The Lahey Approach

- **Staffing**
  - 1 RN: 400 patients; 1 AA: 600 patients

- Collaborate with the provider already caring for the patient; predominantly a telephone-based service
  - Space restrictions

- **Current Annual Statistics:**
  - >2800 active patients seen annually
  - ~48,000 INRs managed
  - > 750 new referrals
  - Does not include full enrollment of CGP patients: ~1200 additional patients
  - TTR: 70%; TTR +/- 0.2: 84%
Provider Referrals

• Hospital-Based Specialists
  – Cardiology
  – Hematology
  – Surgery
  – Vascular Medicine
• Hospital-Based Primary Care
• Community-Based Primary Care*
Challenges in Meeting the Standard of Care

• Two different models of care
• Specialists managing anticoagulation collaboratively with the ACC
  – not a comprehensive view of patient risks/needs
• Providers not able to keep abreast of changes in clinical guidelines
• Difficulty justifying adequate staff to meet the volume
• Different models of licensing and re-imbursement
• Organizational geography and space limitations
Program Success

Tips on Achieving Provider Buy-In

Ann Pianka, MSN
Presented
November 4, 2008
Be Realistic

- You can’t fix everything all at once
- Too much change can result in chaos if not implemented carefully
- Avoid frustration of your staff, providers, patients
Choose your Battles

• Identify the areas of highest risk or frustration for your providers in your organization and target those areas first
  – Referral Process (Closed for 18 months; manual system)
  – Initiation of Warfarin Protocols (no standard)
  – Bridging Therapy (High frustration)
  – Reversal of VKA (no standard)
  – Dosing Protocols (administrative housekeeping)
Set The Stage

• Evaluate your current practice
  – What works?
  – What doesn’t?
• Provide evidence of the problem
  – Quality Assurance
• Provide information about the Standard of Care
• Invoke your experts
• Include your users in the needs assessment
• Advertise your successes
Make it EASY to Comply

• Set up systems that are
  – easy to access
  – easy to use
  – easy to troubleshoot
• Set the standard of care and advertise it
• Educate your providers of changes in
  – Practice
  – Process
  – Expectations
• Utilize a respected Provider Champion
• Keep it Simple!
Administration

• Has a different perspective on the problem than your providers
• If your providers are happy, your administration will be, too!
• Be honest in your
  – Needs
  – Numbers
  – Expectations
• Do your homework
• Advertise your successes