

# Launch of NewBeat

A multi-component intervention  
led by HBOM and MiCR



# Meet the New Beat Support Team



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Project Manager  
Blue Cross Blue Shield of  
Michigan Cardiovascular  
Consortium (BMC2)



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Informatics Design Lead  
Healthy Behavior Optimization  
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Collaborative (MVC)



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Human Centered Designer  
Healthy Behavior Optimization  
for Michigan (HBOM)



# MiCR Resources to Date

How it started and how it's going

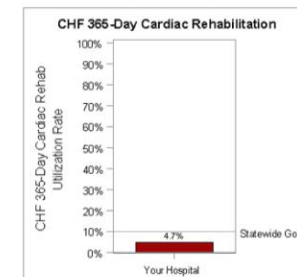
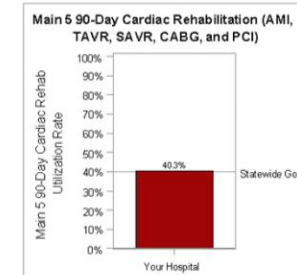
# Hospital-Level Cardiac Rehab Benchmarking Reports

Refreshed push reports were provided this year for PCI, CABG, SAVR, TAVR, AMI, and CHF to help track hospital CR utilization



## Cardiac Rehab Overall Hospital A

Your Hospital's Patient Population Snapshot*		
	No Cardiac Rehab	Cardiac Rehab
Female	41.5%	28.2%
Male	58.5%	71.8%
Asian or Pacific Islander	0.4%	0.3%
Black	3.2%	0.5%
White	92.4%	94.1%



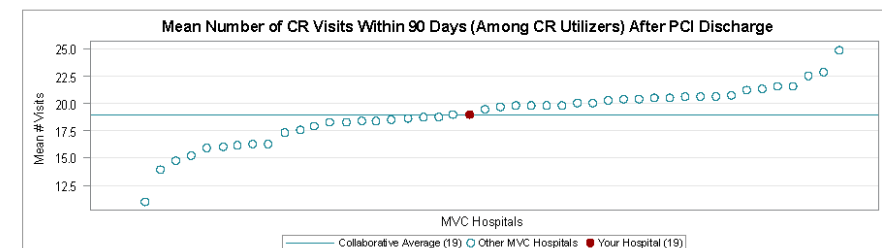
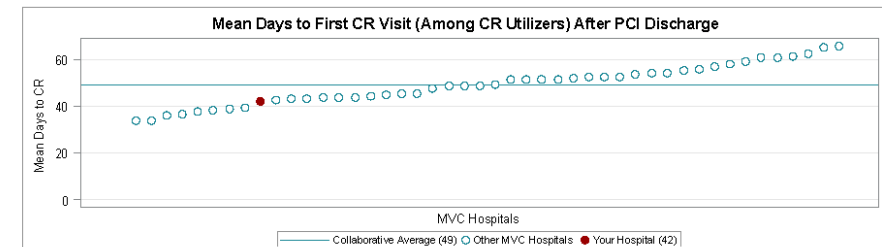
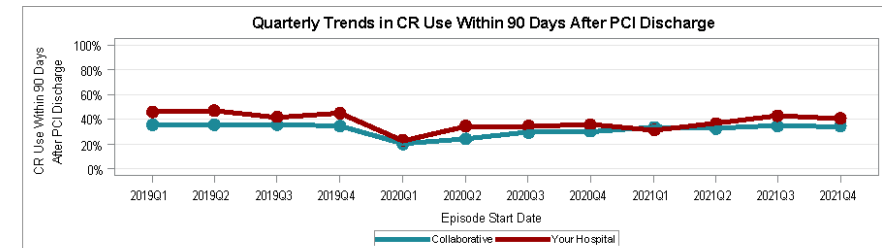
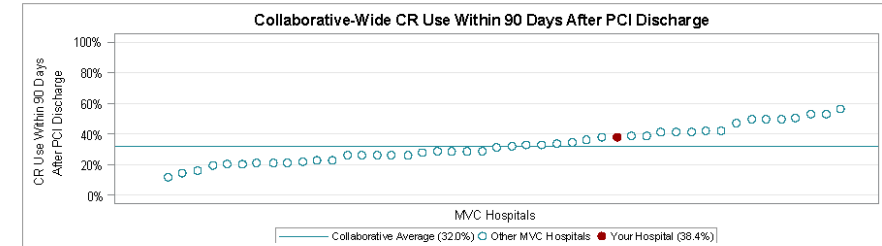
Payers included: Medicare FFS, BCBSM PPO Commercial, BCBSM PPO Medicare Advantage (MA), Blue Care Network (BCN) HMO Commercial, BCN MA.  
\*Race data is only available for BCBSM and Medicare, and does not include BCN.  
\*Percentages by race might not add up to 100% because other race categories and those of unknown race are not shown in the table.  
Reporting period: Episodes with index admission dates from 1/1/19 - 12/31/21. Report generated: 05/11/23.



# Report Metrics

- ❑ CR use within 90 days of discharge
- ❑ Quarterly trends in CR use within 90 days of discharge
- ❑ Mean days to first CR visit
- ❑ Mean number of CR visits within one year of discharge

## Cardiac Rehab After PCI Hospital A





# Cardiac Rehab Best Practices Toolkit

CR best practices document to  
improve enrollment and adherence  
was developed by MiCR members and  
*launched one year ago*






# Questions to Reflect on for Later Today:

- How has the toolkit been used?
- What pages were most useful?
- What's missing?

## CONTENTS

- INITIATION STRATEGIES
  - 6 Cardiac Rehab Referrals
  - 7 Developing a Cardiac Rehab Inpatient Liaison Program
  - 8 Early Scheduling of Initial Outpatient Appointments
  - 9 Reducing Delay Between Discharge and Enrollment
- MAINTENANCE STRATEGIES
  - 11 Cardiac Rehab Group Orientation
  - 12 Eliminating Transportation as a Barrier to Participation
  - 13 Improving Patient Attendance
- INNOVATION STRATEGIES
  - 15 Innovative Cardiac Rehab Models
  - 16 System Changes to Increase Cardiac Rehab Participation
  - 17 Coalition Building
- METRICS
- RESOURCES
- WORKGROUP MEMBERS



## Cardiac Rehab Referrals

**KEY STAKEHOLDERS**

- Cardiologists
- Cardiothoracic surgeons
- APPs
- CR staff
- Cardiovascular service line staff: cath lab, floor nurses
- Health IT/EMR Staff
- Medical director
- Administrators

**DIRECT CONTACTS FOR QUESTIONS**

- Jodi Radtke, RN-C, BSN  
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- Frank Smith, MD  
fsmith@mhccganheart.com

**REFERENCES**

- Guidelines for Cardiac Rehabilitation and Secondary Prevention Programs, 5th Edition
- Milton Hoares

### IMPROVING INPATIENT/OUTPATIENT REFERRALS

**CR is a Class I recommended therapy.** When the provider encourages the patient to attend cardiac rehabilitation, the likelihood of enrollment significantly increases. All patients who are hospitalized with a primary diagnosis of acute myocardial infarction or have undergone coronary artery bypass graft surgery, a percutaneous intervention (PCI), cardiac valve surgery, or cardiac transplantation are to be referred to an early outpatient cardiac rehab program. Patients with chronic stable angina or heart failure that meet Medicare guidelines should also be referred.

### METRICS OR RESOURCES NEEDED

- Automatic inpatient referrals
- Inpatient liaison
- Standards for when a patient should be scheduled to start CR

### PROCESS DESCRIPTION

- 1 Educate providers at in-services, department meetings, and office presentations. Target cardiologists, advanced practice providers, cardiothoracic surgeons, and new residents with evidence of CR benefits.
- 2 For inpatient referrals, include the referral in the order sets following open-heart surgery and PCI. Outpatient referrals can be provided through EPIC, Cerner, or paper discharge instructions.
- 3 Develop patient education materials on the "need to know" information for discharge.
- 4 Determine a plan for engaging patients who decline to set an initial appointment or are going to a skilled nursing facility, such as providing the location and phone number of the nearest CR facility.
- 5 Determine a plan for eligible patients who are identified without a referral, such as contacting the attending physician (or APP) to write a referral.
- 6 Meet with relevant stakeholders to discuss the steps to complete insurance verification for referred patients.
- 7 Identify a dedicated liaison to meet with the patient to set an initial CR appointment at the nearest facility.
- 8 Work with Health IT and the CR liaison to include the appointment details on the patient's discharge instructions. The liaison should notify the receiving CR facility about the appointment.
- 9 Develop a process to notify the liaison of the referral. For same-day discharges, the liaison will be paged; otherwise, they will be notified via EMR or printed referral.
- 10 Early education and improved messaging for patients are critical. Consider developing a brief video featuring a patient testimonial that describes what CR entails: not just supervised exercise, a confidence-builder, a community of people going through the same thing, and holistic support.



## Peer Learning Activities

- Annual in-person meeting
  - Today!
- Virtual meetings
  - 2–3 per year
  - Combination of content experts and quality improvement sharing
- Events and opportunities organized by BMC2 and MVC





