CONSULTANCY CHECKLIST

HIGH PERFORMER

(DTN <45 min & Recanalization rate >10%)

Requires approximately 1.75 days of consultancy

angels

HOSPITAL INFORMATION

NAME: _____

CONTACT DETAILS: _____

ADDRESS: _____

STROKE CHAMPION: _____

HOSPITAL STATUS

Door to Treatment Time	_____ : _____	Recanalization Rate	_____ %
Referral Network	_____	Stroke Unit	_____

Pre-hospital Priority Actions — Diagnose | Choose Hospital | EMS Transport | Pre-notify

Hyper-acute Priority Actions — Pre-notify | Direct to CT | POC test | Treat at CT

Decision Making Priority Actions — Diagnose | Bleed/no bleed | Severity | Contraindications

Post-acute Priority Actions — Fever | Sugar | Swallowing

Checklists available and used for every patient _____

Step 0: Hospital First Contact

High performer hospitals are very experienced and on top of the main scientific, clinical and organizational topics – national and international. They are part of a network and, often, are a comprehensive center. They present their own story on how they became high performing, but many times the other hospitals seem to forget that as they look at high performers as perfect models where everything is possible.

Many times, these teams can feel frustrated as they know the quality of the work performed daily, however it is not recognized within their hospital. Another frustration point might be that the network doesn't come along with the same rhythm and/or vision of stroke treatment.

The challenge is for them to see the advantage of joining Angels. The first and most obvious tool is the ESO-Angels Awards, giving them the recognition that they deserve on national and international level. Second, to ensure that internally, the performance of each team member is standardized, even when there are newcomers. Third, Angels can help them to reinforce the pieces of the network. **Start with WHY!**

ACTIONS

- [ ] Approve hospital/HCP on Angels Website
- [ ] Make contact with hospital/HCP
- [ ] Set date for first meeting with hospital/HCP
- [ ] Send Welcome Letter
- [ ] Find point of contact/entrance (if hospital didn't enrol by themselves)
- [ ] Meet the Stroke Team
- [ ] Identify stroke champion
- [ ] Meet hospital director/head of department
- [ ] Show them how easy it is to get an award

SUGGESTED MATERIALS

- [ ] Hospital Resource Form
- [ ] Initial Angels presentation: International perspective, Angels video, mapping, achievements to date, country community, golden standards of other countries (Awards)
- [ ] Welcome Letter

Step 1: Official Enrolment

All hospitals and stroke team members that take part in the Initiative have to sign a consent form to accept the terms and conditions. Where applicable this is also the moment to make sure that the contract with the hospital is in place.

For high performing hospitals this first meeting is only a presentation of Angels, its main purpose is to get everyone on board so that you have more support in the observation phase to teach you the best practices in the hospital. This joining moment should be used to motivate the team to want to improve their practice, but also to formalise the project within their hospital.

It could be useful to place some emphasis on the motivational aspects by challenging them to take part in the ESO Angels Awards. It is important to show them how easy it is to get an award.

The challenge here is to make them see what they can gain by joining the project. For hospitals like these, getting them to capture data in RES-Q and being able to compare themselves with their peers could be very useful in convincing them to improve even further.

This is also the time for you to learn and to set your standards in your region as you will work with hospitals that transfer the patients to this hospital and/or similar characteristics that can be inspired and motivated by it.

ACTIONS
☐ Enroll hospital and HCPs on website
☐ Hospital contract signed (where needed)
☐ Welcome Pack delivered to Stroke Team
☐ Initial presentation
☐ Introduce Quality Monitoring and advantages for improving stroke care
☐ Introduce ESO Angels Awards

SUGGESTED MATERIALS
☐ Angels Website
☐ Initial Angels presentation: International perspective, Angels video, **mapping**, achievements to date, **country community**, golden standards from another countries (Awards)
☐ Hospital Contract
☐ Welcome Pack (Joining Certificate, Brochure, Wing pins)
☐ RES-Q, SITS QR or Stroke National registry
☐ ESO or WSO Angels awards flyer

Step 2: Photography/Observation/Quality Monitoring

Get "helicopter view". Get to know the team. Complete the Hospital Resource Form and deeply understand the stroke network. Identify barriers, agree on deadlines/target dates and training. Turn on your Sherlock Holmes!

Your challenge is to get them to capture data in a Stroke registry so that they can compare their performance with others in their network. Use the ESO/ WSO Angels Awards as motivation.

