

CARDIOVASCULAR ASSESSMENT SURVEY INSTRUCTIONS

While assessing your institution's cardiovascular services, consider the following:

1. This tool will allow you to benchmark areas of one of the most profitable service lines within hospital/ health systems. All of the categories are essential for "best practice" evaluation and should be considered in the review.
2. Review and complete the self-scoring evaluation. To determine numerical score, results should be documented through reports, policy and guidelines.
3. To achieve a Score 4 in a category, all of the items/activities identified in the previous scores sections must be performed.

<i>Assessment Results</i>	<i>Total Score</i>
Overall program structure, activities and processes are strong. Specific areas of advancement should be targeted and monitoring/ reporting continued.	31-40
Some areas of program may require change and modifications. Areas of low score should be focus of tactical/strategic planning.	21-30
Multiple low scores would indicate the need for a comprehensive program assessment. Internal and external resources should be tapped.	11-20
Evaluation of organization goals and review of commitment to cardiovascular services is recommended.	0-10

Your Score: _____

Health Care Visions, Ltd.

Health Care Visions, Ltd. is a nationally renowned consulting firm offering specialized expertise and services to hospitals to identify and evaluate existing or emerging opportunities in cardiovascular and peripheral vascular services.

Health Care Visions, Ltd.'s staff consists of Master's prepared clinical and business consultants who possess a tremendous amount of experience in managing successful cardiovascular and peripheral vascular programs for hospitals ranging from small institutions to some of the country's largest and most prestigious health care systems.

Our consultants are well versed in the latest, most advanced technologies and best medical practices in this rapidly evolving service category. We have provided assistance to over 85 hospitals, with assignments ranging from short, time-limited, task specific engagements to long-term strategic partnerships.

We welcome the opportunity to discuss your needs and explore solutions that can strengthen your existing programs or assist with the implementation of new services.

Important Questions You Must Ask:

- How Innovative Is My CV/PV Program?*
- How Big Is My Cardiovascular Market?*
- Am I Paying Enough Attention To PV?*



*Cardiovascular
Performance Audit*



Health Care Visions

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*Consultants Specializing in
Cardiovascular Programs*

Cardiovascular Performance Audit™ Tool

Category	Score 0	Score 1	Score 2	Score 3	Score 4	Total
FINANCIAL						
CV Financial Health	CV services not differentiated; no formal business planning	Separate CV budget with reporting & analysis	Departmental reporting for the CVOR, Cath Lab, CV services and Post-Op recovery with variance & revenue reporting	Cost accounting system at case level by DRG, profiling and report cards	Contribution reporting for CV services by DRG/procedure; documented CV Business Plan	
Material Management Model	No vendor or utilization tracking system	Multiple vendors without utilization data	Utilization data available to negotiate vendor pricing	Group purchasing agreements with some standardization of products and consignment; physician product review and discussion on standardization for volume purchase discounts	Purchasing agreements with cost/case analysis and product /vendor standardization with physician review and approval/buy-in; Physician/CV Administrator negotiation support for purchasing agent	
Operational Personnel Utilization	No tracking	Review of CV services budgeted vs. actual FTE	CV services benchmarking and productivity analysis	Data comparison with published benchmarks for FTEs, overtime, etc. for CV services	Productivity of CV services meets or exceeds national benchmarks	
CV Capital Purchase Process	Organization's strategic plan allocates specified dollar amounts to CV services	Financial planning with cost benefit and breakeven analysis for major purchases	Management of the capital structure with formal product/cost evaluation with long term planning and service contracts with physician input and review	Capital allocation based on CV services contribution to the profit margin	Use financial indicators/return on investment/payback for each major capital purchase; review of new technology and its impact on reimbursement	
OPERATIONS						
Measurement of Consumer, Physician & Staff Satisfaction	Not currently measuring	Monitors patient satisfaction house wide though not specific to CV services	Monitors physician, employee & patient satisfaction within CV services utilizing a feedback mechanism for review by CV directors, physicians, nurses	Provides / monitors data on current practice compared to national benchmarks that is CV program specific	Physician and Patient satisfaction tied into employee performance measures	
Performance Improvement Initiatives	Monitors only basic measures needed for regulatory compliance (ORYX)	Mortality & morbidity data provided to physicians	CV services initiatives developed through dedicated physician/administrative advisory committee using M&M, satisfaction and quality reports	CV service generates quality reports that include physician profiling and drives organizational changes	Physician and administrator report to CEO, COO; staff empowered and rewarded to initiate improvement measures	
Disease Management Process	No programs	Clinical pathways in place	Clinical pathways utilized that incorporate post hospital care and outcome analysis	Designated clinical pathways with case management and variance monitoring	Disease management across the CV continuum; monitoring of all patients with cardiac disease	
Organizational Structure	Traditional Departments	Limited integration of CV services	All CV services aligned to either medical or surgical reporting structure	CV services with matrix reporting structure to a CV Administrator	CV service line management incorporating a Cardiac Advisory Board	
Information Techniques Available	Manual data abstraction	Manual data abstraction with computer based report generation	Manual and informatics based data with digital imaging to multiple sites	Electronic medical record; integration with CV database including offsite physician offices	Complete data integration incorporating financial/clinical data that support the CV service line; compares hospital data vs. national benchmarks	
MARKETING						
Market Share	No specific CV services marketing plan	Track CV service market share	Utilizes strategic marketing plan to maintain and grow market share	CV service line is allocated marketing dollars based on contribution level to hospital	CV Service is market share leader in the Total Cardiac Target Market	

For more information on **Health Care Visions, Ltd.**, visit our website: www.hevconsult.com or call (412) 364-3770