Patient Outcomes: STEMI Diagnosis in the Emergency Care Center (ECC) Resulting in Subsequent PCI Procedures

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**Background**
- Percutaneous coronary intervention (PCI) emergently treats ST-elevation myocardial infarctions (STEMI).
- Medication adherence directly correlates with subsequent cardiac events.
- Inaccessibility to medications can result in poorer patient outcomes, hospital readmissions & increased mortality.
- Adopting long-term lifestyle modifications contributes to improved patient outcomes.

**Methods**
- Design: Evidence-based practice with quality metrics.
- Participants: ECC patients diagnosed with STEMI who underwent emergent PCI.
- Procedure:
  - Patients were contacted via telephone following discharge on three separate occasions (1-week; 3-months; 6-months).
  - Utilized a standardized questionnaire based on post-PCI care needs:
    - understanding medication regimes / rationales
    - accessibility for provider follow-up
    - life-style modification / participation in Cardiac Rehab
    - understanding of discharge instructions
    - satisfaction with care provided following PCI procedure

**Discussion**
- Small sample size (N=16) limited the strength of findings.
- Correct demographic information in the EHR is essential; in this project, inaccurate information resulted in a loss of ~30% of patients.
- Follow-up phone calls provided patient satisfaction data as well as identifying the adoption of health-promoting behaviors.
- Cardiac rehabilitation was not offered to all patients thus limiting lifestyle changes and potentially contributing to ongoing cardiovascular risk.

**Implications for Practice**
- Identifying methods to improve communication between patients & caregivers is vital to increase compliance with aftercare and health-promoting activities during vulnerable states of health.
- Ensuring the availability of cardiac rehabilitation for all patients is an essential component for optimal recovery.
- Adding follow-up calls provides the ability to clarify / reinforce discharge instructions.

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**Purpose**
To identify the effect of post-hospitalization calls by Emergency Care Center RNs for patients who have had a PCI. telephone calls can:
- allow for comprehensive conversations with patient &/or family.
- address self-care barriers that can reduce hospital readmissions.
- identify correlations between patient satisfaction & adherence to treatment regimes / health promotion strategies.

**Results**
- 100% of patients appreciated follow-up phone call contributing to improved patient satisfaction
- 88% of patients admitted making dietary & lifestyle changes
- 88% of patients followed-up with a Cardiologist after discharge
- 100% of patients reported telephone communication had a positive impact on adherence to medication management