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Preparation for a Pulmonary Hypertension (PH) Care Center Accreditation visit at a community pulmonary hypertension program

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Background: Recognition as a Pulmonary Hypertension Association (PHA)-Accredited PH Care Center (PHCC) is critical to ensuring PH patients are receiving care from experienced PH providers and an extensive care team. Integrating the PHCC criteria into the development of a new PH program and preparing for a survey provides a framework to evaluate program quality. Since there are no formal guidelines on how to prepare for a site visit, applying centers may benefit from knowledge gained by other programs.

Methods: The Pulmonary Hypertension program at AdventHealth Medical Group in Orlando, FL was established in 2016 and applied for PHA-Accreditation in January 2019. On an outpatient basis, the program sees approximately 800 PH patients/year, including 160 pulmonary arterial hypertension and chronic thromboembolic pulmonary hypertension. Understanding the nuances of the accreditation survey preparation began in 2016. Utilizing the PHCC Comprehensive Care Center (CCC) criteria as a road map, administration compared components to current institutional characteristics to identify areas of opportunity for program development. The CCC criteria were woven into every aspect of the program development and provided a strong foundation. The PH Program Coordinator acted as survey lead, gathering program statistics, letters of support, and engaging stakeholders. To ensure records from external health system(s) were obtained, the coordinator developed a PH referral checklist. Nursing, pharmacy, echo, and cardiac cath lab education were essential components as well as refinement of institution PH policies. Since program conception, hospital administration, nursing educators, PH-certified bedside nurses, pharmacy, care-management, and respiratory were all provided information regarding their role in the program. The office staff created a supporting document checklist and ensured all testing was presenting in EMR for the chart review. If any documents were absent or within a note a notation was made in the EMR to aid the reviewers. One month before the site visit, education on the purpose of accreditation, an overview of the itinerary and visit process was provided to all stakeholders and continued up until the visit date.

Results: The accreditation team was on site for 8 hours. The team site surveyors provided positive feedback regarding the program preparation and ability of surveyors to obtain a comprehensive view of all program elements. Key elements identified in the success of the visit were hospital administrator support of the program, enthusiasm by PH-certified staff members, well-organized presentation of data, and comprehensive staff knowledge of patient care processes.

Conclusions: Preparation for a PH site-accreditation survey is a multidisciplinary approach involving many stakeholders. With focused program preparation and integration of the PHCC criteria into the program, both the hospital and office staff felt equipped for the visit. The surveyors were able to conduct effectual chart reviews, could identify the presence of key program elements that lead to quality care and improved outcomes of PH patients, and acknowledged the preparedness and value of the current PH program.



Presented at the 2019 Pulmonary Hypertension Association (PHA) Pulmonary Hypertension Professional Network (PHPN) Symposium.

Figure 1. Schedule Table of Day of Visit



James H. Tarver III, MD
 Jason Stansberry, MD
 Melisa Wilson, ARNP
 Michelle Chance, ARNP

