

Triaging Valve Center Referrals

Phase 1: Model Share

Geisinger Medical Center in Danville, PA

Background & Rationale

- Patients identified with aortic stenosis and referred to the Multidisciplinary Team Valve Clinic (MDT) were often not scheduled with the appropriate team member or the referral was not scheduled at all
- Length of time from referral placement to initial visit being scheduled were often beyond an acceptable timeframe
- Patients frequently presented to their initial visit without documentation of prior testing or appropriate testing completed

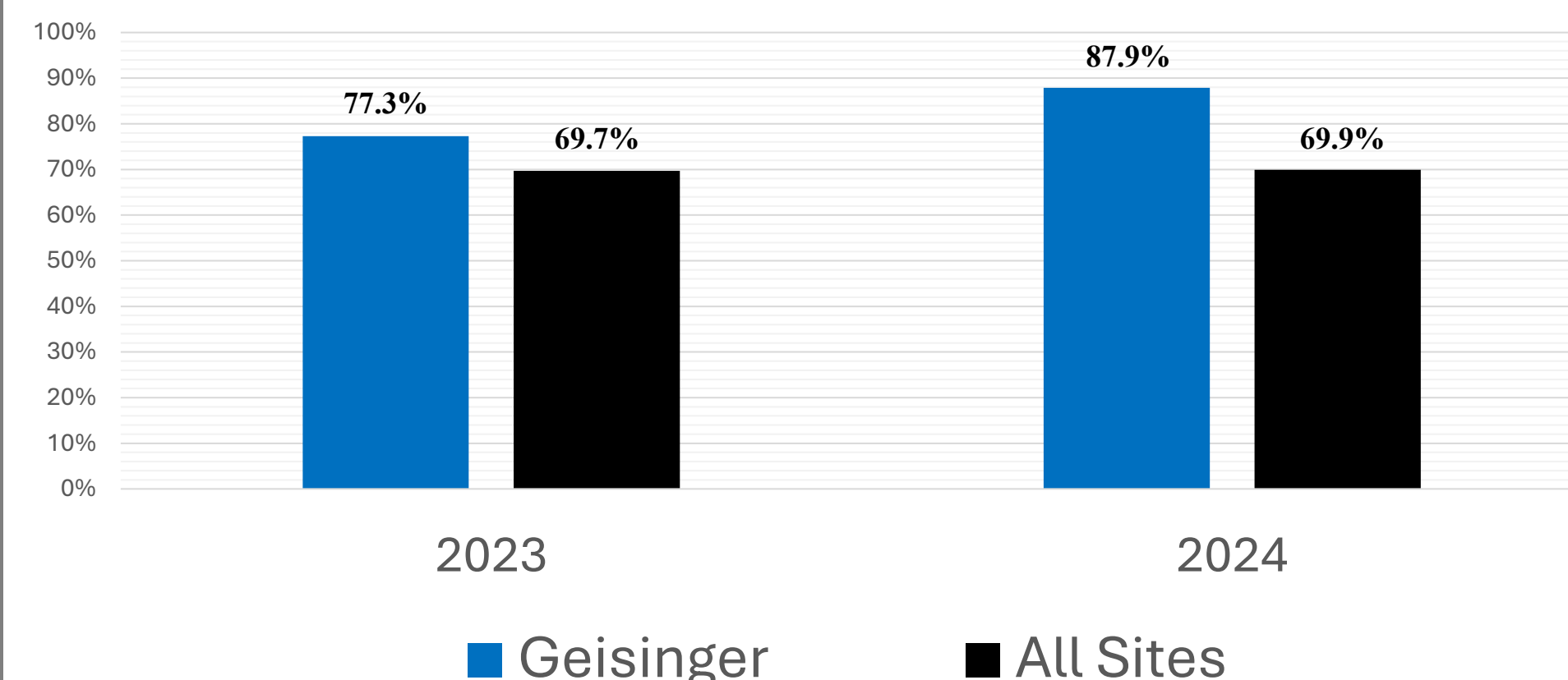
Methods

- Beginning in August 2023, all referrals to the MDT clinic were triaged through a Cardiovascular Research Coordinator
- Based on standard guidelines, the coordinator determined the appropriateness of the referral and ensured all testing is completed and up to date, including lab work, EKG, and/or echocardiogram
- Any pre-testing not completed is ordered and scheduled by the coordinator
- Any prior testing is noted and added to the patient's medical record such as cardiac catheterization, TEE, CT scans
- A note is placed in the medical record confirming all testing that has been completed

Results

- The number of patients identified with aortic stenosis and seen in the MDT clinic has increased
- Patient's initial visits were more often seen in MDT clinic with applicable testing available and completed prior to their visit
- The timeframe from referral placement to initial visit was shortened
- Patients with more acute symptoms or critical aortic stenosis were seen in a shorter time frame

Evaluation by Multidisciplinary Heart Valve Team



Conclusion & Peer Suggestions

Rerouting the scheduling process from non-clinical schedulers to clinical schedulers can help shorten time from MDT to treatment in a multiprong approach:

- Place a triage note in the patient's chart
- Reduce number of visits/trips for the patients
- Ensures patients receive necessary testing prior to MDT visit
- Providers have all information necessary to make treatment decision in a timely manner

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