

Stroke

Department of
Performance Improvement:
Quality & Safety

What is a Stroke?

According to the National Stroke Association they define a stroke:

When the blood flow to an area of the brain is cut off. When this happens, brain cells are deprived of oxygen and being to die. When brain cells die during a stroke, abilities controlled by that area of the brain such as memory and muscle control are lost.

Statistics

Stroke By The Numbers

- Each year nearly 800,000 people experience a new or recurrent stroke.
- A stroke happens every 40 seconds.
- Stroke is the fifth leading cause of death in the U.S.
- Every 4 minutes someone dies from stroke.
- Up to 80 percent of strokes can be prevented.
- Stroke is the leading cause of adult disability in the U.S.

Stroke Phone Call Survey

Personal Experience

The information provided is the script and data that my supervisor and myself have revised to accommodate to the process of the stroke patient phone call survey. I helped with making the phone calls for the months of August-November and the data collected are from those months.

Survey Administration

Stroke phone call survey is used to see if patients who have had a stroke and taken care of at South County Hospital are in a healthy state after they leave. Many times patients go to a rehab facility or can go home. Furthermore, the phone call survey is used to enhance our quality of service.

Survey Script that is used....

"Hello, my name is _____. I am working for South County Hospital in the Performance Improvement Department. May I speak to _____? How are you today? I would like to ask you six yes/no questions while you were an inpatient here in "Month". We would like to learn how we can improve and continue to provide quality medical care for stroke patients. Would you mind answering a few questions?

Were you provided with information about the causes and types of Stroke?

Were you given an explanation about your risk factors?

Before you left the hospital, were you informed of the warning signs of a Stroke and to call 911?

Do you have an understanding of your medications and know that you need to take them as prescribed?

Was the staff courteous and friendly?

Did the overall quality of care meet your expectations?

Thank you so much for your time. If you have any questions or concerns please contact your physician. Have a great day!"

If it is not someone that you can speak to: I am sorry, but I can only speak with the patient or their listed contacts (Next of Kin or Person to Notify listed under contacts in EMR). Can I reach _____ at a better time?

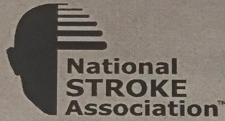
If they tell you the patient expired: "I am sorry for your loss. I will not take up any more of your time. Thank you and have a good day."

If they ask why you did not know they were expired: "Unfortunately if the patient passes away outside of the hospital we are not always informed."

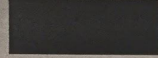
If you reach a voicemail, you may leave the following message: "Hello, my name is _____. I am working for South County Hospital in the Performance Improvement Department and I am trying to reach _____. We are conducting a brief telephone questionnaire and have six, yes or no questions to ask. We would appreciate it if you would call us back in Performance Improvement at 401-788-1629. Thank you and have a good day." (Do not leave PHI.)

If they want to give feedback: Refer to Patient Feedback Liaison Telephone Line (401-788-1717).

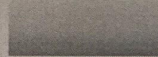
Revised 12/5/17



Risk Scorecard Results



High Risk ≥ 3 : Ask about stroke prevention right away.



Caution 4-6: A good start. Work on reducing risk.



Low Risk 6-8: You're doing very well at controlling stroke risk!

Ask your healthcare professional how to reduce your risk of stroke.

To reduce your risk:

1. Know your blood pressure.
2. Find out whether you have atrial fibrillation.
3. If you smoke, stop.
4. Find out if you have high cholesterol.
5. If diabetic, follow recommendations to control your diabetes.
6. Include exercise in your daily routine.
7. Enjoy a lower-sodium (salt), lower-fat diet.

Act FAST and CALL 9-1-1 IMMEDIATELY at any sign of a stroke:

F **FACE:** Ask the person to smile. Does one side of the face droop?

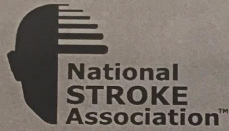
A **ARMS:** Ask the person to raise both arms. Does one arm drift downward?

S **SPEECH:** Ask the person to repeat a simple phrase. Is their speech slurred or strange?

T **TIME:** If you observe any of these signs, **call 9-1-1 immediately.**

1-800-STROKES (787-6537) • www.stroke.org

Above is a Risk Result Scorecard that we use if a patient is unaware of risks that are associated with strokes. When on the phone and ask if they know the risk factors we can use this to address their questions.