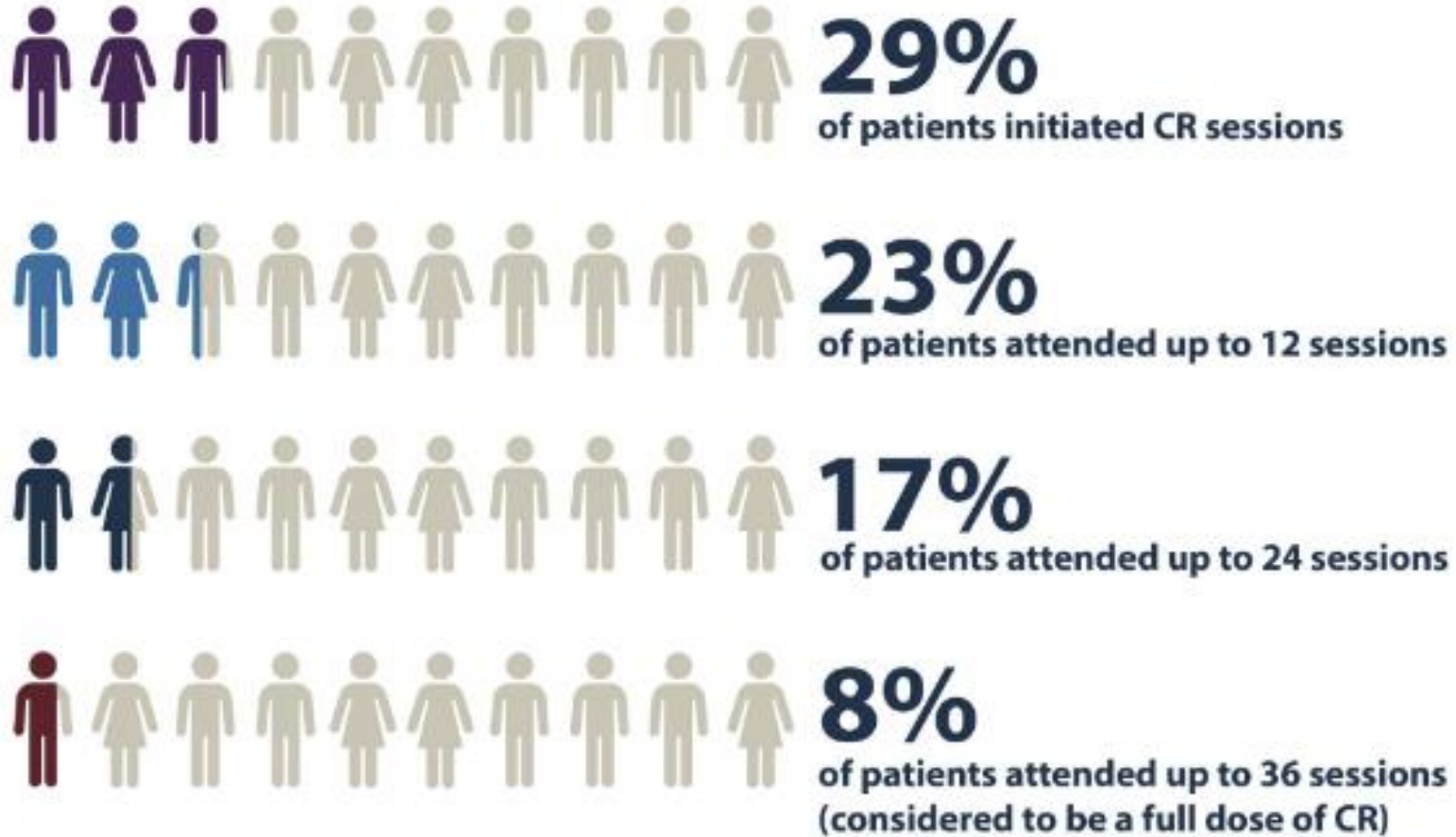
# Addressing Patient Barriers to Participation

HBOM & MiCR partner to establish New Beat





## Why are we here?



## Referral

1. Providers (Physician, APPs) place referral
2. ICR Navigators receive referral and complete phase 1 (possible enrollment as inpatient if appropriate)
3. If the patient does not enroll while inpatient - our ICR navigators will begin the follow-up call process once the patient is discharged and appropriate:
  - Prior to 1st phone call, our insurance verification department will provide our ICR Navigators with the patient's insurance benefit so they can relay that to the patient.
  - 3 phone calls are attempted for enrollment

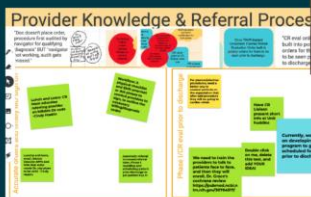
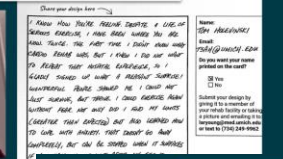
1. Transportation
2. High copay / financial hardship
3. Back to work / class times don't work / scheduling conflicts
4. No Interest
5. Weather (in winter months)
6. Under-staffed / hiring freeze
7. COVID - patient refusing to wear mask

1. Staff education on other transportation options
2. Staff education on more ways to help patients with financial hardships
3. Look into scholarships or funds we could use to help patients financially.
4. More provider encouragement/referrals
5. More provider education

## Enrollment

### Share a story or message about cardiac rehab!

Bouncing back after heart surgery or a heart attack takes determination, grit, and support. Doing cardiac rehab can make all the difference, but not all patients who would benefit participate.



## Cardiac Rehab Point-of-Care handout

**Jenna Scott:** I would encourage the patients to call their cardiac rehabs - they might not have received the referrals or the patient might be in a backlogged waitlist

**GM:** Totally Agree with @jennas! It needs to be standard--no one suggests to hip replacement patients--If you'd like to go to PT, here's why it's important

**authoritative** - has been this approach in the past. But use "the next step in your care is..." the doctor has referred you and I'm here to get you started, proactive

**"We don't feel empowered to make change and we don't have time to make changes that improve enrollment"** important to whether it will get used

**when you are bombarded with paperwork, how will it stand out as something other than homework?** - Devraj

**Greg:** I had a HUGE folder of MANY MANY things when I was discharged and it overwhelmed me--much of this is read by family--but most important is WHAT is NEXT for me--no one

**Delucia:** have we ever done a survey on why they did CR? We would get some info about what we can do to align things.

**Jenna Scott:** even if it's 2-3 months after, it's still really important, really hard time getting patients in quickly, patients need to expect a waitlist - greater than 2-4 weeks, patience

**We tell them to call 3 days after coming home to get it started, it is an actual sticker on the script**

**Call somewhere a little bit further away**

**Jackie Evans** really loved it. suggestion: CR text gets lost, the orange is helpful on the liaison postcard

**Delucia:** the next step, just like an athlete, pt after surgery to get back on the team. It's the same thing

**Frank Smith:** Simple AHA one pager on sleep/CVD. Might extract brief info for brochure from it. <https://www.heart.org/en/health-topics/sleep-disorders/sleep-and-heart-health>

**Steven K:** comment re: sleep is good, important to include. overall, you guys have done a wonderful job, over the top, expertise is impressive, materials in general, be more forceful

**"CR can help with sleep--that's a problem I have"**

**Devraj:** Change fresh start > the next step in your care. Larger, bolder, 1. you've received a referral, 2. it's a critical next step, 3. reduce readmissions and death

**Jana:** the checklist on the back could maybe be moved to front to give the next steps more immediate attention

**Greg Merritt:** Curious that role of "sleep" is not mentioned here? Is there not sufficient data to include it's importance and what is taught in programs?

**Devraj:** I think including a general comment regarding sleep (as a part of healthy lifestyle).

We started by learning from you!

<https://michmed.org/WAG>



# TOGETHER

## Heartfelt, pragmatic support for first-time rehab patients



Wishing you a speedy recovery

Uber Health  
**NEW BEAT**  
A FRESH START TO A HEALTHIER HEART

Need help getting there?  
**Your First Ride's FREE**

Thanks to our partners at Uber Health.  
Contact 734-499-5050 to set up your ride.

### CARDIAC REHAB

A FRESH START TO A HEALTHIER HEART

Cardiac rehab is a comprehensive program to support individuals recovering from heart-related conditions. It helps patients regain strength and confidence, allowing them to lead a healthier and more active life.

Cardiac rehab is the next step in your care after a cardiac event.

#### GETTING STARTED Checklist

Ready to enroll in a cardiac rehab program? Review the steps below to help you get started:

- Get a referral from your doctor. Ask your cardiologist or primary care provider if you are a good candidate for cardiac rehab. If yes, you may have already received a referral, or you can ask them to send one for you.
- Find a rehab program near you. Search for the closest rehab program to you by searching online or using the linked map.
- SCAN ME with your phone camera for more information or visit [HOLMSPRINGS.org/Rehab](#)
- Complete an initial call. The rehab facility will usually call you within two weeks, but if you haven't heard from anyone, give the facility a call.
- Check your health insurance. Find out if you will have any out-of-pocket costs by calling the phone number on the back of your insurance card.
- Get ready for your first session! Make sure to bring a water bottle and gym shoes. Arrive a few minutes early so you can find parking and fill out any required paperwork.

Marquette, MI, May 2012 (Source: Cardiac Rehabilitation post-present and Patient Involvement Conference) Diagnosis and Therapy

**Cardiac rehab, active at home.**

After participating in home, improves a cardiac event.

**WHY cardiac rehab?**

Individuals who attend 36 sessions of cardiac rehab have a **47% lower risk of death** than those who attend only 1 session.

- Improves your quality of life
- Builds confidence and it's fun
- Can reduce the need for medication

Cardiac rehab is the gold standard of care.

**Is cardiac rehab COVERED by insurance?**

Medicare and most insurance providers cover the cost of cardiac rehab if you meet the medical criteria.

Depending on the plan, participants may be responsible for some out-of-pocket costs, such as a per session co-pay. Rehab facility staff can work with participants to understand their insurance coverage.

Marquette, MI, May 2012 (Source: Cardiac Rehabilitation post-present and Patient Involvement Conference) Diagnosis and Therapy

**What is cardiac rehab?**

9-12 Weeks

- Follow Guidelines
- Learn-Test Exercise
- Education & Lifestyle Education

**CARDIAC REHAB**

Medically supervised exercise that prepares you to safely return to these activities:

- Heart healthy nutrition
- Support from registered dietitians
- Stress management techniques and support
- Supporting your responsibilities
- Help adjusting your lifestyle to improve your cardiac and overall health
- Counseling from medical professionals who understand the emotional and mental impact of a cardiac event

**What is a goal?**

Individuals who have one of the following may be a good fit for cardiac rehab:

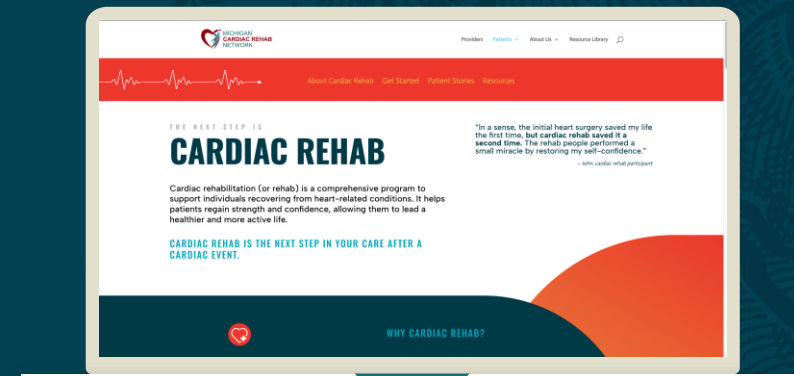
- Heart attack
- Angina
- Cardiac surgery
- Coronary artery aneurysm or stenosis
- Heart failure
- Heart transplant
- Transcatheter valve replacement

**Do you need a RIDE?**

Getting to and from cardiac rehab can be a challenge. If you're having trouble getting to your cardiac rehab sessions, ask your insurance if they cover ride. Many states provide free transport as long as you schedule a ride a few days in advance.

