



AHRQ's Initiative To Increase Use of Cardiac Rehabilitation



## Practical Methods for Improving Care Coordination for Cardiac Rehabilitation Patients

Kathe Briggs, CEP, MS  
Stacey Greenway, MA, MPH  
Virginia Morris, OTR/L, MIPH, FACHE  
Hicham Skali, MD, MSc



# Chat Function

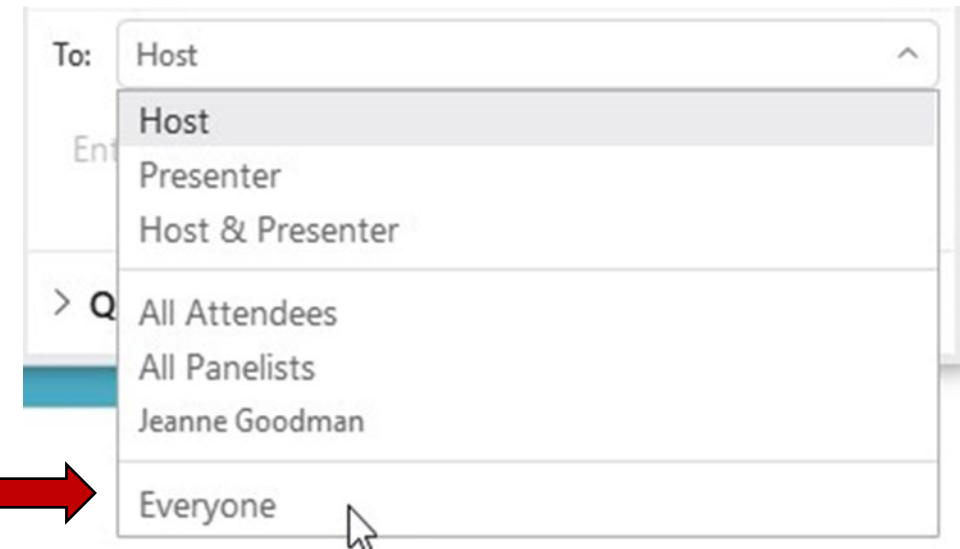
## HOW TO ASK QUESTIONS

To ask a question or make a comment open the chat box



Set the TO: field to **Everyone** so that we can all see your question

Try the chat function now by sharing one goal you have for participating in this affinity group.



# Polling Function

## HOW TO POLL

The screenshot shows a web-based poll interface. At the top left, there is a dark grey rounded rectangle with the text 'HOW TO POLL'. The main content area features the 'TAKE heart' logo, where 'TAKE' is in purple and 'heart' is in red, with a heart icon. Below the logo is the text 'AHRQ's Initiative To Increase Use of Cardiac Rehabilitation'. The central part of the interface is a large banner with a background image of a healthcare professional in blue scrubs pointing at a futuristic, glowing heart graphic. To the right of the image, the text reads 'Initiative and the Benefits of Increasing Cardiac Rehabilitation Participation' and 'Learning Community Webinar Series:'. Below this text is a white rectangular button. At the bottom of the banner, there are two logos: the Department of Health and Human Services logo and the AHRQ logo (Agency for Healthcare Research and Quality). On the right side of the interface, there is a sidebar with a 'Polling' section. It shows 'Time elapsed: Time limit:' and 'Poll Questions:'. The first question is '1. Which is best?' with three radio button options: 'A. Cats', 'B. Dogs', and 'C. Fish'. At the bottom right of the poll area, there is a 'Submit' button and a small text note: 'Your answer may be recorded.'

# Audience Question 1

**Question 1: Which part of the care coordination process does your program struggle with the most?**

Please select your answer here



Remember to click **SUBMIT** when complete

# Today's Panel



**Hicham Skali, MD, MSc**

*(moderator)*

TAKEheart Principal Investigator,  
Associate Director of the Cardiac  
Rehabilitation Program at  
Brigham and Women's Hospital,  
Division of Cardiovascular Medicine



**Stacey Greenway, MA**

Director of Cardiovascular Disease  
Management programs at  
Vidant Medical Center



**Virginia Morris, OTR/L,  
MPH, FACHE**

Director of Rehabilitation and  
Cardiopulmonary Rehab at  
MedStar Southern Maryland  
Hospital Center and MedStar St.  
Mary's Hospital



**Kathe Briggs, CEP, MS**

Director of Cardiac and Pulmonary  
Rehabilitation Services  
East Alabama Medical Center  
(EAMC)

# Background on Your Program and TAKEheart Participation

- What's your program like
- Why you decided to participate in TAKEheart

# Care Coordination Insights

- 1** What did you learn during the process mapping phase about changes you needed to make in your care coordination processes?
- 2** How has data affected your approach to care coordination?
- 3** What care coordination changes produced the biggest positive effects?
- 4** What challenges have you encountered in your care coordination processes and how have you been dealing with them?
- 5** What remains to be done and what final advice would you give to your peers about their efforts to improve care coordination for their patients?

# How and Why to Do Successful Process Mapping

- What you did to make your process mapping successful
  - Who you included
  - How you made it work
- What you learned through your process mapping that enhanced your care coordination



- What data you began to collect or review
- What you learned through the data you began tracking that improved your care coordination

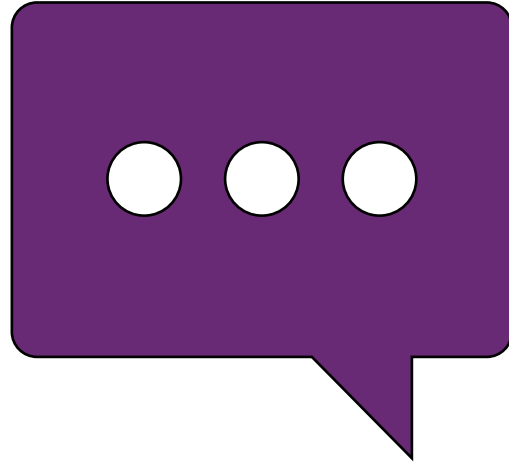
## Care Coordination Changes that Worked

- Listening and acting on staff suggestions for improvement
- Changes involving interactions with providers
- Changes in how staff interacted with patients and families

- Challenges related to supporting patients during the pandemic
- Challenges coping with staffing changes and turnover
- General challenges of doing more with less or the same staff  
FTE

- Top priorities for further care coordination
- Advice to peers on improving their care coordination

# Questions and Reactions



**Questions:** In the chat box, please list any questions or comments you have for the panelists.

# Next Steps

- ❖ **Event Materials:** Slides and other resources mentioned on today's call will be circulated to participants
- ❖ **Resources:** Learning Community [materials](#) and [TAKEheart Trainings Modules \(6, 8, and 9\)](#) related to Care Coordination are on the TAKEheart website
- ❖ **Next Affinity Group Session:** Date and topic to be announced shortly
- ❖ **Additional Input:** We welcome your input on how future sessions can be improved, what topics are of most interest, and any resources or strategies you're using that are working well
- ❖ **Feedback on Today's Event:** Please respond to the polling questions before you exit today's event