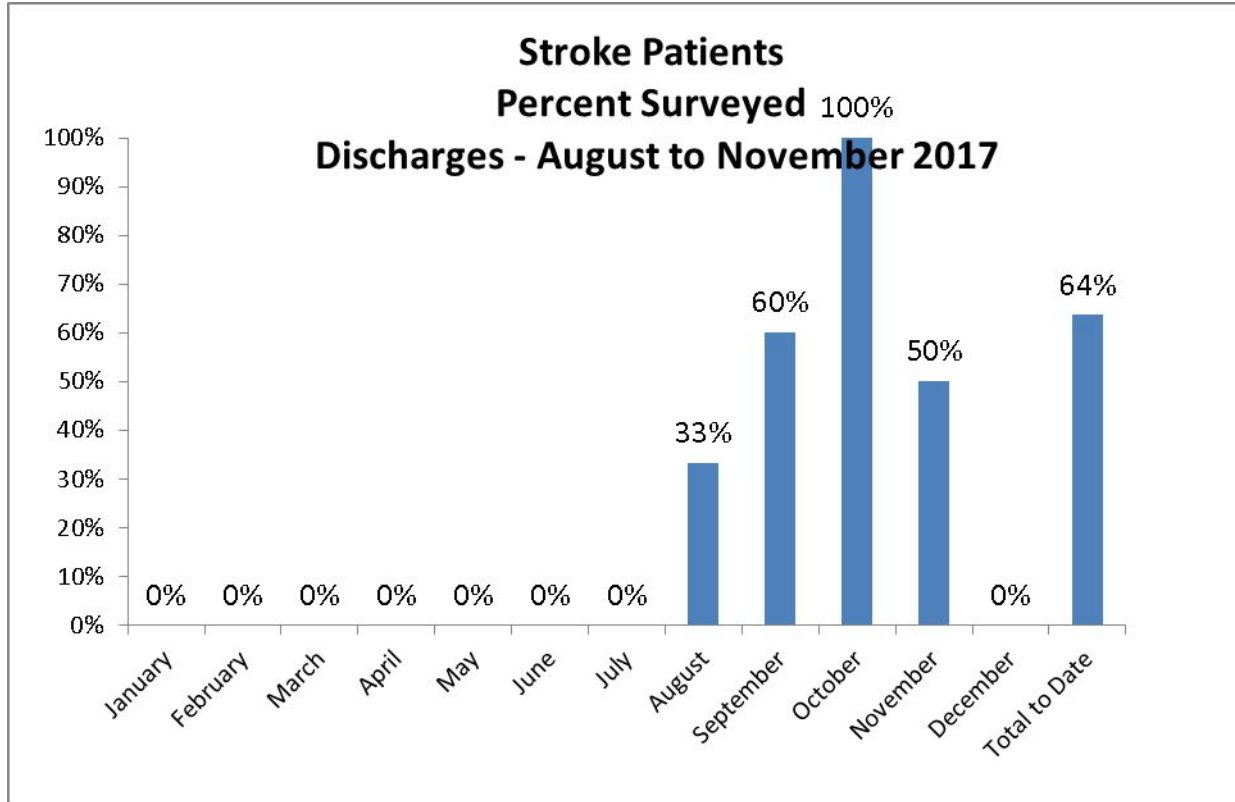
Stroke Risk Scorecard

Each box that applies to you equals 1 point. Total your score at the bottom of each column and compare with the stroke risk levels on the back.

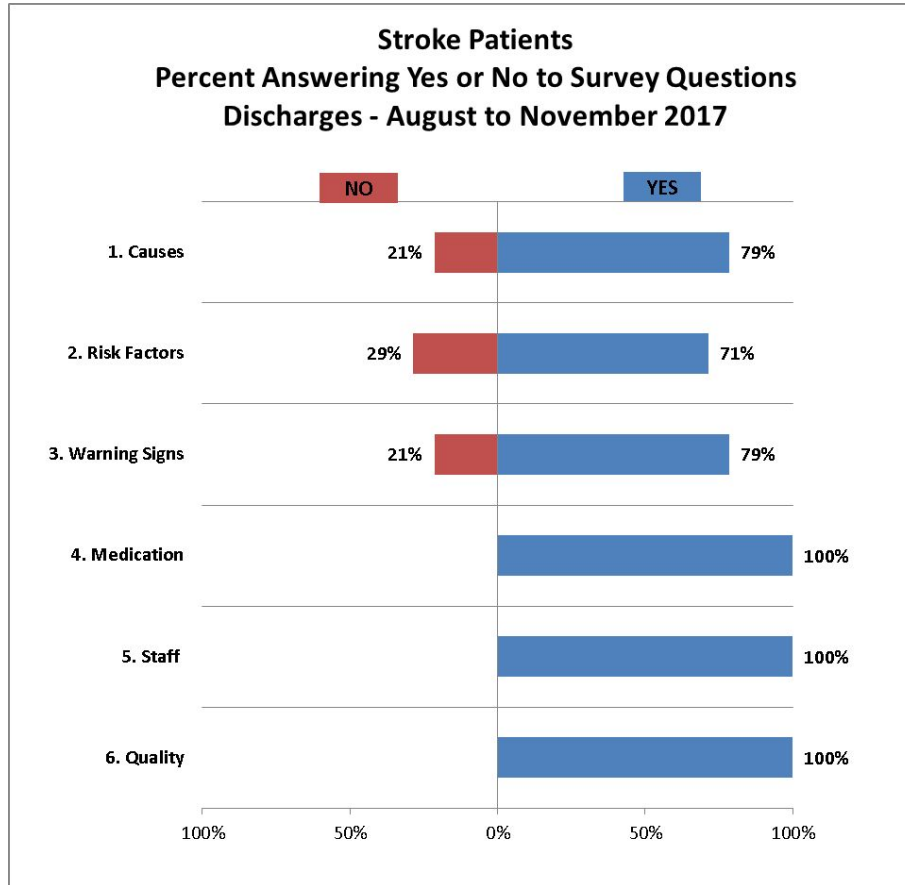
RISK FACTOR	HIGH RISK	CAUTION	LOW RISK
Blood Pressure	<input type="checkbox"/> >140/90 or unknown	<input type="checkbox"/> 120-139/80-89	<input type="checkbox"/> <120/80
Atrial Fibrillation	<input type="checkbox"/> Irregular heartbeat	<input type="checkbox"/> I don't know	<input type="checkbox"/> Regular heartbeat
Smoking	<input type="checkbox"/> Smoker	<input type="checkbox"/> Trying to quit	<input type="checkbox"/> Nonsmoker
Cholesterol	<input type="checkbox"/> >240 or unknown	<input type="checkbox"/> 200-239	<input type="checkbox"/> <200
Diabetes	<input type="checkbox"/> Yes	<input type="checkbox"/> Borderline	<input type="checkbox"/> No
Exercise	<input type="checkbox"/> Couch potato	<input type="checkbox"/> Some exercise	<input type="checkbox"/> Regular exercise
Diet	<input type="checkbox"/> Overweight	<input type="checkbox"/> Slightly overweight	<input type="checkbox"/> Healthy weight
Stroke in Family	<input type="checkbox"/> Yes	<input type="checkbox"/> Not sure	<input type="checkbox"/> No
TOTAL SCORE	<input type="checkbox"/> High Risk	<input type="checkbox"/> Caution	<input type="checkbox"/> Low Risk