Find resources, hear from other patients, and learn more at [HOLMSPRINGS.org/Rehab](#)

**CARDIAC REHAB** **HOLMSPRINGS**



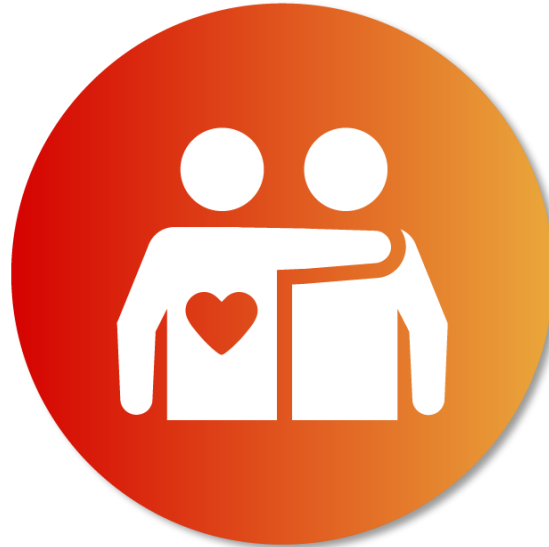


# Multi-Level Strategies to Address Underutilization of Cardiac Rehab



**Addressing the  
knowledge gap**

*“I’ve never heard of  
cardiac rehab. What do  
I have to do?”*



**Addressing the  
heart of the matter**

*“My doctor cares.”*



**Addressing road  
blocks**

*“I need a ride.”*



# Interventions for All



## MiCR website

*One-stop-shop for CR  
resources*



## Cardiac Care Cards

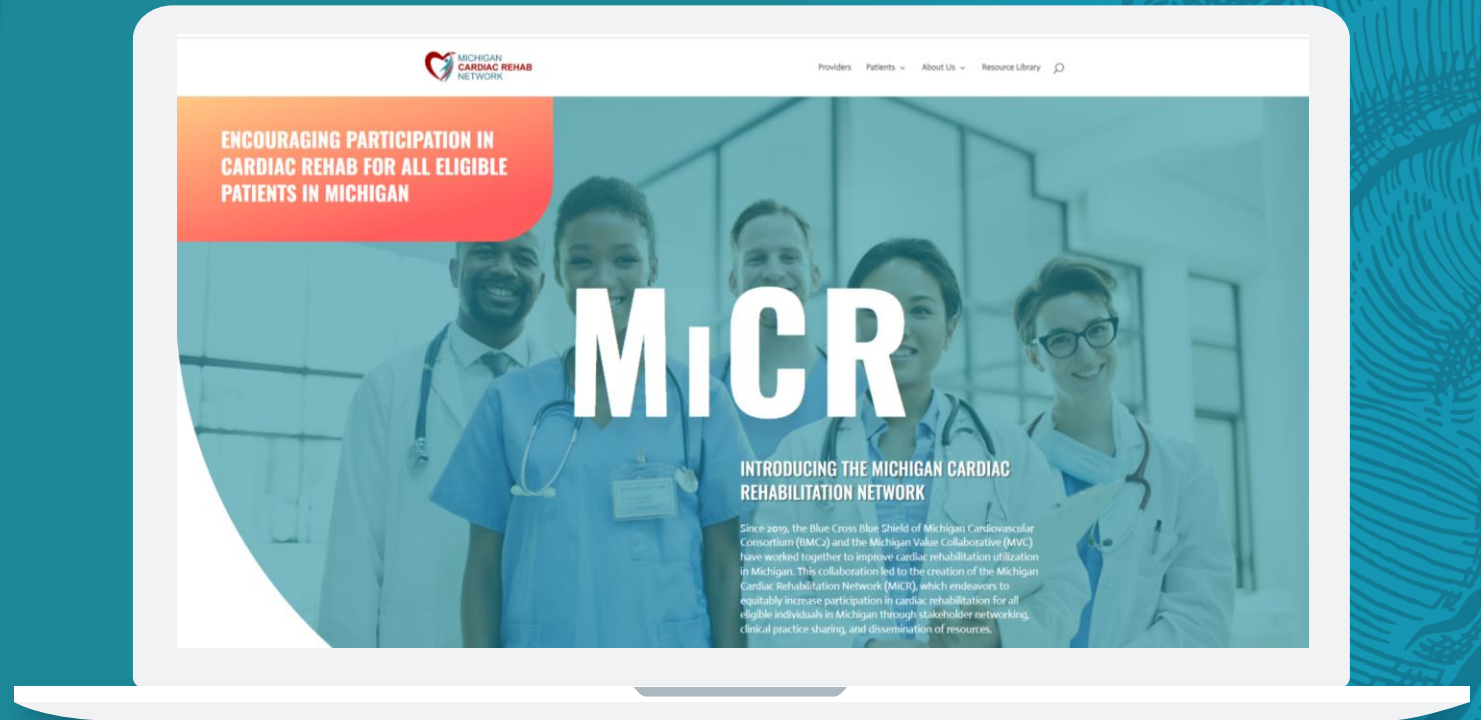
*Leveraging the influence of  
the cardiovascular provider*



## Transportation Support with Uber Health



**MiCR launched  
a new website**  
to organize patient- and  
provider-facing resources,  
MiCR event dates,  
publications, and more



ENCOURAGING PARTICIPATION IN  
CARDIAC REHAB FOR ALL ELIGIBLE  
PATIENTS IN MICHIGAN

# MiCR

## INTRODUCING THE MICHIGAN CARDIAC REHABILITATION NETWORK

Since 2019, the Blue Cross Blue Shield of Michigan Cardiovascular Consortium (BMC2) and the Michigan Value Collaborative (MVC) have worked together to improve cardiac rehabilitation utilization in Michigan. This collaboration led to the creation of the Michigan Cardiac Rehabilitation Network (MiCR), which endeavors to equitably increase participation in cardiac rehabilitation for all eligible individuals in Michigan through stakeholder networking, clinical practice sharing, and dissemination of resources.

ABOUT US

8 new notification

Visit [MichiganCR.org](https://MichiganCR.org)



# MICR



# Visit MichiganCR.org



The screenshot shows the Michigan Cardiac Rehab Network website. At the top is the logo and navigation links: Providers, Patients (with a dropdown arrow), About Us (with a dropdown arrow), and Resource Library (with a search icon). The main content area has a dark teal background. On the left, it says 'THE NEXT STEP IN YOUR PATIENTS' CARE IS' followed by 'CARDIAC REHABILITATION' in large blue letters. Below this, a paragraph defines cardiac rehabilitation. Further down, it states 'CARDIAC REHAB IS THE GOLD STANDARD OF CARE FOR ELIGIBLE PATIENTS.' in orange. On the right, under 'THE CASE FOR CARDIAC REHAB', it explains the benefits of cardiac rehab and lists four bullet points for patients who attend cardiac rehab. At the bottom, there are three small images: a brochure titled 'CARDIAC REHAB BEST PRACTICES', a brochure titled 'Cardiac Rehabilitation CHANGING PROGRESS', and a logo for 'TAKE heart' with the text 'AMRI's solution to increase use of Cardiac Rehabilitation'.

**MICHIGAN CARDIAC REHAB NETWORK**

[Providers](#) [Patients](#) [About Us](#) [Resource Library](#)

THE NEXT STEP IN YOUR PATIENTS' CARE IS

## CARDIAC REHABILITATION

Cardiac rehabilitation (or rehab) is a comprehensive program to support individuals recovering from heart-related conditions. It helps patients regain strength and confidence, allowing them to lead a healthier and more active life.

**CARDIAC REHAB IS THE GOLD STANDARD OF CARE FOR ELIGIBLE PATIENTS.**

### THE CASE FOR CARDIAC REHAB

Participation in cardiac rehab is strongly recommended in international guidelines for a spectrum of cardiovascular conditions and procedures including coronary artery disease, percutaneous coronary intervention (PCI), coronary artery bypass graft (CABG) surgery, heart valve repair/replacement such as aortic valve replacement, and heart failure.

**Patients who attend cardiac rehab:**

- have up to a **47% lower risk of death from all causes**
- **reduced chance of future cardiac events**
- **reduced hospital readmissions**
- **benefit even if they are already physically active at home**

Medicare and most insurance providers cover the cost of cardiac rehab for patients who meet the medical criteria.

**CARDIAC REHAB BEST PRACTICES**

**Cardiac Rehabilitation CHANGING PROGRESS**

**TAKE heart**  
AMRI's solution to increase use of Cardiac Rehabilitation





# Visit MichiganCR.org



The screenshot shows the Michigan Cardiac Rehab Network website. At the top is the logo and navigation links: Providers, Patients (with a dropdown arrow), About Us (with a dropdown arrow), and Resource Library (with a search icon). Below the navigation is a dark teal banner with the text "cardiac rehab for patients who meet the medical criteria." The main content area features three orange boxes with rounded corners, each containing a thumbnail image, a title, a description, and a "LEARN MORE" button. The first box is for the "MICR CARDIAC REHAB BEST PRACTICES TOOLKIT", the second for the "MILLION HEARTS CARDIAC REHAB CHANGE PACKAGE", and the third for "TAKEHEART TRAINING CURRICULUM & RESOURCES". At the bottom, there are two sections: "WHAT IS CARDIAC REHAB?" and "What patients are eligible?". The "WHAT IS CARDIAC REHAB?" section states that cardiac rehab programs typically consist of 24-26 1-hour sessions at a rehab facility that. The "What patients are eligible?" section lists "Heart Attack" as one of the conditions for eligibility.

**MICHIGAN CARDIAC REHAB NETWORK**

Providers Patients ▾ About Us ▾ Resource Library 🔍

cardiac rehab for patients who meet the medical criteria.

**MICR CARDIAC REHAB BEST PRACTICES TOOLKIT**

Explore this toolkit full of initiation, maintenance, and onnovation strategies for your CR program.

[LEARN MORE](#)

**MILLION HEARTS CARDIAC REHAB CHANGE PACKAGE**

Browse a collection of straightforward and highly adaptable process improvement resources and tools.

[LEARN MORE](#)

**TAKEHEART TRAINING CURRICULUM & RESOURCES**

Explore a range of educational resources available through TAKEheart, AHRQ's initiative to help hospitals increase CR participation.

