

Anticoagulation Management Clinic: Integrating the Patient Experience

The Problem

The Anticoagulation Management Service (ACMS) currently provides warfarin (Coumadin) management to over 600 Healthcare Associates (HCA) patients. The clinic will be expanding the service to the management of patients on warfarin in the Gerontology and Cardiac service this year.

Aim/Goal

Measuring patient experience of the service will provide data to help identify areas of opportunity for improvement, as well as provide a baseline to evaluate the service as it expands

- To measure patient experience and satisfaction for patients in the ACMS and identify next steps for improvement.
- To develop baseline data and evaluate the viability to create an ongoing patient feedback loop integrating periodic measurement of patient experience to ensure patient-centered approaches to warfarin management.

The Team

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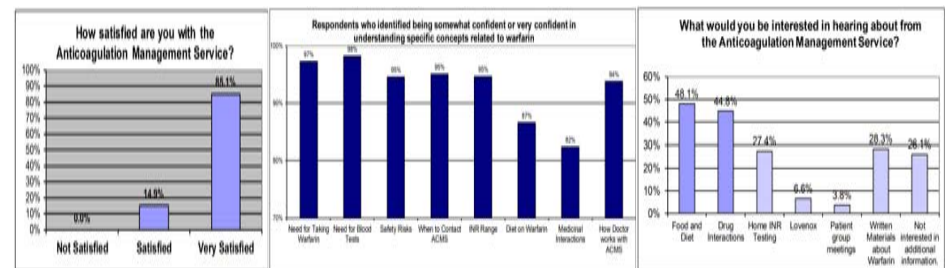
Special Acknowledgement to the Anticoagulation Management Service team members: Patricia Glennon-Colby, RN; Lisa Jachowicz, LPN; Marie Mahony, RN; Colleen Monbleau, RN; Kathleen O'Rourke; Carolyn Wheaton, RN

The Interventions

- Developed survey to measure the experience of patients of the ACMS. Survey items were drawn from interactions with patients and feedback from key informants (e.g., Anticoagulation team, Medicine QI, and Social Work and Patient Family Advisory Council).
- Survey design included open and closed response questions including 8 Likert scale questions focusing on confidence (i.e. Not Confident, Not Very Confident, Somewhat Confident, Very Confident) in comprehension of topics such as understanding the need to take warfarin and complete routine blood tests, goal INR level, and proper diet, etc.
- Surveys were mailed to 662 active patients. Patients were also given an option to complete the survey online.
- Survey data were entered into a database and trends were identified via quantitative analysis. Free text responses and additional comment fields were tagged and categorized accordingly and quantifiably analyzed.

The Results/Progress to Date

- 227 patients completed the survey, 9 of which were completed online, for a 34% survey response rate.
- 100% of patients rated being *Satisfied* or *Very Satisfied* with the ACMS.
- For most questions of knowledge and comprehension, greater than 90% of respondents expressed confidence. However, 13% and 18% of respondents reported little or no confidence in proper diet and drug interactions while taking warfarin.
- 60 patients indicated an interest in participating in a future focus group to discuss additional Anticoagulation Clinic services and educational material development.



Lessons Learned

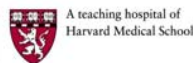
- Patients cared for by the ACMS report very high rates of satisfaction with their care by ACMS.
- Some patients indicated that they wanted more information on dietary interactions with warfarin, and drug interactions.
- Survey data may provide a general benchmark against which future data may be compared.

Next Steps

- Plan and develop periodic newsletter as a supplemental educational tool and to keep patients engaged in their warfarin management
- A Patient focus group will be planned to further advise patient-centered approaches.
- Evaluate viability of holding periodic patient learning groups on specialized topics, such as nutrition and understanding drug interactions while taking warfarin.
- Future surveys will be considered to measure progress and patient comprehension relative to initial findings as well as a method of continual input for improvement.



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