STROKE COORDINATOR: WHO, WHAT, WHEN, WHERE, HOW?

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Is there a right or wrong answer?
STROKE COORDINATOR: WHO?

Who is the stroke coordinator?

- Typically a nurse
- Subject matter expert
- “Rule keeper” — knowledgeable on stroke program standards and guidelines
- “Glue that holds the program together” — keeps everything...coordinated
- “Face of the program” — when people see you they think about the stroke program
- “Wearer of many hats” — may be working on multiple programs, quality initiatives or have unit responsibilities
- “Gatekeeper”
What is it that the stroke coordinator does??? Just to name a few…

- Reviews current program standards related to certification body that does site certifications
- Update on changes that affect stroke program guidelines, stroke care evidence, order sets, processes
  - Example: 2018 AHA ischemic stroke guidelines
  - Example: DAWN and DEFUSE results
- Concurrent chart review
- Attend stroke codes ED/Inpatient
- Point of contact in healthcare system for stroke program
- Community education
- EMS and hospital feedback
- Data entry/IRR
- Regional meeting attendance
- Research

Does your job description accurately define your role and responsibilities?

Do you have a stroke coordinator competency?
STROKE COORDINATOR: WHEN?

When do you get it all done??

- Plan out the day…if you can
- Schedule, schedule, schedule
- Block calendar for items
- Don’t carry the load alone – delegate if possible
  - Stroke champions
  - Unit leaders/representatives
  - Define roles and responsibilities
- Ask for help
- Are you trying to run a program on your own
  - Who is managing all the action plans??
- Promote unit leadership of stroke processes…does not happen overnight
STROKE COORDINATOR: WHERE?

Where are all the places to be?

- Stroke program meetings – Performance improvement meetings, stroke steering committee
  - Stroke work group meetings
- Quality meetings
  - Ensure how you say the stroke data is reported is what you are doing
- Unit meetings
- Regional meetings
  - Example: RAC meetings
  - Example: GETAC meetings
- Provider meetings
- New process implementation
- Education for staff
- Core team meetings/Stroke faculty
- Stroke activations
How do we get it all done??

1. Define the expectations at your organization
   - Stroke medical director job description
   - Stroke coordinator job description/competency
   - Stroke program guidelines – annual review
     - KEY: STAKEHOLDERS need to review and AGREE to expectations!!

2. Who are the people that can help facilitate the program?
   - Stroke medical director
   - Stroke champions – define roles and expectations
   - Unit leadership
   - Unit representative
How do we get it all done??

3. Hospital leadership
   - CMO, CNO, COO
   - Reporting out of data is your friend – how do you tie into overall hospital reporting structure
   - Be ready to answer the question – “how can we help?”

4. Stroke program data
   - How often do you need to have your stroke PI meeting
   - Do you have unit boards to post stroke data on
   - Unit huddles – can you provide data for them to review
   - Who does your data fall out validation
   - What are the opportunities – patience is key to improvements
STROKE COORDINATOR: HOW?

How do we get it all done??

4. Stroke program data cont’d
   - Are you monitoring data elements relevant to the program—may be outside the standard measures
   - Can units aggregate data to report out at stroke meetings

5. Staff education
   - Define education plan—share with leaders the expectations—no surprises
   - Huddles
   - Staff meetings
   - Stroke care classes
   - Email—read receipts
   - 1:1
How do we get it all done??

6. Tools and resources
- Can you have assistance to help with data entry – especially if you are coordinating multiple programs
- Checklists for items to complete – Post IV Alteplase monitoring, post procedure groin assessments, dysphagia screening, stroke education
- Resource binders – but beware
- Hospital intranet sites
- Embedded items in EMR/EHR
- Local coordinators group – systems or non-system
- Texas Stroke Coordinator Forum
- AHA representative
QUESTIONS?

IT’S A MARATHON, NOT A SPRINT