Above is further information in regards to risk and the risk levels a patient may be at.

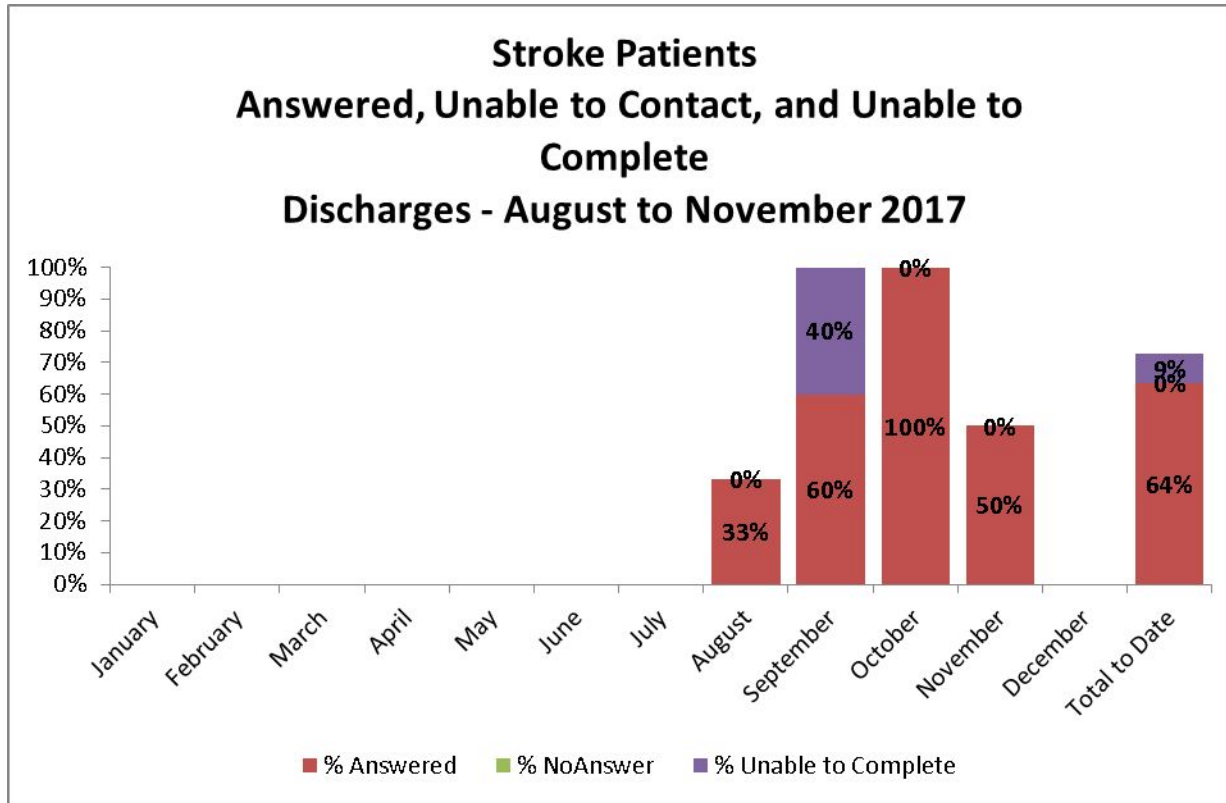
Data Collected



Data Collected (Continued)



Data Collected (Continued)



References

“What Is Stroke?” *Stroke.org*, 16 Mar. 2016, www.stroke.org/understand-stroke/what-stroke.