Stroke Pathway coordinator, a new skill for care quality: results from Lorraine and Ile de France

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## Disclosures

Health Industry Interests relevant to Presentation

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Ile de France region
12 000 km²
Inhabitants: 11 790 000
981 inhabitants/km²

Lorraine region
23 547 km²
Inhabitants: 2 356 600
31 to 167 inhabitants/km²
Context  Challenge  Objectives

➢ Context:
  • National Stroke Plan - 2010-2014
  • Obstacles to implementation of stroke care pathways are essentially
    – Lack of resources
    – Lack of training and information
    – Lack of coordination

➢ Challenge:
  • To improve access to well-organised, multidisciplinary stroke pathways
  • To reduce stroke care inequalities by increasing the number of patients managed by trained professionals in stroke pathways
  • To reduce morbidity/mortality rates

➢ Objectives of the Stroke Pathway coordinator:
  • To coordinate, in connection with the Regional Health Agency, the implementation of the stroke pathways, around the stroke unit, from the emergency phase to home care
Stroke Units, emergency department and MRI in Lorraine
Stroke Units in Ile de France

Paris Experience Days
International Forum for Quality and Safety in Health Care
Paris - 8 April 2014
Results

- Increase of the number of patients who accessed to a Stroke Unit between 2011 and 2013
  - Ile de France:
    - 2011: 27%
    - 2013: 54%
  - Lorraine
    - 2011: 28.3%
    - 2013: 33.20%

- Increase of the number of patients with ischemic strokes treated with thrombolytics
  - Ile de France
    - 2012: 225
    - 2013: 384
  - Lorraine
    - 2009-2010: 168
    - 2012-2013: 237

- Increase of number of trained professionals

- Improve the collaboration between staffs and facilities
Strategy
A Stroke pathway coordinator for each stroke unit, with a part-time work for two years

Missions:

• To animate all the stroke pathway: from emergency care to stroke unit, rehabilitation centres and ambulatory care at home
• To dialogue with the users
• To elaborate and diffuse common care protocols including telemedicine
• To elaborate documents of presentation of stroke care pathways
• To evaluate the organization: analysis of patients hospital stays: in stroke unit, outside stroke unit, in rehabilitation centres, length of stay, home or nursing homes discharge
• To offer improvement of quality of care
• To train the actors of the pathway
• To participate in protocols of research
Strategy – Mission one
Public information and education

➢ Public needs to have a better knowledge of stroke
  • What is stroke?
  • Is there any treatment?
  • Is the treatment an emergency?
  • What is the prognosis?
  • Is it possible to prevent stroke?

➢ Public information is realized by the stroke teams in the territory of the network
Strategy - Mission 2
To improve the access to thrombolysis: Stroke telemedicine

- Meetings with emergency physicians, SU neurologists
- Elaboration of care protocols (with physicians, radiologists, nurses)
- Professional training for management of patients eligible for thrombolysis
- Elaboration of a medico-economic model for medicine
- Implementation of services with neuro-vascular experts to ensure through telemedicine a high level of care at all times
Strategy - Mission 3
To organize the hospital pathway around each SU

- Meetings between the professionals and the actors occurring in every steps

- Cartography of the territory healthcare structures including rehabilitation centers, structures proposing education therapy etc …

- Production and distribution of documents common to the actors of the network: directories, procedures, protocols

- Conventions between acute and rehabilitation structures

- Implementation of time-shared neurologists between teaching (or university) hospital and other hospitals
Strategy- Mission 4
Home care

- Cartography of social care
- Implementation of post stroke multidisciplinary evaluation
  - In health structures
  - With mobile team at home
  - The objectives are to realize an evaluation of the stroke patient and of the carers in connexion with
    - general practitioners
    - home rehabilitation professionals
    - social actors
    - stroke victims association
Management of the project

- A project manager: the stroke pathway coordinator
  - Various profiles: neurologist, general practitioners, health manager, physiotherapist, social worker ...
  - 94 in France:
    - 20 in Ile de France / 2 in Lorraine
  - Sharing of experience between the stroke pathway coordinators in the various regions
- Functional link: SU department head
- Hierarchical link: Stroke project leader of the Regional Health Agency
- Cost: 55,000 euros / year for each coordinator
Lessons of the experience: barriers and success

- **Barriers**
  - Stroke pathway coordinator in function for limited time
  - Demography of the professionals
  - Capacity of action share of hospital administrations

- **Success**
  - A professional dedicated to this activity during 2 years (half time working)
  - In capacity to identify breaking points in the pathway and to suggest to the Regional Health Agency levers of actions