

# Swedish Medical Center Cardiovascular Community Health Plan

October 2022

## Mission and Vision of Swedish Medical Center

Swedish Medical Center is an HCA facility. The HCA mission is *above all else, we are committed to the care and improvement of human life* and the HCA vision is *to bring exceptional healing to all human beings*.

## **Swedish Medical Center will focus our Cardiovascular Community Health Plan on Follow up Appointments and Community Resources.**

This strategy is based on feedback from our community in 2019 Hospital Transformation Project (HTP) Community Health Assessment by Colorado Research Institute and 2022 HCA Continental Division Hospital Transformation Project Survey. These documents can be accessed at <https://healthonecares.com/specialties/cardiology?location=swedish>

### Excerpt from the 2020 Continental Division HTP Survey on Hospital Discharge Experience

Survey Question: Hospitals in your area are focused on your health and well-being. After leaving a hospital, it is important for your recovery that when you are discharged home, you understand and follow your discharge instructions. This includes attending follow-up visits with your provider/clinic.

Of those that did not attend follow up visits at Swedish Medical Center (top 3 responses)

37% said I did not attend follow-up appointments after being discharged from the hospital because I felt better.

17% said something unexpected came up and I could not attend

15% said I did not have transportation to go to my appointment

### Goal #1

#### **Reinforce the need for follow up visits following hospitalization for cardiovascular reason and focus on accessibility for patients:**

- written discharge information includes single phone number to call if questions
- appointments within 72 hours for patients with urgent need
- follow up at one week for complex cases
- follow up at two weeks for most cases - scheduled outpatient clinic days available every week
- no need to enter the hospital – outpatient clinic in a medical office with EZ access from parking garage

Excerpt from the 2020 Continental Division HTP Survey on Community Resources

Survey Question: To assist in providing the best care for your health, well-being and follow up care when you are discharged, hospitals may ask questions about your social needs or unmet resources. Which resources do you lack, or not have access to, that would hamper your health and/or recovery?

Of those with unmet resources at Swedish Medical Center (top 3 responses)

- 29% said they had transportation problems
- 29% said they has personal safety concerns
- 27% said they had housing/shelter instability

Survey Question: Where have you or would you expect to get help with your resource needs?

Responses from Swedish Medical Center (top 3 responses)

- 67% said a community resource center, such as a food bank
- 44% said my health insurance provider
- 30% said my doctor's office

A note on access to resources – about 20% of all respondents in Continental Division said they would not answer questions about their resources honestly because

- 7% said I feel like I'm being judged
- 5% said I do not know who will see my responses
- 3% said it's embarrassing to answer these questions
- 2% said it's none of their business to ask me these questions
- 2% said there's nothing they can do to help me
- 1% said other response

Goal #2

**Provide information on how to access community resources to all patients following hospitalization for cardiovascular reason:**

- Provide info on Findhelp.org (our HCA approved site for community resources) in each patient room

## Quarterly Community Health Screening

Part of health education is screening our community for risk of cardiovascular disease. We recognize a need for ongoing health screening that can be accomplished outside of a medical setting. A cardiovascular screening tool that community members can self-administer is a reasonable alternative to hands-on screenings within the hospital. Links to this tool are embedded in our health education materials:

- ASCVD Risk Estimator Tool vs. existing DHG CV Risk Estimator that requires contact info

The screenshot shows the Swedish Medical Center website. The main content area features an article titled "Award-winning cardiac care in Denver, CO" with a sub-headline "If you or a loved one is experiencing chest pain, call 911." Below the article is a "Quick Links" section and a "Heart related conditions we treat" section. On the right side, there is a sidebar with "Helpful Links" (Find a Doctor, Get Directions, Call us (303) 755-0000, Call us (303) 770-3047, Heart & Vascular Surgery, Access your heart info) and "Find care at these locations" (North Suburban Medical Center, Pennington/St. Luke's Medical Center, Rocky Mountain Hospital for Children, Rose Medical Center, Sky Ridge Medical Center, Swedish Medical Center, The Medical Center of Aurora). A red arrow points to the "Access your heart info" link in the sidebar. At the top right, there is a "Alerts" box for COVID-19 response.

## Quarterly Community Health Education

Swedish Medical Center has a responsibility to provide education to our community on a regular basis in order to attain our goals of increasing attendance at cardiovascular follow up care appointments and facilitating access to community resources for unmet social needs. Every quarter we will highlight these goals via:

- Importance of follow up care message on TVs in waiting rooms/lobby
- Community resource flyers in cafeteria, lobby, waiting rooms
- Flyers with heart healthy behaviors and link to CV Risk Estimator Tool

## Marketing Plan

We want to meet our community with the right message in the right format that will engage and inform. We will educate our community about our two cardiovascular health goals by using all of our communication options, to include:

- Social media, Swedish Medical Center website
- TVs in cafeteria, lobby, waiting rooms and patient care rooms
- Posters and Flyers in public areas like cafeteria, elevators, waiting rooms
- Targeted email



The quarterly offerings will revolve around this schedule:

- February = Heart Month
- June = Annual AHA Denver Heart Walk
- September = AFIB Awareness Month
- November = Healthy Holidays