[LEARN MORE](#)

**WHAT IS CARDIAC REHAB?**

Cardiac rehab programs typically consist of 24-26 1-hour sessions at a rehab facility that

**What patients are eligible?**

Patients who have one of the following may be eligible for cardiac rehab:

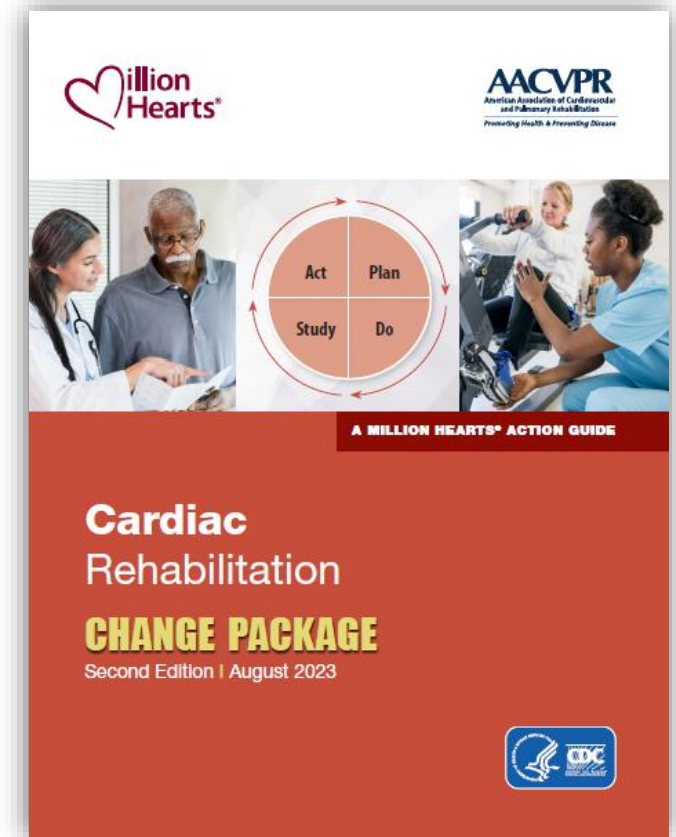
- ✓ Heart Attack



Visit [MichiganCR.org](https://MichiganCR.org)

## Million Hearts Initiative and Resources

- Process improvement resources to implement as a part of a CR-QI strategy
- Organized by four key drivers
  - Systems Change
  - Referrals
  - Enrollment and Participation
  - Adherence





# Visit MichiganCR.org

**Table 1. Systems Change** (continued)

Change Concept	Change Ideas	Tools and Resources
<b>Make CR a Health System Priority</b> (continued)	Engage the care team in CR and ensure their support for CR	<ul style="list-style-type: none"><li>• TAKEheart Training—<a href="#">Module 3: Systems Change: Understanding Your Workflow Processes to Prepare for System Change</a> <small>New</small></li><li>• AACVPR—<a href="#">Vital Conversations with Medical Providers &amp; Hospital Administrators About Cardiac Rehabilitation Services Delivery Based Care</a></li><li>• Lake Regional Health System—<a href="#">Cardiopulmonary Rehabilitation Update to Department Managers</a></li></ul>
	Use CR referral, enrollment, and participation as quality-of-care indicators	<ul style="list-style-type: none"><li>• AACVPR—<a href="#">The Pulse Pod: The Importance of Performance Metrics</a> <small>New</small></li><li>• <a href="#">2018 ACC/AHA Clinical Performance and Quality Measure for Cardiac Rehabilitation</a>. Thomas RJ, et al., 2018<sup>18</sup></li><li>• AACVPR Cardiac Rehabilitation Systems Change Strategy—<a href="#">Using Cardiac Rehabilitation Referral Performance Measures in a Quality Improvement System</a></li><li>• AACVPR—<a href="#">Sample Performance Measures Letter for Physicians</a></li><li>• Michigan Cardiac Rehab Network—<a href="#">Sample Blinded Hospital Cardiac Rehab Performance</a> <small>New</small></li><li>• Million Hearts®—<a href="#">Outpatient Cardiac Rehabilitation Use Survey Methodology</a> <small>New</small></li><li>• <a href="#">Cardiac Rehabilitation: A New HEDIS Measure for Heart Health</a></li><li>• Centers for Disease Control and Prevention—<a href="#">How to Access Cardiac Rehabilitation Data Using the CDC Interactive Atlas of Heart Disease and Stroke</a> <small>New</small></li></ul>

**Table 3. Enrollment and Participation**

Change Concepts	Change Ideas	Tools and Resources
<b>Optimize CR Care Coordination</b>	Develop the infrastructure for deploying inpatient CR “liaisons”	<ul style="list-style-type: none"><li>• TAKEheart Training—<a href="#">Module 6: Laying the Groundwork for Care Coordination</a> <small>New</small></li><li>• Case Study: IPRO QIN-QIO—<a href="#">Developing and Maintaining a List of Local Cardiac Rehabilitation Programs</a> <small>New</small> <small>SET</small></li><li>• AACVPR Cardiac Rehabilitation Enrollment Strategy—<a href="#">Inpatient Liaison for Outpatient Cardiac Rehabilitation</a></li><li>• Case Study: Memorial Hospital of Carbondale—<a href="#">Phase I Cardiac Rehabilitation</a></li><li>• Memorial Hospital of Carbondale—<a href="#">Welcome to Phase I Cardiac Rehab</a></li><li>• Lake Regional Health System—<a href="#">Cardiopulmonary Rehabilitation Center: Phase 1 Program Guideline for Inpatient Educators</a></li></ul>
	Train inpatient “liaisons”	<ul style="list-style-type: none"><li>• TAKEheart—<a href="#">Consolidated Curriculum for Enhancing Care Coordination: Implementation Guide</a> <small>New</small></li><li>• TAKEheart—<a href="#">Module 8: Implementing Effective Care Coordination</a> <small>New</small></li><li>• International Council of Cardiovascular Prevention and Rehabilitation (ICCPR)—<a href="#">Implementing Automatic/Systematic Cardiac Rehab Referral with Bedside Encouragement for Enrollment</a> <small>New</small></li><li>• KITE-Toronto Rehabilitation Institute, University Health Network—<a href="#">Cardiac Rehabilitation Referral Promotion Scripts for Referring Clinicians and Referral Liaisons</a> <small>New</small> <small>SET</small> <small>HE</small></li><li>• KITE-Toronto Rehabilitation Institute, University Health Network—<a href="#">Patient Cardiac Rehabilitation Conversation Documentation Form</a> <small>New</small></li></ul>

[www.millionhearts.hhs.gov](http://www.millionhearts.hhs.gov)



## TAKEHeart Trainings & Resources

### Resources include

- Training curriculum
- Team awareness & engagement
- Peer generated guidance
- Updates/Advancements on CR delivery



<https://www.ahrq.gov/takeheart/>



Providers

Patients ▾

About Us ▾

Resource Library



What is Cardiac Rehab?

Find a Cardiac Rehab  
Center

# MICR





# Cardiac Rehab Location Finder



Providers

Patients ▾

About Us ▾

Resource Library



## FIND A CARDIAC REHAB PROGRAM

Enter your zip code and view on an interactive map directory.

Enter MI zip code

48202 ▾

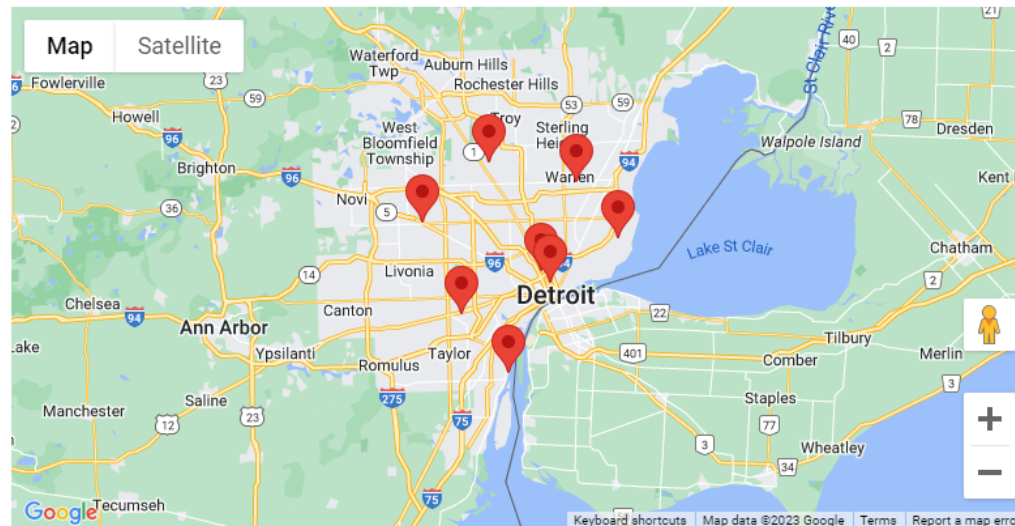
Show me cardiac rehab facilities within this number of miles:

0 15 60

0 10 20 30 40 50 60

Display Facilities providing:


Any cardiac rehab ▾






# Cardiac Rehab Location Finder





ProvidersPatients>About UsResource Library



Keyboard shortcutsMap data ©2023 GoogleTermsReport a map error

Show 5 entries

Facility	Address	Distance in miles	Phone #	Services	Link to directions
McLaren Cardiac Rehab	1100 S Van Dyke, Bay City, MI 48413	2.1	(P): 989-269-1611	Phase II, Phase III	<a href="#">Driving directions</a>
McLaren Bay Region Cardiac Rehabilitation	3190 East Midland Road, Bay City, MI 48072	46.0	(P): 989-667-6641	Phase II	<a href="#">Driving directions</a>
Ascension Standish Cardiac Rehabilitation	805 W. Cedar St, Standish, MI 48658	48.8	(P): 989-846-3415	Phase II, Phase III	<a href="#">Driving directions</a>
McLaren Cardiac Rehabilitation	1375 N Main St, Lapeer, MI 48446	51.0	(P): 810-667-5757	Phase II, Phase III	<a href="#">Driving directions</a>
Ascension St. Mary's Hospital Cardiac Rehab Third Floor	1015 South Washington Ave, Saginaw, MI 48601	51.5	(P): 989-907-8733	Phase II	<a href="#">Driving directions</a>

Previous12345...19Next




Events

# MICR



# MiCR Events



ProvidersPatientsAbout UsResource Library

## Upcoming Events

Hosted by the Michigan Cardiac Rehab Network and the Michigan Value Collaborative (MVC). Cardiac Rehab Workgroup meetings hosted by MVC are a P4P requirement for sites participating in the MVC Cardiac Rehab value metric, however all CR stakeholders are welcome to participate.

Registration information and event agendas will be posted when they become available.

SUBSCRIBE TO OUR MAILING LIST

Upcoming

February 2024

THU 22

February 22, 2024 @ 12:00 pm - 1:00 pm

Cardiac Rehab Workgroup (P4P) – February 2024

Zoom (Virtual)

April 2024

Spring 2024 Cardiac Rehab Webinar

Zoom (Virtual)

May 2024

THU 30

May 30, 2024 @ 12:00 pm - 1:00 pm

Cardiac Rehab Workgroup (P4P) – May 2024

Zoom (Virtual)

August 2024



# MiCR Events

value metric, however all CR stakeholders are welcome to participate.

Registration information and event agendas will be posted when they become available.

