It Takes a Village: And Other Lessons Learned from a Large Comprehensive Stroke Center

Sandi Shaw RN, BSN
Stroke Program Manager
Memorial Hermann Hospital – TMC
Mischer Neuroscience Institute
I do not have relevant financial relationships with commercial interests related to the content of this presentation.
The largest not-for-profit health system in Southeast Texas, Memorial Hermann has 15 hospitals and several specialty programs and services conveniently located throughout the Greater Houston area. Memorial Hermann-Texas Medical Center is one of the nation’s busiest Level I Trauma centers and the primary teaching hospital for the UT Health Medical School.
Approximately 82% of the Expanded Greater Houston MSA population lives within the primary service area of at least one Memorial Hermann campus.
Overview

Memorial Hermann-TMC

- 1,082Licensed Beds
- 7 Specialty Adult ICUs (CCU, CVS, Medicine, Neurosciences, Trauma, Transplant, Pediatric, Burn)
- TJC CSC Certification March 2013
- 39,196Discharges FY16
- 268,269Patient Days
- 72,403ED Visits
  - 16,618ED Admissions to Acute Care
- 31,769Inpatient and Outpatient Surgeries
- 2,200Stroke admissions

Mischer Neuroscience Institute

Neuroscience Service Line
- 32 Neuro ICU Beds
- 12 Stroke Unit Beds
- 15 Neuro IMU Beds
- 51 Neuro Acute Care Beds
- 7 Epilepsy Monitored Beds
- 10 Neurosurgical Elective Unit Beds
- 6 Neuro-elective ICU Beds
Building the Village

Stroke Service Line
Dr. Sean Savitz

Teledermicine Transfers
Dr. Teddy Wu
Sandi Shaw

Acute Stroke / ED
Dr. Samuel Prater
Dr. Andrew Barreto
Sandi Shaw

Carotid Stent
Dr. Roc Chen
Dr. Andrew Barreto
Dr. Chariton-Ouw
Dr. Richard Smalling
Dr. Nicole Gonzales
Isabel Gonzales
Stephanie Cooper

CSC Steering Committee Chairs:
Dr. Sean Savitz, Enedra Allen-McBride, Sandi Shaw

Misher Neuroscience Service Line
Dr. Dong Kim
Dr. Louise McCullough

Multidisciplinary Peer Review
Dr. Kim, Dr. Day, Dr. Savitz

Clinic Discharge
Dr. Anjali Sharrief
Kim Vu
Stephanie Cooper

NVICU
Dr. Nicole Gonzales
Dr. Wanda Gonzales
Mallory Lightford

DATA
Dr. Farhan Vahidy
Dr. Hari Indupuru
Chris Fraher
Isabel Gonzales

Nursing Practice Education
Simy Pullokan

Neuroscience Rehab
Dr. Nneka Ifejika
Les Fuchs
Isabel Gonzales

Endovascular
Dr. Amrou Sarra
Mallory Lightford

CSC Infrastructure FY 18
The Village:
Stroke Coordinators

• How many is enough?
• Build on expertise
• Build out of comfort zone
• Gap analysis to help direct work effort and eliminate duplication
• Capture ALL Strokes and Carotids – including weekends and holidays
The Village: Data Management Team

- How many is enough?
- Building a Registry
- Gap analysis to help direct work effort and eliminate duplication
- Collaboration with ALL Village members
The Village: Projects

**Table 1:** Distribution of Person-Hours per Day (PHDs) based on activity category and frequency for a high volume comprehensive stroke center

<table>
<thead>
<tr>
<th>Activity Category</th>
<th>Daily*</th>
<th>Weekly</th>
<th>Biweekly</th>
<th>Monthly</th>
<th>Quarterly</th>
<th>Semi-Annual</th>
<th>Annual</th>
<th>Total</th>
<th>FTE/Category</th>
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<tbody>
<tr>
<td>Data Processes</td>
<td>29</td>
<td></td>
<td></td>
<td>2.4</td>
<td></td>
<td></td>
<td>0.673</td>
<td>32.07</td>
<td>4.01</td>
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<td>Core Measure Tracking</td>
<td>13.80</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>13.80</td>
<td>1.73</td>
</tr>
<tr>
<td>Education</td>
<td>4</td>
<td>0.40</td>
<td></td>
<td>1.05</td>
<td>0.183</td>
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<td></td>
<td>5.63</td>
<td>0.70</td>
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<tr>
<td>CSC Committees</td>
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<td>2.60</td>
<td>0.6</td>
<td>3.825</td>
<td></td>
<td></td>
<td></td>
<td>7.11</td>
<td>0.89</td>
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<tr>
<td>PI Projects</td>
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<td></td>
<td>0.45</td>
<td>0.033</td>
<td></td>
<td></td>
<td>4.88</td>
<td>0.61</td>
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<tr>
<td>Community Outreach</td>
<td>1.60</td>
<td></td>
<td></td>
<td>0.2</td>
<td>0.4</td>
<td></td>
<td></td>
<td>2.2</td>
<td>0.28</td>
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<tr>
<td>TJC Survey Prep</td>
<td></td>
<td></td>
<td></td>
<td>1.6</td>
<td></td>
<td>0.13</td>
<td></td>
<td>1.73</td>
<td>0.22</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>46.88</td>
<td>9</td>
<td>0.6</td>
<td>9.525</td>
<td>0.616</td>
<td>0.13</td>
<td>0.673</td>
<td>67.43</td>
<td>8.44</td>
</tr>
</tbody>
</table>

**FTE / Frequency**

- *includes weekend coverage*
The Village: Projects in Motion

- Community Outreach: 3%
- PI Projects: 7%
- CSC Committees: 11%
- Education: 8%
- Core Measure Tracking: 20%
- TJC Survey Prep: 3%
- Data Processes: 48%
The Village: Post CSC
Thank You