

AACVPR Case Study: Genesis Health System

Title: Group Orientation

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Motivation and Operations

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

At Genesis Health System, we focus on providing compassionate quality health care while maintaining a productive work environment. Group orientations have been a standard practice in our organization for over 25 years. They promote efficiency in busy programs and give patients peer support and a venue to exchange ideas, problems, and successes. Over the years we have witnessed the effects that positive peer pressure can have to help patients better manage their chronic conditions. Group orientation participants are able to share their story with others who have been in their shoes, share recipes, resources and build a friendship based on a common background. Patient groups have joined the same cardiac rehab exercise class, met for coffee before or after rehab and attended our annual patient banquet together. While group orientations are imperative to achieve efficiency the impact they can have on the patient is the true measure of success.

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

Genesis Heart & Vascular Rehab implemented group orientations over 25 years ago. At the time it was recognized that performing individual orientations was not a sustainable option for long-term success and viability.

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

Genesis Heart & Vascular Rehab is comprised of nurses, exercise physiologists, and a department assistant. The clinical staff are cross trained to improve the functionality of the team. We utilize a 1:3 staff to patient ratio during group orientations. Group orientations are performed on Tuesday and Thursday, our non-exercise rehab days.

In order to ensure a smooth process during the orientation we have developed a Power Point presentation to guide the patient and staff. Additionally, we have worked as a team to outline the duties of each staff member during and after group orientations and created process maps of tasks to complete.

Reflection on Process

4. What worked well?

By utilizing group orientations, we have the potential to capture up to 32 patients in our program per week (8 patients per group orientation; 4 group orientations offered per week).

We offer group orientations on the same days and times each week allowing us to partner with our inpatient nurse navigators to schedule at the bedside.

The Heart & Vascular Rehab team can educate and introduce our program with to up to 8 patients per group orientation in 90-120 minutes. This eliminated the fatigue on our team of repeating the material over and over all day.

The group dynamic also provided improved communication and learning. In a group setting patients are learning from one another as well. A patient may ask a question that others were thinking but not comfortable asking.

5. What were the opportunities for improvement?

Over the years we have streamlined our process to increase efficiency and patient satisfaction.

- We added the cardiac rehab order as a default on all electronic medical record (EMR) order sets for the operating room and Cath Lab
- Assessment paperwork is completed during orientation. This step eliminated extra postage costs and staff time preparing mailings
- We partnered with the Financial Clearance department to verify insurance coverage and they notify the patient prior to attending the group orientation of their coverage and any out-of-pocket expenses
- We have developed the “See You in 7” for acute myocardial infarction (AMI) patients and “See You in 14” for coronary artery bypass grafting (CABG) patients to improve outcomes through early admission to cardiac rehab. Group orientations have allowed us to schedule patients into cardiac rehab within these defined time frames
- We partnered with Genesis Pulmonary Rehab (PR), which is a separate service line, but shares the gym space to create a combined CR/PR group orientation. Many patients have respiratory and cardiovascular concerns and this partnership has led to positive impacts on our patients’ understanding of how the conditions overlap and what they can do to manage both

6. How long have you been implementing these changes?

Genesis Heart & Vascular Rehabilitation has been utilizing group orientations for over 25 years. We continue to refine our process to meet the needs of our patients.

Future/Next Steps

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

- We plan to continue partnering with our physicians to script messages regarding the benefits and importance of cardiac rehab during office visits for patients who have declined services.
- We would also like to develop a process to allow the inpatient nurse navigators the ability to schedule a patient directly onto our electronic medical record schedule.

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

We would be happy to share the following resources:

- [Genesis Health System – “Group Orientation” PowerPoint for Patients](#)
- [Genesis Health System – Group Orientation Process Flowsheet](#)
- [Genesis Health System – Phase II/III/IV Admission, Orientation, and Discharge Policy](#)
- [Genesis Health System – “Using Group Orientations for Cardiac Rehabilitation” PowerPoint](#)