



Leadership Buy-In & Team Collaboration at Trinity Ann Arbor

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Trinity Health

IHA Michigan Heart

Michigan Cardiac Rehab Network Facilitating Provider Buy-In and Referrals

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Medical Director, Cardiac Catheterization Lab, Trinity Ann Arbor

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Background: Challenges

- Cardiac Rehab is traditionally undervalued by both providers and administration.
- Not seen as a strongly positive financial contributor
- Many providers unfamiliar with program benefits and content – so tend to not offer support
- Cumbersome referral processes may frustrate busy referring providers

Provider viewpoint

Mansoor Qureshi, M.D.

Medical Director, Cardiac Catheterization Lab, Trinity Ann Arbor

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- Why do you refer your patients to Cardiac Rehab?
- What would make it easier or more likely for you to do so?
- What more would you as a provider like to see a Cardiac Rehab program do for you?

Obtaining Provider Buy-In for a CR Program

- Be inclusive in your definition of “provider”:
 - Practicing physicians—Family Practice, Internal Medicine, Cardiology, Hospitalists, Thoracic Surgery, Vasc. Surgery
 - Residents - the sooner in their training the better
 - APP’s in above departments
 - Nurses/social workers on CV and vascular inpatient units
- Make it easy to order CR!



Obtaining Provider Buy-In for a CR Program

Develop provider support and buy in

How to develop support? EDUCATE
and RE-EDUCATE!

- Demonstrate the established medical benefits
- Emphasize CR as a Best Practice / Standard of Care
- Patient Satisfaction data if available
- Use local outcomes/cases if available; research
- Patient testimonials

Obtaining Provider Buy-In for a CR Program

Develop provider support and buy in

EDUCATION Options:

- Short but informative e-mails at frequent intervals
- Department/Section Meetings: IM, FP, Cardiology, T-Surgery, Vascular Surgery
- Office visits (FP/IM) either early AM or noon with short (10-15 min max) presentation
- Resident Lectures
- Resident Rotations through the facilities
- Floor huddles or meetings for nurses/APP's

REPEAT

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