ACTIONS
☐ Hospital Resource Form completed
☐ Initial Hospital Consultancy Plan drafted
☐ Ask for hospital statistics
☐ Ask hospital to register on a stroke registry

SUGGESTED MATERIALS
☐ Hospital Resource Form
☐ RES-Q, SITS QR or Stroke National registry

Step 3: Multidisciplinary meeting

You have now completed your observation and have a much better understanding of the status of stroke care in this hospital. During this meeting you will agree on initial goals and actions for each team member. You could consider making use of the RES-Q reports to show how this hospital is comparing versus their peers. It's important to focus on the motivational aspects such as the awards and the Angels Community to get people engaged.

ACTIONS	
☐	Agree on actions for each team member
☐	Agree on hospital goals
☐	Fill in hospital flowchart (Spagnuolo poster)
☐	Data sharing

SUGGESTED MATERIALS	
☐	Examples of other hospitals or other countries
☐	RES-Q report benchmarking this hospital to their community
☐	Initial Angels presentation: International perspective, Angels video, mapping, achievements to date, country community, **60 min=life video or other motivational videos**
☐	Guidelines
☐	Hospital Consultancy Plan
☐	Hospital flowchart (Spagnuolo Poster)
☐	"Best door-to-needle time of the month" badges

Step 4: Training (with expert videos)

For high performing hospitals we are assuming the stroke basics are in place. A good way to ensure the basics but keep all the team motivated is Body Interact sessions. Create some competition, mix the teams with doctors, nurses, young doctors and let them discuss, asking for examples of their own cases.

Do not overlook the post-acute treatments, as in some cases, the teams are so focused on DTN times that they miss the opportunity to optimize the monitoring and dysphagia screening.

Another point of interest might be the pre-hospital phase to increase the right identification, pre-notification and direct to CT cases. It could be the opportunity to get the in-hospital and pre-hospital staff together to excel the stroke pathway.

The checklist will make sure that the training is remembered and implemented so always make sure they are at hand when doing the training.

Use your creativity to make the training as multimodal and experiential as possible.

TYPE OF TRAINING:	
☐	Pre-hospital
☐	Clinical decisions (neurologists) – Body Interact
☐	Training on pathway (4 priority actions)
☐	Training acute phase
☐	Dysphagia (nurses)
☐	Advanced Imaging techniques

SUGGESTED MATERIALS	
☐	Body Interact (Cases: Darryl #31, Irene #32, Norma #33)
☐	GUSS training – videos and presentation
☐	QASC baseline data/FESS training
☐	Checklists
☐	Experts videos
☐	Example videos

Step 5: Simulations

For high performing hospitals the simulation is targeted at auditing the priority actions and to start using the checklists. The first simulation is aimed at practically showing them what they are doing well and where they can still improve. It is a way of having an example to show to other hospitals.

The second simulation is the opportunity to show them what impact the priority action could have and that they are actually very easily implementable.

This is your best tool for helping this hospital improve their performance.

ACTIONS
☐ Get signed approval from administration
☐ Agree on action plan and share targets
☐ Share a detailed agenda
☐ Consider involving the pre-hospital phases
☐ Choose the right clinical case
☐ Recorded simulation can be shown to other hospitals

NOTE: Refer to Simulation Checklist for more details

SUGGESTED MATERIALS	
☐ Stroke Bag	☐ Wing Pins
☐ Checklists	☐ Agenda
☐ GoPro & Release Form	☐ Simulation Vests
☐ Helsinki Poster	☐ Clinical scenario (Irene #32)
☐ Action Plan List	☐ Clinical tests from Body Interact or Brainomix (ex. #2) for CT Imaging

Step 6: Community

They need to understand what's in it for them. It could be very useful to get them to present their data to others in their region at regional or national meetings.

Some of the tools at your disposal to make this easier include the status and marketing potential of the ESO Angels Awards, and the opportunity to show off their data at a regional meeting.

Making them part of a community puts more pressure on them to always deliver an excellent performance. Basecamp or the Website Community section could be useful to tell their story.

Your main aim is to foster new leaders in this hospital/network that can take this community into the next level and keep it there.

Keep in mind that it is good for them to be part of this community to have recognition; it is good for them and the others as they are an example to follow and, ultimately, it is great for us to have them on board as we have a national bright spot on our side, and if they join Angels and see that they could gain something, other teams will not have a good excuse to not be part of Angels.

ACTIONS
☐ Invite Stroke Team to Angels Facebook closed group
☐ Invite teams to write stories
☐ Organize regional/national Workshops to connect the Stroke Team to other teams in their network

SUGGESTED MATERIALS
☐ Angels Facebook closed group
☐ Website Community section/Angels Journey