**SUBSCRIBE TO OUR MAILING LIST**

April 2024

**Spring 2024 Cardiac Rehab Webinar**

Zoom (Virtual)

May 2024

THU May 30, 2024 @ 12:00 pm - 1:00 pm

**30 Cardiac Rehab Workgroup (P4P) – May 2024**

Zoom (Virtual)

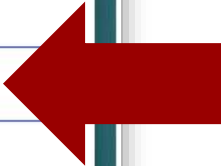
August 2024

THU August 22, 2024 @ 12:00 pm

**22 Cardiac Rehab Workgroup (P4P) August 2024**

< Previous Today Next >

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LE

# MICR



# Resource Library







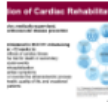
Providers Patients ▾ About Us ▾ **Resource Library** 🔍

Category ▾

For PatientsInsurance Coverage and BillingPoint of Care ToolPractice Support**Transportation**

Reset

Search:

		Image	Categories	Link
	ilities in MI can use ModivCare (formerly known as LogistiCare) to non-emergency Medicaid transportation for people living in Wayne, and Macomb counties who are on Medicaid and dually enrolled Children's Special Health Care Services (CSHCS) and who have no other t a ride. All trips must be pre-arranged and confirmed by Modivcare.		Practice Support, Transportation	<a href="#">View/Download</a>
AACVPR Cardiac Rehabilitation Executive Summary for Payers	American Association of Cardiovascular and Pulmonary Rehabilitation (AACVPR) has created a summary describing CR, eligibility criteria for CR, the value of CR, limitations in CR use, and opportunities for payors to increase CR participation.		Practice Support	<a href="#">View/Download</a>
Patient Page: CDC's How Cardiac Rehabilitation Can Help Heal Your Heart	Share this easy-to-read Feature Article from the CDC's Division for Heart Disease and Stroke Prevention with patients. Learn what cardiac rehabilitation is and how it's an important part of a patient's recovery from a cardiac event.		For Patients	<a href="#">View/Download</a>
Million Hearts® Cardiac Rehabilitation Slide Deck: Getting to 70% Cardiac Rehabilitation	This communication tool from the Million Hearts Initiative contains PowerPoint slides and talking points for partners to communicate the value of CR, estimated CR participation rates, persistent disparities in participation, barriers to uptake, and opportunities to increase CR participation in support of achieving the Million Hearts® target of 70% CR participation among those eligible.		Practice Support	<a href="#">View/Download</a>

# Interventions for All

Design and implementation of innovative programs that increase access to CR.



## MiCR website

*One-stop-shop for CR  
resources*



## Cardiac Care Cards

*Leveraging the influence of  
the cardiovascular provider*



## Transportation Support with Uber Health



# New Unified Cardiac Rehab Resources

High-quality resources to  
educate providers and  
patients on the value of  
cardiac rehab

## CARDIAC REHAB

A FRESH START TO A HEALTHIER HEART

Cardiac rehab is a comprehensive program to support individuals recovering from heart-related conditions. It helps patients regain strength and confidence, allowing them to lead a healthier and more active life.

Cardiac rehab is the next step in your care after a cardiac event.

### GETTING STARTED Checklist

Ready to enroll in a cardiac rehab program? Review the steps below to help you get started.

- ☐ **Get a referral from your doctor**  
Ask your cardiologist or primary care provider if you are a good candidate for cardiac rehab. If yes, you may have already received a referral, or you can ask them to send one for you.
- ☐ **Find a rehab program near you**  
Search for the closest rehab program to you by searching online or using the linked map.
-  **SCAN ME** with your phone camera for more information or visit [MichiganCR.org/find](https://MichiganCR.org/find)
- ☐ **Complete an initial call**  
The rehab facility will usually call you within two weeks, but if you haven't heard from anyone, **give the facility a call.**
- ☐ **Check your health insurance**  
Find out if you will have any out-of-pocket costs by calling the phone number on the back of your insurance card.
- ☐ **Get ready for your first session!**  
Make sure to bring a water bottle and gym shoes. Arrive a few minutes early so you can find parking and fill out any required paperwork.

Mampuya, W. M. (2012, March). Cardiac rehabilitation past, present and Future: An overview. Cardiovascular diagnosis and therapy.

*"In a sense, the initial heart surgery saved my life the first time; but cardiac rehab saved it a second time. The rehab people performed a small miracle by restoring my self-confidence."*

- John, Cardiac Rehab Participant



### WHY cardiac rehab?

Individuals who attend 36 sessions of cardiac rehab have a  
**47% lower risk of death**  
than those who attend only 1 session.

✓  
Improves  
your quality  
of life

✓  
Builds  
confidence  
and it's fun!

✓  
Can reduce  
the need for  
medication

Cardiac rehab is the gold standard of care.

### Is cardiac rehab COVERED by insurance?

Medicare and most insurance providers cover the cost of cardiac rehab if you meet the medical criteria.

Depending on the plan, participants may be responsible for some out-of-pocket costs, such as a per-session copay. Rehab facility staff can work with participants to understand their insurance coverage.



Want to learn more or get help?  
Visit [MichiganCR.org/patients](https://MichiganCR.org/patients)



Download Now!

[michiganocr.org](https://michiganocr.org)

attend cardiac rehab  
already active at home.

OT just exercise. Participating,  
ready active at home, improves  
longevity after a cardiac event.

### CARDIAC REHAB

Medically supervised  
exercise that prepares  
you to safely return to  
these activities

Heart healthy nutrition  
support from  
registered dietitians

Stress management  
techniques and  
support navigating  
your responsibilities

Help adjusting your  
sleep habits to  
improve your cardiac  
and overall health

Counseling from  
medical professionals  
who understand the  
emotional and mental  
impact of a cardiac  
event

### WHAT is cardiac rehab?

9-12 Weeks



Cardiac rehab programs typically consist of 24-36 1-hour sessions at a rehab facility that are customized to meet patient's needs.

The cornerstone of these programs is monitored exercise, which aids in rebuilding strength and fostering confidence in a safe environment.

Additionally, cardiac rehab offers education and counseling on nutrition, stress management, medication usage, risk factor modification (like quitting smoking), and mental health.

### WHO is eligible?

Individuals who have one of the following may be a good fit for cardiac rehab:

- ✓ Heart attack
- ✓ Angina
- ✓ Cardiac surgery
- ✓ Coronary artery angioplasty or stents
- ✓ Heart failure
- ✓ Heart transplant
- ✓ Transcatheter valve replacement

### Do you need a RIDE?

Getting to and from cardiac rehab can be a challenge. If you need help getting to your cardiac rehab sessions, ask your insurance if they cover rides. Many plans provide free



# Customizable for your organization

Access editable versions  
and add your logo and  
select information

### WHY cardiac rehab?

Individuals who attend 36 sessions of cardiac rehab have a...

## 47% lower risk of death

than those who attend only 1 session.

- Improves your quality of life
- Builds confidence and it's fun!
- Can reduce the need for medication
- Reduces chance of re-hospitalization

### WHAT is cardiac rehab?

Cardiac rehab programs typically consist of 24-36 1-hour sessions at a rehab facility that are customized to meet patient's needs.

Patient Counseling

Supervised Exercise

Nutrition & Lifestyle Education


= Cardiac Rehab

## CARDIAC REHAB

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Cardiac rehab is the next step in treatment and recovery after a cardiac event.





Download Now!

[michiganocr.org](http://michiganocr.org)

### Ready to get STARTED?

Recommended Program: **Program Name**  
Address: **Program Address**  
Phone: (xxx) xxx-xxxx

Program Description Example: During the program, you will be taught how to use the exercise equipment and which equipment is right for your age and health issues. You will be guided through weight training and stretching. You will also learn everything you need to continue your lifestyle changes once the program ends, including exercising at home.

Ask your healthcare team for more information!

Rehab Facility Logo Here

### Meet your LIAISON!



Hello my name is  
**LIAISON NAME**  
email@email.com  
(xxx) xxx-xxxx

Brief liaison bio goes here.



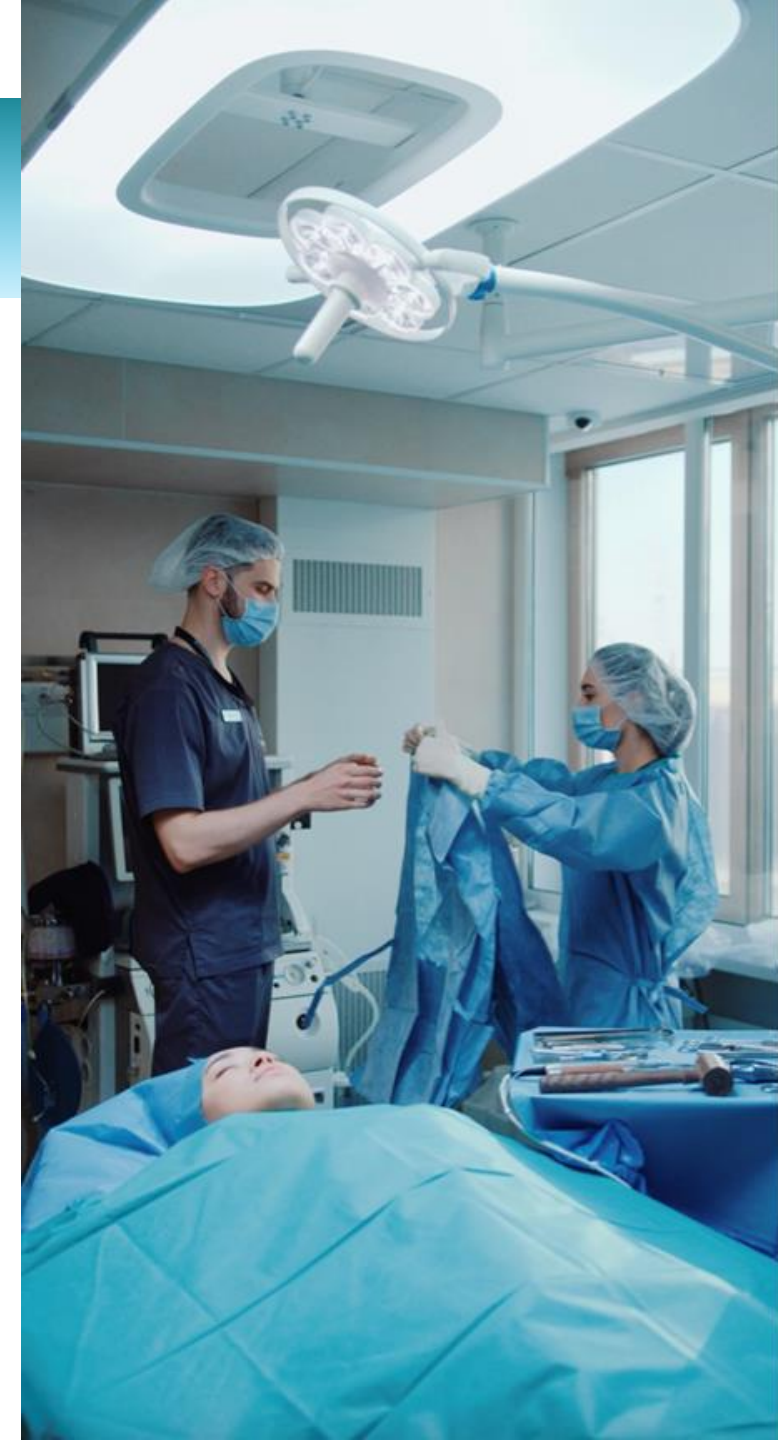
Want to learn more or get help?  
[MichiganCR.org/patients](http://MichiganCR.org/patients)







# Leveraging the Influence of the Cardiovascular Provider



# Teachable Moments

Major Health Events

**"My doctor  
told me I didn't  
need to go."**







# Cardiac Care Cards

Leveraging the influence of the cardiovascular provider



Cardiac rehab will help you get back to doing what you love.

I want to wish you the best as you recover from this life changing event. You are probably itching to get out of the hospital and back to normal life.

