



# Stroke View



Georgia Department of Public Health | GA Coverdell Acute Stroke Registry | May 2017

## Coverdell Mentorship Program (CMP)

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The purpose of the Coverdell Mentorship Program (CMP), formerly known as the Hospital Mentorship Program, is to connect more experienced and knowledgeable stroke professionals (i.e., mentors) with those who need advice on improving their stroke care (mentees). For example, the program would connect a stroke coordinator who has been successful in reducing their hospital's door-to-needle time with a stroke coordinator who is interested in providing timely treatment after patient arrival. In order to enhance the Coverdell Mentorship Program (CMP), questions were asked on the 2016 Hospital Inventory Survey. A brief summary of the results are below:

Among Coverdell participants who completed the 2016 Hospital Inventory Survey:

- 19% had participated in CMP
- 64% of hospitals would be interested in becoming either a mentor or mentee hospital
- Over half had never heard of CMP (59% were interested in joining the program)
- Majority (68%) of GCASR hospitals were interested in receiving more information about the program

Based on these results, Georgia DPH Coverdell Staff is working to revamp the CMP in order to provide a more structured and formal process. We will hold a meeting during May to discuss with interested hospitals more details about their experience in the Mentorship Program. This will allow us to have a better understanding of future participants' needs. For individuals who were mentors or mentees in the past, **please be on the lookout for information about the call.**

In addition, individuals who have not been part of the program will have an opportunity to enroll at a later date.

**Thank you to those who completed the 2016 Hospital Inventory Survey, the information gained from the survey is instrumental in improving stroke care in Georgia!**

## Spotlight

### Congratulations to Crisp Regional Hospital!

Crisp Regional Hospital has been designated as a Remote Treatment Stroke Center by the Georgia Department of Public Health, Office of EMS and Trauma. Congratulations to Randi Burson and the entire team at Crisp Regional Hospital for their dedication to stroke.

## QI Study (Remote Treatment Center Designation)

### **Mentoring to Achieve Remote Treatment Stroke Center (RTSC) Designation**

**Denise Goings, MSN, RN, SCRNP – Medical Center Navicent Health**

**Randi Burson, BSN, RN – Crisp Regional Hospital**

**Purpose:** To have Medical Center Navicent Health (MCNH), a HUB hospital, mentoring Crisp Regional Hospital, in seeking RTSC Designation. Being that MCNH serves as Crisp’s hub hospital often receiving their stroke patients, it important to provide continuity of stroke care from one hospital to the another.

**Method:** MCNH mentored Crisp Regional on the process of becoming a RTSC Designated Hospital. During the process, MCNH and Crisp Regional met with their representatives and shared policies, algorithms, and forms.

**Results:** On Tuesday, April 11, 2017, Denise Goings attended Crisp Regional Hospital’s RTSC survey with Billy Watson and Robert Vick from the State Office of EMS and Trauma for the RTSC designation. As expected Randi and her team shined. Crisp Regional Hospital became the eighth hospital in Georgia to be designated as a Remote Treatment Stroke Center.

**Implementation:** Medical Center Navicent Health began conversations regarding stroke designation with Crisp Regional Hospital in February 2016. In July, MCNH held a Georgia Stroke Curriculum class which had over 30 participants. During the class, Randi Burson, from Crisp Regional did a great job getting her vital departments involved in the class. In the months that followed, MCNH continued conversations with Crisp Regional which included reviewing Crisp’s policies, procedures, and other relevant documents as Crisp’s policies were developed within the hospital’s capabilities.

**Challenges:** Becoming an RTSC brought major changes, obstacles, and growing pains to get to the final desired outcome. As a rural hospital, initiating telehealth for 24/7 neurology services meant major changes in the way things were done. Wireless capability had to be reconsidered and ultimately Crisp chose not to be wireless so that there could be connectivity with the neurologist in Atlanta at all times. Initial and ongoing staff education had to be performed and policies, protocols, forms and algorithms had to be rewritten to reflect the capabilities of all departments at Crisp Regional Hospital, particularly medical imaging and accessibility of CT scan when a suspected stroke patient arrived.

According to Randi Burson, “If it were not for the mentoring process, becoming a RTSC would have been almost impossible. The wealth of knowledge and leadership that was shared from the primary stroke center was so crucial to being successful at becoming a Remote Treatment Stroke Center.”

