

AACVPR Case Study: Christiana Care Health System

Title: Use Clinician Follow-up to Bolster Enrollment

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Motivation and Operations

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

We found that patients who did not enroll in cardiac rehabilitation were not always forthcoming with their cardiologists at their follow-up visits regarding their knowledge and attempted program enrollment by our department. By informing the referring cardiologist via the faxed non-enrollment letter, our goal was to ensure the referring cardiologist was aware that patient had been successfully or unsuccessfully contacted, and was not enrolled in the CR program. This promoted patient accountability and cardiologist engagement.

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

The creation and implementation of the non-enrollment letter was extremely easy and quickly integrated into the Referral Call policy.

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

No staffing changes were required to incorporate the non-enrollment letter into the referral call work flow.

Reflection on Process

4. What worked well?

Our cardiologists are very supportive of cardiac rehabilitation and have responded favorably. Following the initiation of this letter, the cardiologists are aware at follow-up visits whether the patient is non-enrolled in our program and the reason why. This gives the cardiologist the opportunity to support and encourage enrollment. Although presently we are not able to pull this data, anecdotally we are finding that approximately 20% of the non-enrollment letters sent to cardiologists ultimately result in patient enrollment.

5. What were the opportunities for improvement?

Opportunities for improvement include engaging the tracking system for data collection to have concrete data regarding enrollment response following non-enrollment letter, the reasons why patients decline enrollment and the volume of patients that we are never able to establish contact with.

6. How long have you been implementing these changes?

The non-enrollment letter was initiated in 2016.

Future/Next Steps

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

Our cardiovascular surgical team has requested that we include them in the distribution of the non-enrollment letters, allowing them to encourage CR participation with these patients as well.

As noted above, we will be tracking the enrollment response related to the non-enrollment letter and the reasons for non-enrollment.

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

See the sample of the [non-enrollment letter](#).