

Control #: 13 Denise Busman

Category: Implementation science (Study of methods to promote the adoption and integration of evidence-based practices/interventions into health care)

Title: Successful Implementation of High Sensitivity Troponin Across a Hospital Delivery System

ABSTRACT BODY

Background: The adoption of a high sensitivity Troponin assay (hsTn) has been reported to trigger significant disruption in workflows for inpatient Cardiology Services. Using change management strategies, we sought to implement a hsTn T assay in a 14 hospital health system with minimal disruption in workflows for clinicians while continuing to provide safe and efficient care.

Methods: Principles of change management were used as a foundation for the project. A multi-disciplinary team was formed with physician leadership from Cardiology, Emergency Medicine and the Laboratory, coupled with an operational lead and a project manager. Additional members included a Cardiology Fellow and Physician's Assistant, inpatient and emergency department clinical nurse specialists, a quality improvement specialist, laboratory operational and support staff, and an information services analyst familiar with the Epic build for the laboratory. The team reviewed the literature and consulted with other hospital systems to develop a diagnostic and treatment algorithm for hsTn T. Subsequently, a stakeholder analysis was performed to identify persons/roles impacted or influenced by the introduction of the new assay. Finally, a detailed communication and education plan was developed that addressed the need for awareness, desire, knowledge, ability and reinforcement (ADKAR) tactics to implement and support the change across multiple hospital sites.

Results: The hsTn T assay was implemented on October 1, 2019. The team met daily during the rollout to identify and manage concerns. Initial data for ED low risk chest pain patients demonstrated an 8% increase in discharges home, 5% fewer stress tests, no increase in Cardiology consults and fewer than 15 calls to the support hotline. Moreover, leaders and clinicians of multiple specialties offered high praise for the rollout, stating it was the smoothest project rollout they had experienced.

Conclusions: A multi-disciplinary, highly engaged team using principles of change management is an effective strategy for implementation of system wide change to create minimal disruption in workflows.

Clinical Implications: Formulate a successful strategy for implementation of a change to a high sensitivity troponin assay that results in minimal disruption in workflows and clinician satisfaction