## Frequently Asked Questions

### **Stroke Awareness/Education**

**Q: May is National Stroke Awareness Month and our facility would like to increase our stroke education activities, where can we get materials?**

**A:** FAST education materials can be obtained from the National Stroke Association. NSA is currently working with Georgia sites to collaborate on their “Fast Program in a Box” initiative. Once you sign up to be a site, a package of materials (presentation, posters, wallet cards, brochures, etc.) will be mailed directly to you within a week. For more information or to sign up to become a site, contact Denys Fluitt by email at [Denys.Fluitt@dph.ga.gov](mailto:Denys.Fluitt@dph.ga.gov).

### **Pre-Hospital**

**Q: What can EMS do to improve data on the Hospital Hub?**

**A:** EMS Agencies can log on to GEMSIS and carefully review Patient Care Reports (PCR) to ensure that it reflects all the information available at the time of the call. This will ensure complete and accurate information is being transferred to the state.

**Q: Who do I contact if I have questions about the Hospital Hub?**

**A:** Angie Rios, Hospital Hub Coordinator, is available to provide technical assistance for the Hospital Hub. EMS agencies can email [Angelyn.Rios@dph.ga.gov](mailto:Angelyn.Rios@dph.ga.gov).

### **Hospital**

**Q: How do I become a mentor/mentee hospital?**

**A:** During the months of May and June, the Coverdell Staff will be holding conference calls about the Coverdell Mentorship Program (CMP). Please be on the look out for information related to those calls.

**Q:What can Hospital Hub users do to improve data?**

**A:** As you are reviewing PCRs for information related to your stroke patients please take the time to notify the reporting EMS agency of any missing information or possible errors in documentation.

**Q: Who do I contact if I have questions about the Hospital Hub?**

**A:** Angie Rios, Hospital Hub Coordinator, is available to provide technical assistance for the Hospital Hub. She can be reached by email at [Angelyn.Rios@dph.ga.gov](mailto:Angelyn.Rios@dph.ga.gov).

### **Data**

**Q:** What is the purpose of re-abstracting a patient’s record once it is abstracted and entered in the Get with the Guidelines (GWTG) tool?

**A:** Often and as part of hospitals’ certification or recertification process, hospitals are asked whether the performance measures they report based on abstracted data truly reflect the quality of their patient care. Performance measures are calculated based on the documentation of what patients received during their hospital stay. Re-abstractation helps to assess how appropriately and reliably these data are entered into the tool, and how valid is the information generated both for measuring quality of care and prompting data-based quality improvement initiatives.

## Updates

### **2016 Coverdell Data Summary and 2016 Legislative Stroke Report**

The 2016 Coverdell Data Summary and the 2016 Legislative Stroke Report have been posted to the DPH website. Click on the following link to access the reports: <http://dph.georgia.gov/georgia-coverdell-acute-stroke-registry-reports>.

### **Coverdell Murphy Act – Amended**

The Coverdell Murphy Act has been amended to show updated reporting requirements. The amendment is currently open for public comments and feedback. You can review the amended Coverdell Murphy Act document by clicking on the following link: <http://dph.georgia.gov/sites/dph.georgia.gov/files/Notice%20of%20Proposed%20Rulemaking%20Stroke%20Centers.pdf>

## Announcements

### **March Coverdell Call**

We would like to take this opportunity to thank Dr. Michael Frankel, the Lead Neurologist for the Georgia Coverdell Acute Stroke Registry, for presenting on the March Coverdell Call. Dr. Frankel presented highlights from the 2017 International Stroke Conference.

### **Coverdell Call**

The next Coverdell call will be held on Monday, June 12th at 12pm.

### **May 17th Abstraction Training Workshop**

Coverdell hosted an abstraction training workshop on Wednesday, May 17th at Wellstar Spalding Hospital in Griffin, Georgia. Many thanks to Catherine Whitworth for being a wonderful facilitator!

### **SAVE the DATE: Sept. 28th Remote Treatment Stroke Center Workshop**

GCASR, in collaboration with other agencies, is hosting the annual “Why and How to” Remote Treatment Stroke Center Workshop at Medical Center Navicent Health (Macon, Georgia) on September 28th, 2017. The purpose of this workshop is for non-stroke designated hospitals to receive information on the business case for developing a stroke system of care and to gain knowledge on how to become a designated Remote Treatment Stroke Center (RTSC) through the Georgia Department of Public Health, Office of EMS and Trauma. If you are interested in attending this very informative workshop, please mark your calendars. Invitations with more information will be sent out within the next few months.

## **MAY IS NATIONAL STROKE AWARENESS MONTH!!!!!!**

Do you have stroke education activities planned for National Stroke Awareness Month? We’d love to hear about your community activities and recognize your facility for providing this much needed education. Please send pictures and a description of the event so that we can recognize you.