PHCC Site Visit at Advent Health
 May 17, 2019

	Appointments	Length	Time	Location	Team Members:
1	Introductory meeting with Program Leadership Team Introductions, Review Agenda, Program Overview presentation by Program Leadership (10-15 min maximum)	40 min	8:00-8:40 AM	<input type="checkbox"/> Women's Tower Conference Rooms	<input checked="" type="checkbox"/> James Tarver, III, MD <input checked="" type="checkbox"/> Melisa Wilson, APRN Kim Dawson, Karilyn Vargas, Dawn Gates, Lara Shimet, Shannon Zljajic, Steven Forbrick, Brent Weber, Scott Hill, Michelle Sharpe, Steve Forbrick, Ana Urena, Austin Satterthwaite, Jaclyn Moore, Jason Stansberry, Michelle Chance, Christy Mize, Kim Kelly, Cathy Stankiewicz, Cynthia Gries MD, Barry Egolf, Kandy Medlen, Delores Barnes, Douglas Richardson
	Travel Time	5 min	840-845	Travel to practice	
2	A. PHCC Physician interview with Director(s) B. PHCC AHCP interview with Coordinator(s) (Please schedule in separate locations)	30 min	8:45-9:15AM	<input type="checkbox"/> ALD practice <input type="checkbox"/> NP office and MD office	<input type="checkbox"/> James Tarver, III, MD <input type="checkbox"/> Melisa Wilson, APRN
3	Identification of charts by site visitors for later review – Program Leadership Team to supply copy of patient roster	15 min	9:15-9:30AM	<input type="checkbox"/> ALD practice break room	<input type="checkbox"/> James Tarver, III, MD <input type="checkbox"/> Melisa Wilson, APRN
4	Site visitor Supporting Document review	30 min	9:30-10:00AM	<input type="checkbox"/> ALD practice break room	<input type="checkbox"/> James Tarver, III, MD <input type="checkbox"/> Melisa Wilson, APRN
5	Visit to Outpatient Clinic and Interview with Program Outpatient support team (PH support staff, Respiratory Therapy/Pulmonary Rehabilitation)	30 min	10:00-10:30AM	<input type="checkbox"/> ALD practice	<input type="checkbox"/> Marilyn Kimble <input type="checkbox"/> Tiffany Hendrix Kimberley Padilla, Elizabeth Morales, Tricia Tavares, Jamila Smith, Lindey Teleford, Danisha Duncan-Phillips, Christine Leonard
6	Interview with Patient	15 min	10:30-10:45AM	<input type="checkbox"/> ALD Practice	<input type="checkbox"/> Jamie Mykins
7	Break/Travel time	15 min	10:45-11:00AM		
8	*Interview with Catheterization Laboratory Director	15 min	11:00-11:15AM	<input type="checkbox"/> CVI boardroom	<input type="checkbox"/> Rajesh Shah, MD <input type="checkbox"/> James H. Tarver, MD
9	Visit to Inpatient Ward and Interview with Program Inpatient support team (PAH Clinical Specialist, Nursing staff, Inpatient Pharmacist)	60 min	11:15-12:15PM	<input type="checkbox"/> CPPCU – 6800 <input type="checkbox"/> CICU – 5800	<input type="checkbox"/> Cristian Fausto/Megan Kildea <input type="checkbox"/> Sylvia Taylor/Otsanya Ochogbu
10	Lunch with Site Team	30 min	12:15-12:45PM	<input type="checkbox"/> Women's tower conference room	<input type="checkbox"/> Marketing and Foundation James Tarver, III, MD, Melisa Wilson, APRN Kim Dawson, Karilyn Vargas, Dawn Gates, Lara Shimet, Shannon Zljajic, Steven Forbrick, Brent Weber, Scott Hill, Michelle Sharpe, Steve Forbrick, Ana Urena, Austin Satterthwaite, Gordon Wesley, Jaclyn Moore, Jason Stansberry, Michelle Chance, Christy Mize, Kim Kelly, Cathy Stankiewicz, Duane Davis MD, Cynthia Gries MD, Tom Berlin, Barry Egolf, Lara Schmidt, Kandy Medlen, Patricia Borstein
11	Chart Review (12-15 records – see patient roster form)	60 min	12:45-1:45 PM	<input type="checkbox"/> CVI board room	<input type="checkbox"/> Melisa Wilson, APRN <input type="checkbox"/> James Tarver, III, MD
12	Interview with Clinical Research Support Staff	15 min	1:45-2:00PM	<input type="checkbox"/> CVI research department	<input type="checkbox"/> Kim Starke Cawthon <input type="checkbox"/> Delores Barnes Maggie Warrington, Robin Michaels and other coordinators
13	Interview with Hospital Administrator	15 min	2:00-2:15PM	<input type="checkbox"/> CVI boardroom	<input type="checkbox"/> Kimberley Bell Dawson, VP <input type="checkbox"/> CVI <input type="checkbox"/> Scott Hill, VP AHMG
14	Break/Travel time	15 min	2:15-2:30PM		
15	Site visitors' private review and program discussion	30 min	2:30-3:00PM	<input type="checkbox"/> CVI boardroom	
16	Wrap up meeting with the Program Medical Director and Coordinator to give immediate feedback	30 min	3:00-3:30PM	<input type="checkbox"/> CVI boardroom	<input type="checkbox"/> James Tarver, III, MD <input type="checkbox"/> Melisa Wilson, APRN Kimberley Bell Dawson, Kari Vargas, Shannon Zljajic, Austin Satterthwaite, Marketing team, Scott Hill, Brent Weber, Jason Stansberry, Michelle Chance, Duane Davis

Welcome Site Reviewers!
 Diane Zwicke, MD (St. Luke's Milwaukee, WI)
 Traci Housten Harris, RN (John Hopkins)
 Janet Pinson, APRN (Virginia Commonwealth University)

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