As part of your care plan, I have placed a referral for cardiac rehabilitation (rehab). I want to emphasize how important cardiac rehab is for your recovery. This program will help you get back on your feet with confidence and decrease your chance of future heart issues.

**Cardiac rehab is the next step in your recovery. Let me know how I can help you get started.**

Best wishes,

What patients say about cardiac rehab.

*I used to do lots of things that involved physical exertion without ever thinking about it—things like shoveling snow, taking long walks, and raking leaves, things that one does in an average day. I'm also a rockhound, someone who loves to poke around old mine dumps, breaking open rocks with a 5-pound sledgehammer to find pretty crystals of semi-precious minerals. However, after having a heart attack I found myself afraid to do any of those things. Why? Because I no longer had any idea what my limits were.*

*That's where cardiac rehab entered the picture. In a sense, the initial surgery saved my life the first time; but cardiac rehab saved it a second time. The rehab people performed a small miracle by restoring my self-confidence.*

*When I "graduated" three months later, I felt like I could do almost anything, because I knew just how resilient this old body of mine really was. That to me was the real value of cardiac rehab. I am now 80 years old, and still rockhounding, still enjoying long walks. I seriously doubt I would be doing any of these things had I not done cardiac rehab.*

Completed cardiac rehab  
-John

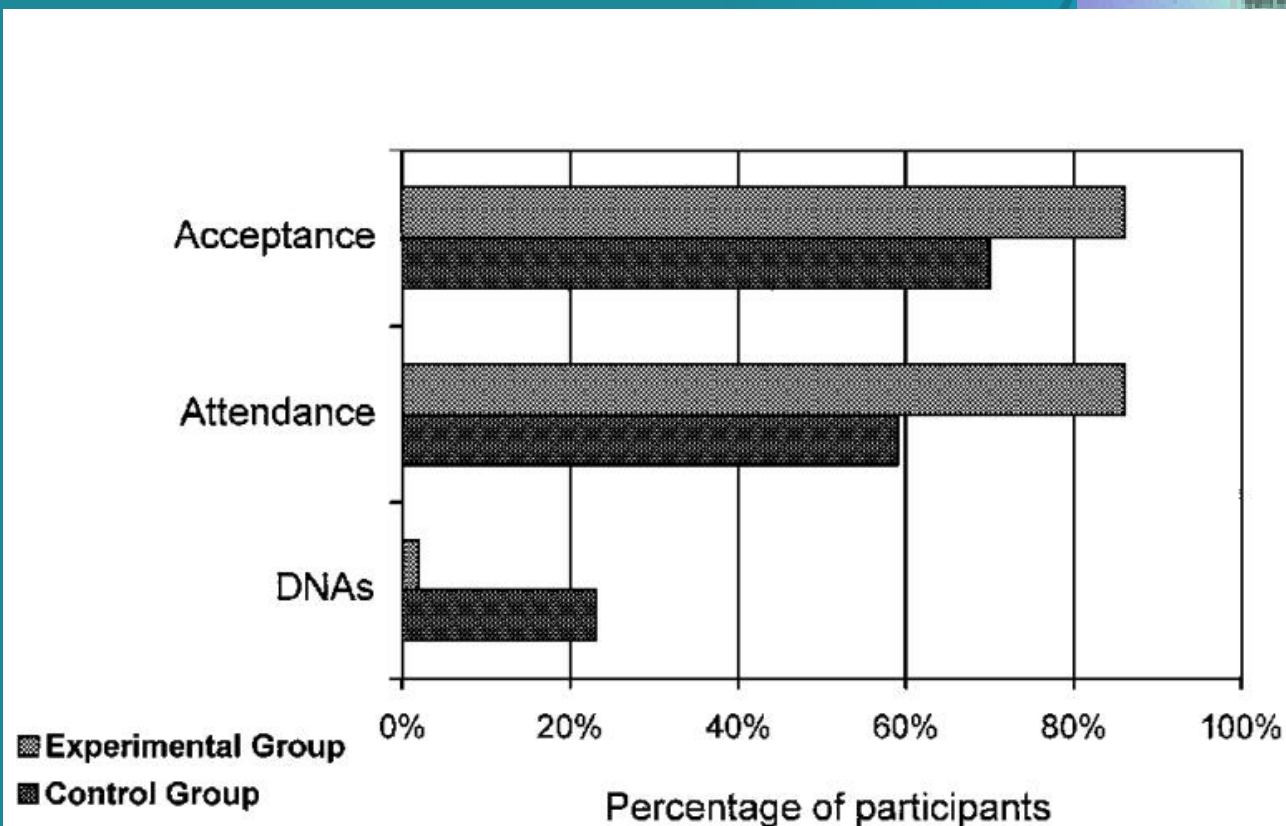
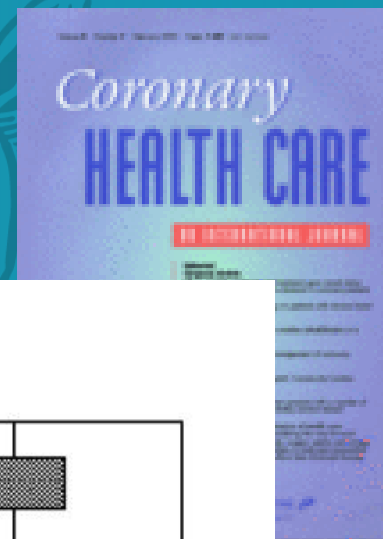


## Evidence

Participants who received a personal letter were significantly more likely to attend vs usual care.

**86% vs 59%  $p < 0.0025$**

Wyer et al. 2001. *Coronary Health Care*. doi: [10.1054/chec.2001.0131](https://doi.org/10.1054/chec.2001.0131)



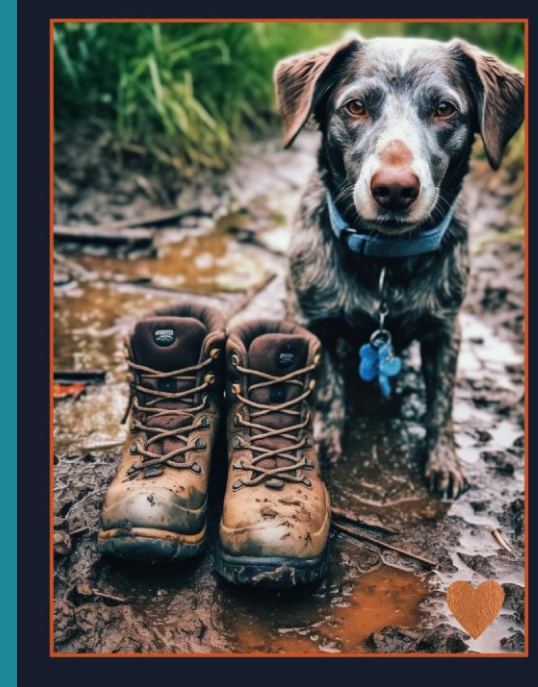
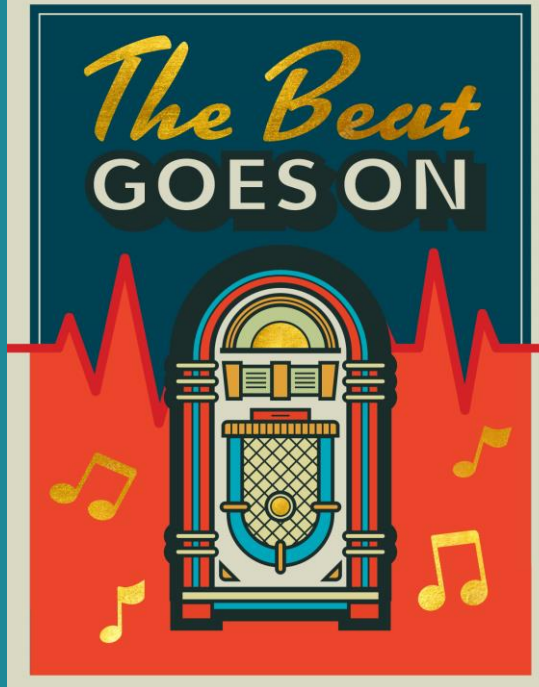
**Fig. 1** Acceptance, attendance and 'did not attend' (DNA) rates for experimental and control groups.





# Cardiac Care Cards

Leveraging the influence of the cardiovascular provider



**WHAT is cardiac rehab?**

9-12 weeks  
(24-36 sessions)

- Patient Counseling
- Supervised Exercise
- Nutrition & Lifestyle Education

**WHY cardiac rehab?**

Individuals who attend 36 sessions of cardiac rehab have a

**47% lower risk of death**  
than those who attend only 1 session.

- Usually covered by insurance
- Builds confidence and it's fun!
- Can reduce the need for medication
- Reduces chance of re-hospitalization

**MICHIGAN CARDIAC REHAB NETWORK**

Want to learn more or get help?  
Visit [MichiganCR.org/patients](https://MichiganCR.org/patients)

**What patients say about cardiac rehab.**

*There was never a dull moment in cardiac rehab. Laughter was contagious. Imagine having fun while you exercise! Encouragement was constant and appreciated.*

*I have lost more than 20 pounds, blood pressure meds have been cut in half, and have the best lipid panel results in decades...actually in the normal range for the first time ever.*

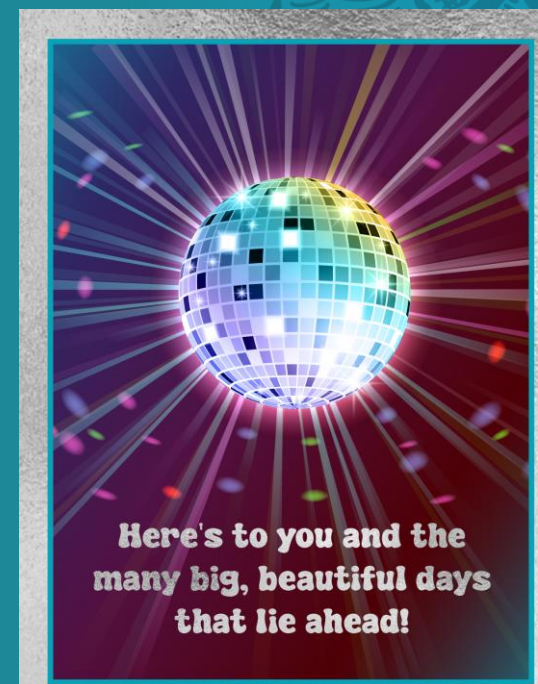
**-Casey**  
Completed cardiac rehab after heart surgery in 2021

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- Usually covered by insurance
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**Cardiac rehab will help you have more big days.**

I want to wish you the best as you recover from this life changing event. You are probably itching to get out of the hospital and back to normal life.

As part of your care plan, I have placed a referral for cardiac rehabilitation (rehab). I want to emphasize how important cardiac rehab is for your recovery. This program will help you get back on your feet with confidence and decrease your chance of future heart issues.

**Cardiac rehab is the next step in your recovery. Let me know how I can help you get started.**

Best wishes,

# Cardiac Care Cards

Request cards for your practice!

