



OneCare Vermont Network Success Story

Improving Care for Patients with Congestive Heart Failure (CHF) in Vermont

CHF is one of the most significant causes of morbidity and mortality in the US, accounting for more than 1,000,000 hospitalizations annually. Patients experiencing transitions of care from hospital to outpatient are particularly vulnerable for readmission to the hospital.



August 2016 data from OCV showed a CHF admission rate of 10.28 per thousand.

Spotlight on the Berlin Community Collaborative Team

Aim: Improve outpatient primary care management of patients with CHF to reduce ED and inpatient utilization

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ACTIONS

One primary care practice redesigned care for 18 patients with congestive heart failure (CHF):

- Implemented a "CHF Clinic"
- Enhanced health record template to support workflow
- Instituted a team huddle to review scheduled patients, including home health agency when appropriate
- Established one hour patient visits
- Instituted co-visits between patient, provider and patient navigator
- Implemented group patient visits and provided information on pathophysiology, nutrition, advanced directives and mindfulness activities
- Aligned primary care educational materials with those provided by hospital and home health agency to ensure consistent messages for patients with CHF

Decrease in Utilization / Improvement in Documentation of CHF

	# Individuals Before Care Redesign*	% Increase or Decrease	# Individuals After Care Redesign
ED Visits for Diagnosis of CHF	4	50%	2
Inpatient Admissions for Diagnosis of CHF	4	75%	1
Advanced Directive in Health Record	8	44%	18

*Baseline data: 5/4/15-11/4/15 | Follow-up data: 11/5/15-5/5/16

Adding Patient Navigators to the Care Team



Patient Navigators are clinical advocates who support patients, families, and caregivers during and between office visits by coordinating care, communicating among various health professionals and agencies, and assisting with meeting patient goals.

Lessons Learned

- ✓ Co-visits including patient, provider, family and patient navigators provided insight for all of the individuals involved; co-visits were very well received.
- ✓ Utilization of emergency department and inpatient admissions can be impacted by innovation in care management strategies.
- ✓ Testing changes in care processes with one provider in one practice offered a path to start small and learn from the improvement activities.