

Obtaining Institutional Support

Your team needs support from your medical center leadership to enhance your improvement effort. Getting institutional buy-in and administrative support is essential. Ideally, you should use data already being collected to evaluate the care of patients with heart failure. Given the financial resources required to support a heart failure improvement effort, you should probably work on building the case for your heart failure improvement efforts, so you can argue that heart failure improvement efforts can be cost-effective. A direct line to administrative support for your effort, either by a direct reporting structure or by involving a senior administrator on the team, should be in place before you go any farther.

TASK Meet with members of your administration and have prepared “talking points” and, ideally, some preliminary information you have collected demonstrating the need for the administration’s attention. Convince your administrative leaders of the importance of supporting a program to improve heart failure care and core measure performance.

Task assignment _____ (TEAM LEADER)

Time line for completing _____