1

Express interest using our form. Our team will reach out to you to complete your request!

2

Cards mailed to your practice.

3

Cardiovascular provider signs cards.

4

Deliver cards to patients while in the hospital after a cardiac event.

5

Participate in lightning conversations with the HBOM team.



Cardiac rehab will help you have more big days.

I want to wish you the best as you recover from this life changing event. You are probably itching to get out of the hospital and back to normal life.

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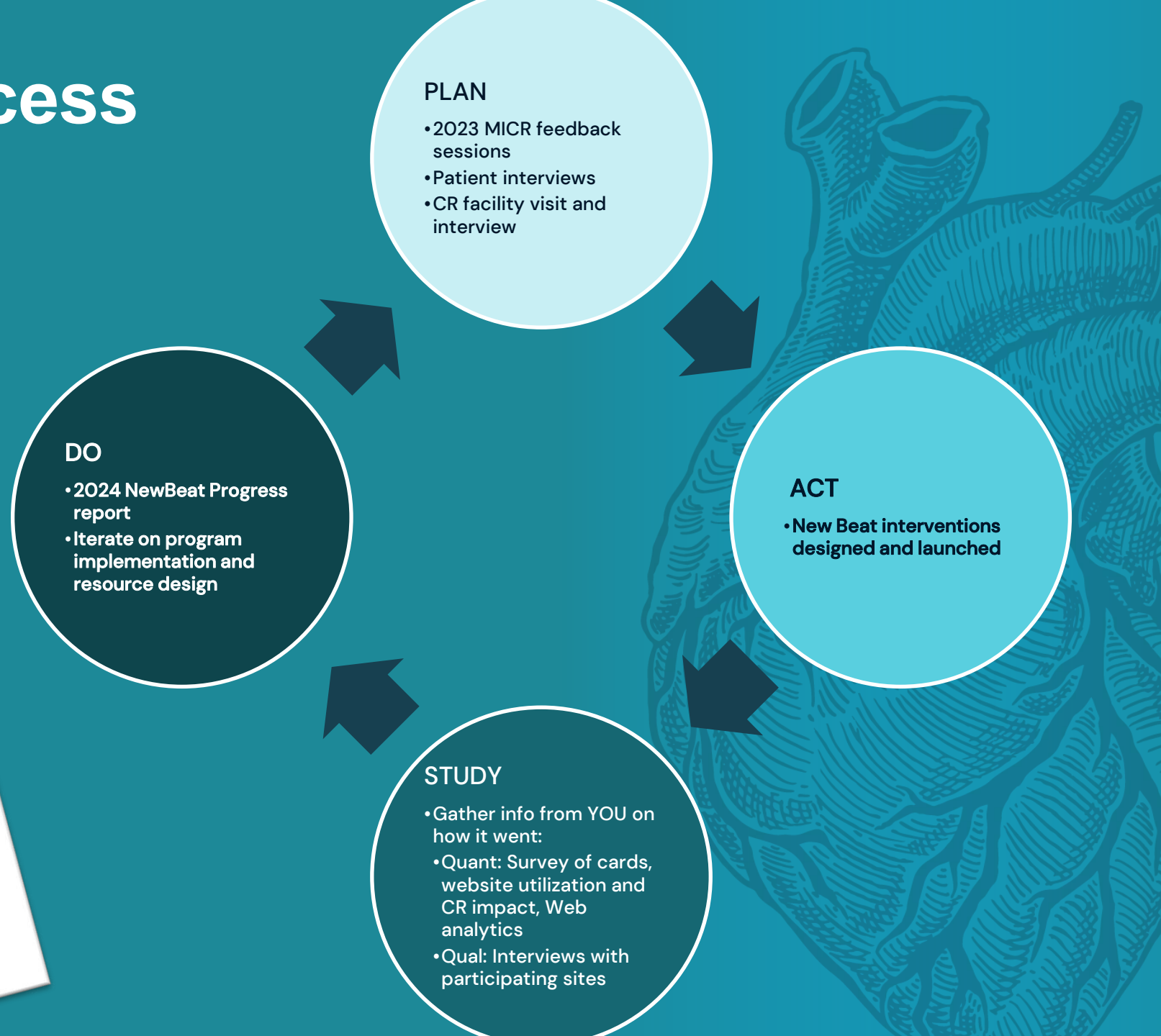
Best wishes,

*Tom Cascino*





# Measuring Success **TOGETHER**



# Coming Next!

Other ideas for  
resources we can add?

**Text 734-219-3220**

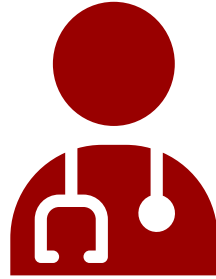
Handout on patient transportation option

Patient and provider-facing videos

Patient Stories

Continued website updates and new resources





# Thank you!

## Any questions?

You can find us at:

[info@michigancr.org](mailto:info@michigancr.org)



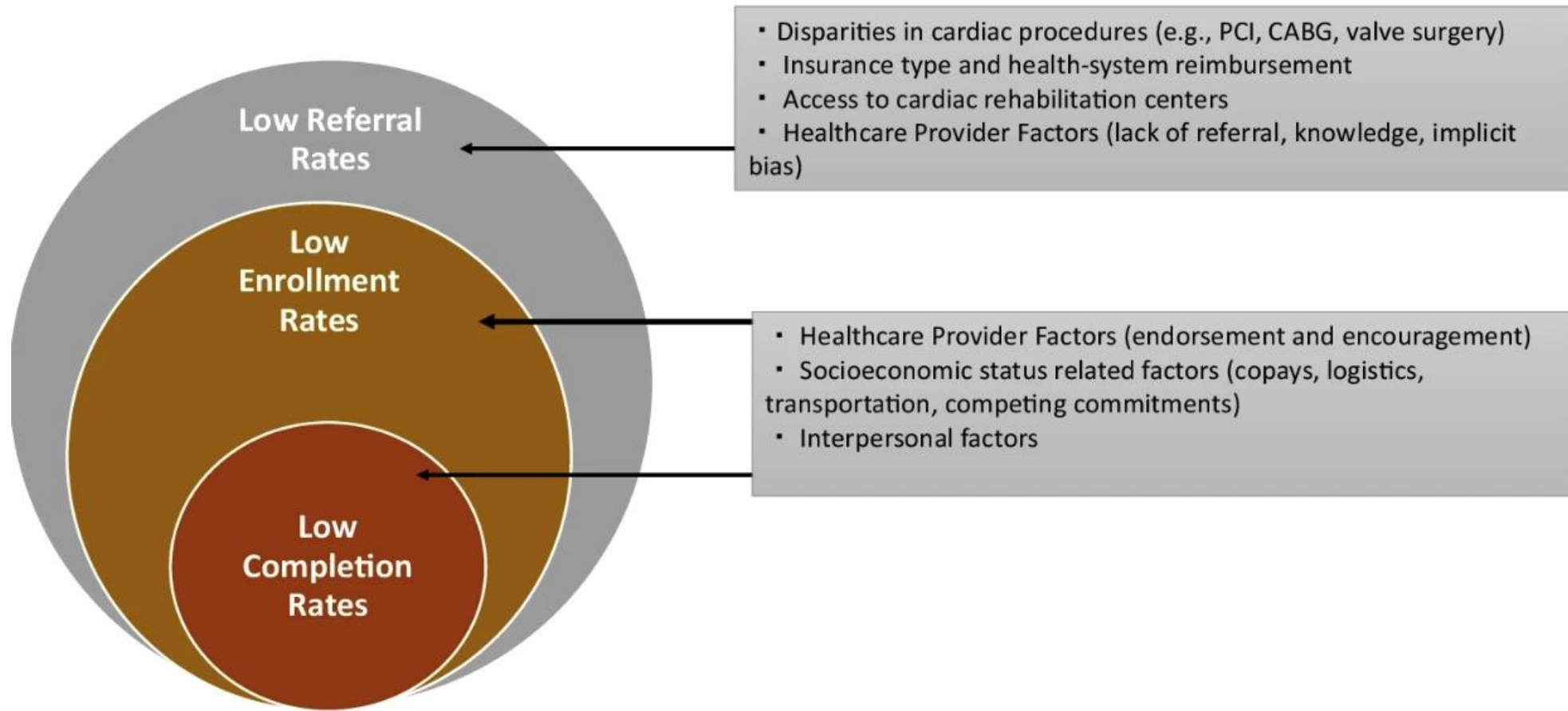


# Addressing roadblocks to cardiac rehab



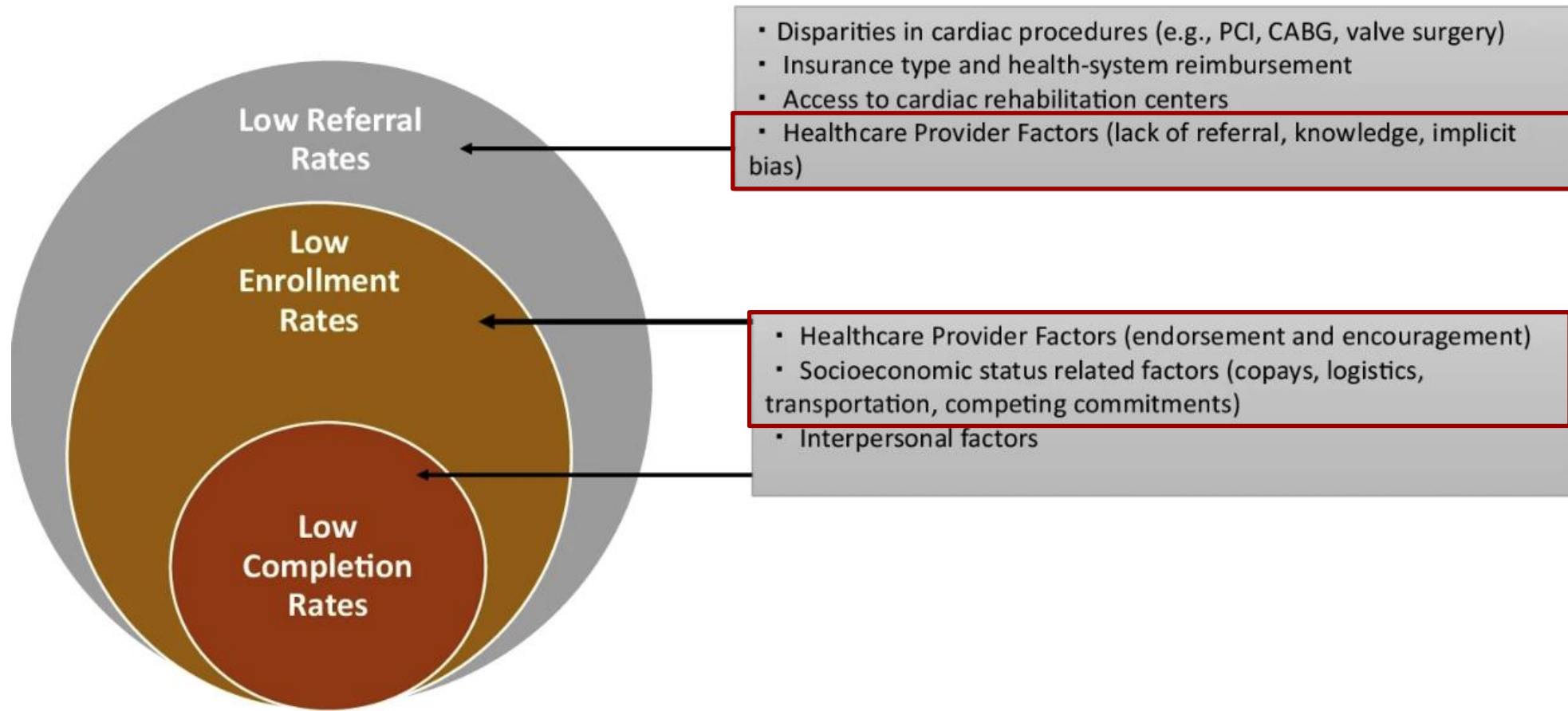


# Barriers to cardiac rehab participation are complex and multiple





# Barriers to cardiac rehab participation are complex and multiple






# Why Transportation?

*"[I felt] a sense of hopelessness prior to starting rehab. I had missed the intro due to lack of transportation, and had a sense of being a victim with no control of finances and no access to transportation. I almost did not reschedule and [would have] never started the program."*

