

AACVPR Case Study: Mount Carmel Health System

Title: Cardiac Rehab Open Gym

Author Name: Tammy Garwick, MA, RCEP

Author Institution: Mount Carmel Health System

Motivation and Operations

1. What was your motivation for implementing these changes in your program?

This was initially driven by staff. They preferred to have constant flow rather than bursts of volume.

2. How long did it take to implement these changes?

The change came with a two week notice to patients.

3. What staffing changes did you have to make in or to achieve these changes?

We did not need to make any staffing changes to accommodate the change. The staff is aware of changing volumes around lunchtime and will fluctuate their lunch based upon current flow.

Reflection on Process

4. What worked well?

Mount Carmel Grove City offers cardiac rehabilitation on Mondays and Wednesdays. With the limited available days, the open gym model allows for patients to have flexibility within those days.

We ask the patient to attend their first week at a scheduled time so that staff is able to dedicate time to them and provide background program information.

After the first week, patients are able to exercise at a time convenient to them within the scheduled hours of the department. We find that patients have a tendency to attend most of their sessions around this same time of day.

5. What were the opportunities for improvement?

Increased patient and staff satisfaction were the foundations for making the improvement.

6. How long have you been implementing these changes?

We have been implementing this change for three years.

Future/Next Steps

7. Do you anticipate making any changes in the future to your current process?

We currently offer our phase II Cardiac Rehab program on Monday and Wednesday.

Due the hospital expanding in our area, we are hopeful that we will be able to offer our services four days a week and allow for more patient flexibility.

8. Do you have any supplemental materials you would be willing to share?