



Draft Memo to Administration or Executive

MEMO

Date:

To: [Hospital Administrator/CMO/COO/CEO]

From: Dr. [Hospitalist]

Re: Optimizing Care for Heart Failure Patients

Dear Dr./Mr./Ms [administrator]:

Heart failure is the most common diagnosis for half of our medical inpatients (those older than 65 years). In addition to its high prevalence, heart failure is also costly. According to the American Heart Association, one-third of patients hospitalized for heart failure are readmitted to the hospital within 3 months. Readmission is a phenomenon that can tie up resources, from emergency room throughput to telemetry beds, while also leading to worse outcomes.

Studies show that admissions for heart failure can be prevented with multidisciplinary disease management strategies. Even simple measures can be meaningful: the literature indicates that eligible patients who are not discharged on either an ACEI or an ARB are more likely to be readmitted.

The care for heart failure patients is under increasing national scrutiny. Adherence to evidence-based guidelines is very low with the quality of care ranges widely among hospitals and physicians. Were we to standardize our care our medical center would have an opportunity to distinguish ourselves.

Since our hospital medicine group cares for nearly half of all heart failure patients at this medical center, with your support, we are prepared to lead a multidisciplinary effort to optimize heart failure management.

We know what needs to be done. We just need appropriate planning and execution to do it. Please let me know when we can meet to discuss further this significant opportunity to provide better hospital care.

On behalf of our patients and our hospital, thank you for your time and interest.
Sincerely,

Joe Hospitalist, MD





Executive Summary for QI Initiative

EXECUTIVE SUMMARY

Describe in 1-2 paragraphs the goals of your program and how it will benefit the institution.

PROJECT OVERVIEW

Background & Institutional Need

Your background should provide a global perspective of the problem and data specific to your institution. End with a clear description of how your institution will benefit from the project. The background should be limited to 2-3 paragraphs. Use benchmark data related to rates of hospital core measure performance described elsewhere in this workbook. The most recent institutional data may be available through the quality assurance department, or extractable as described elsewhere in this workbook.

Project Goal / Objectives

Project goals and objectives should be expressed in measurable terms. Indicate a time frame for achievement. Aim for goals that are reasonable and achievable.

Project Timeline (Table)

Present a clear plan for completing the project. Use a table to show milestones and associated goal dates. Indicate the start date for which the timeline is dependent.

Project Team

Indicate on the timeline the personnel (type and percent or amount of time) required to complete the project. Consider using an Advisory Board to assist with political issues, internal approval processes and communications across departments.

Project Budget (Table)

Present a clear table detailing your budget. Detail costs associated with research personnel, project evaluation and reporting, project management, administrative or clerical support, project equipment and supplies and overhead (if applicable).

RESEARCH PROTOCOL (optional)

Research Questions

Demonstrate a focused project by limiting research questions to those that are “need to know” vs “nice to know.” Future projects can address additional research questions. Be sure research questions and project objectives are congruent. Be sure you have budgeted the right resources and planned a timeline to answer your research questions.

Research Methods

Detail data collection methods and timetables. Indicate how researcher biases will be addressed. Consider how data collection methods might affect patient confidentiality regulations.

Human Subjects Approval Indicate if you are seeking IRB approval for use of human subjects and how the issue will be addressed.