- *Trinity Cardiac Rehab Participant*



### KEY STAKEHOLDERS

- Program managers
- Class instructors
- Support staff
- Scheduling staff
- Referring physicians
- Hospital administrators
- Social workers

### DIRECT CONTACTS FOR QUESTIONS

- Diane Hamilton, BAA, CEP  
Diane.Hamilton@beaumont.org

### REFERENCES

- [American Cancer Society, Road to Recovery Program](#)
- [ACS grant removes barriers for patients in treatment](#)

## Eliminating Transportation as a Barrier to Participation

### IMPROVE ATTENDANCE WITH RIDE ASSISTANCE

Cardiac rehab programs have low enrollment rates. Transportation is often a barrier to obtaining these important services. To increase enrollment and retention rates, programs need to assist patients in obtaining reliable transportation.


### METRICS OR RESOURCES NEEDED

Professional contacts who specialize in:

- Senior programs
- Community programs
- Veterans organizations
- Philanthropy

### PROCESS DESCRIPTION

- 1 Identify contacts at current transportation programs within local communities and reach out to discuss options for a transportation assistance program.
- 2 Draft agreements with relevant rideshare programs that include any important details or arrangements.
- 3 Draft materials for patients that promote local transportation assistance programs and outline the patient's steps to obtain rides.
- 4 Inform any relevant stakeholders of patients' options for transportation and integrate the use of any newly-created patient educational materials into their workflow where appropriate.
- 5 To accommodate the logistics of drivers, work with scheduling staff and class instructors to incorporate more flexibility when scheduling patient appointments.
- 6 Identify a waiting area for patients who are using a rideshare program, as well as those who have family or friends driving them. Similarly, consider adding pick-up location markers for drivers of rideshare programs to reduce congestion near lobbies and entrances.
- 7 Consider funding a van service to transport patients to appointments. Possible funding sources could include grants, but the cost could also be shared if the service is utilized hospital-wide.





# Transportation Support & Uber Health Pilot




**Providing transportation assistance**  
to bring patients to their first week of CR sessions to  
increase enrollment and utilization of CR and **create**  
**resources to facilitate future transportation.**





# Connection to other resources



## Eliminating Transportation as a Barrier to Participation

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## PROCESS DESCRIPTION

2

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3

Draft materials for patients that promote local transportation assistance programs and outline the patient's steps to obtain rides.

4

Inform any relevant stakeholders of patients' options for transportation and integrate the use of any newly-created patient educational materials into their workflow where appropriate.



## Why the first week?



**29%**

of patients initiated CR sessions



**23%**

of patients attended up to 12 sessions



**17%**

of patients attended up to 24 sessions



**8%**

of patients attended up to 36 sessions  
(considered to be a full dose of CR)





## Partnering with Uber Health

Uber Health is on a mission to help improve health outcomes and the patient, caregiver, and clinician experience by helping enable better access to care and services.



Uber  
Health

HBOM



# Uber Health Platform

- Care coordinators can schedule rides in advance
- Track rides in real time
- Automated telephone call updates for rider – no smart phone needed
- Upload a roster of patient-riders to fill in a rider's information in one click

The screenshot displays the Uber Health platform interface. On the left, a sidebar lists various ride statuses: Today's activity, Needs attention, Awaiting pickup, In progress, Completed, Upcoming, Scheduled, Drafts, Past activity, and Members. The main content area is titled 'New ride setup' and includes a 'Create new' button. Below this, there's a section for 'Scheduling a ride in advance?' with a note about location restrictions. The 'Who's riding?' section contains fields for 'Rider first name', 'Rider last name', 'Rider's phone number' (with a dropdown for country and a field for the number), and 'Member ID'. A map on the right shows the current location and route. Below the main form, a white box contains the text 'Check your ride, every time' and instructions to complete 3 safety pickup steps: 'Match this license plate #', 'Match this car color', and 'Match this car make and model'. The Uber logo is at the bottom of this box.

HBOM | Health  
Uber Health

Create new

New ride setup

+ One-way trip Round-trip

Scheduling a ride in advance?

We've lifted most location restrictions, so you can now schedule a ride almost anywhere. For rides requested 1 to 30 days in advance, look for the **availability indicator** under your selected vehicle type.

Who's riding?

Rider first name Rider last name

First name Last name

Rider's phone number

+1 (000) 000-0000

Mobile

Member ID

e.g. AB-1234567

Not required for non-members

Plan ID

Check your ride, every time

Make sure you're getting in the right car with the right driver by completing 3 safety pickup steps:

Match this license plate #

Match this car color

Match this car make and model

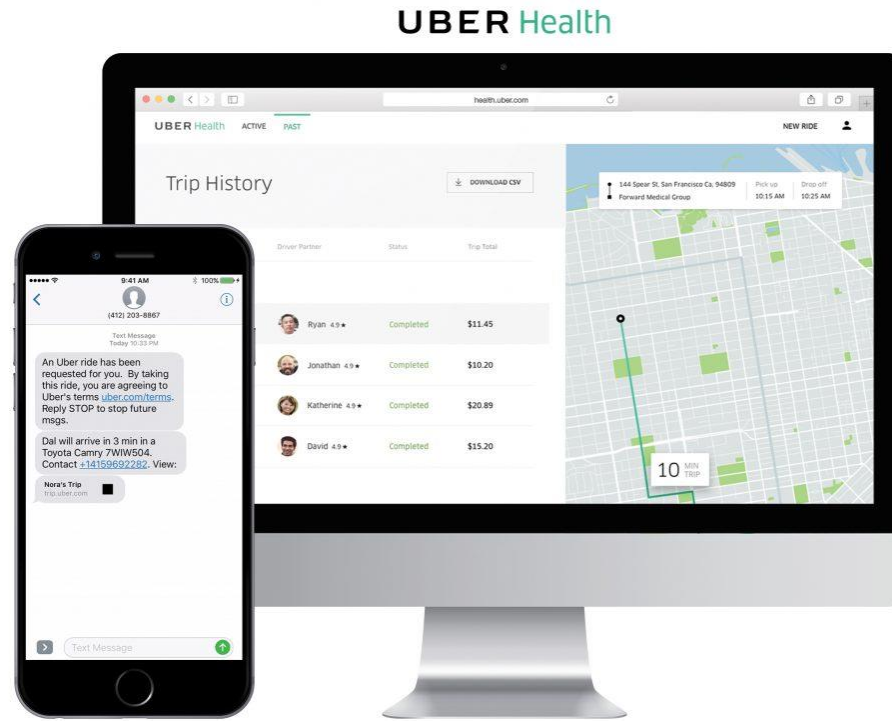
Uber

# 250+ round trip rides

Funding the first week of CR rides for 125 participants

## \$10k - 20k

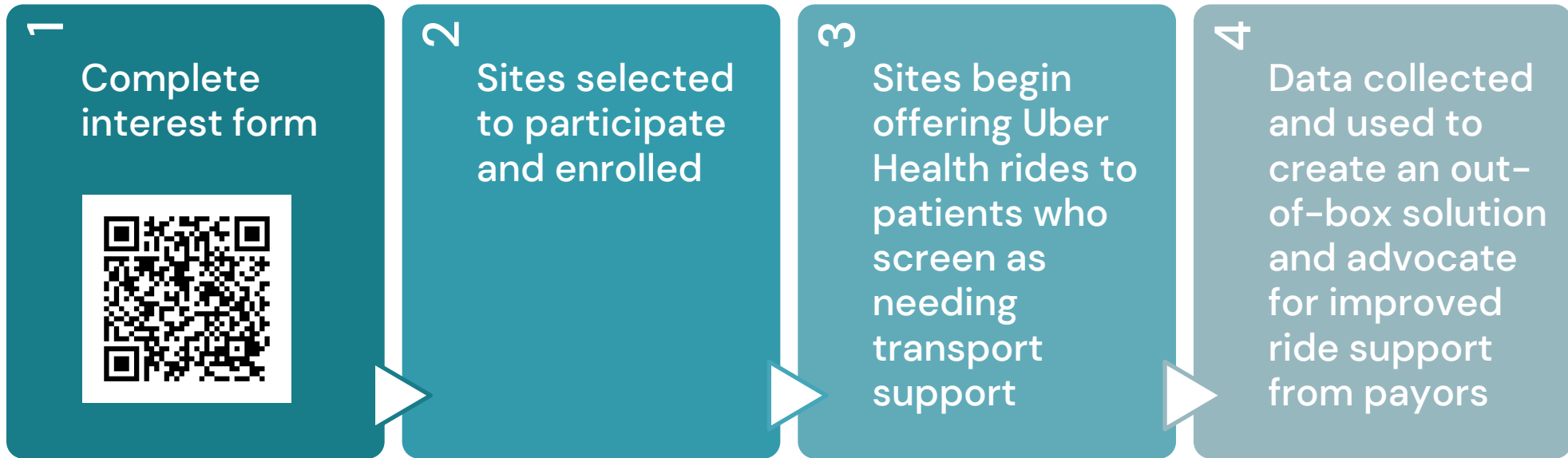
in secured funding to support  
transportation needs to increase  
cardiac rehab enrollment







# Transportation Support with Uber Health



Uber  
Health



# Interventions for All

Design and implementation of innovative programs that increase access to CR.



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*One-stop-shop for CR  
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## Cardiac Care Cards

*Leveraging the influence of  
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## Transportation Support with Uber Health

# Interested in any of our NewBeat resources?

Let us know using this survey below or reach out directly: [info@michigancr.org](mailto:info@michigancr.org)

