guideline compliance.
- Decisions must be made however, if a BPA must be a hard stop or not to be sustainable. Passive BPAs, are usually bypassed. And hard-stop BPAs, could become nuisance in workflow.
- Further studies are needed for various uses of BPAs, to identify their uses in ways that workflows are not significantly impacted.

Acknowledgement

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References

