



Case Study:

Spectrum Health Lakeland CV Service Line of Excellence

The Southwest Michigan-based, not-for-profit health system, *Spectrum Health Lakeland*, offers a wide range of inpatient and outpatient care. In just two years, *Spectrum Health Lakeland Heart and Vascular* has achieved six Corazon Accreditations across three campuses, all while earning the prestigious “Service Line of Excellence” at their St. Joseph Medical Center.



Having worked with Corazon for nearly two decades, **Spectrum Health Lakeland** contacted Corazon regarding the replacement of their hybrid procedural suite as was required by the Michigan Department of Community Health. Having realized the value of Corazon’s quality oversight and its ability to provide better patient outcomes through a collaborative, yet consultative approach, Spectrum Health engaged Corazon for a multitude of Cardiovascular Accreditations which, over time, has established Spectrum Health as a Service Line of Excellence.

Since accreditation is not required in the State of Michigan if a facility has a hybrid OR on-site, most of Spectrum’s accreditations were done electively and have driven best practices across the service line and to the communities they serve.

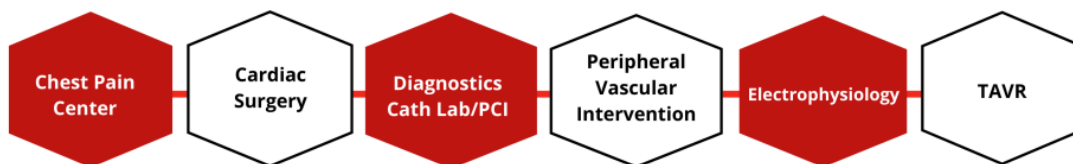
What is a Corazon Service Line of Excellence?

Corazon’s Service Line of Excellence is a prestigious honor awarded to cardiovascular programs that earn accreditation at their highest level of services offered (Open Heart Surgery or Interventional Cardiology) along with two other subspecialty programs in one parallel track (e.g., OHS, Cath/PCI, EP, CPC, PVI, TAVR). This designation provides a powerful testament to the community regarding the level of quality being maintained for each accredited service. Additionally, earning a Corazon Service Line of Excellence differentiates the program as a top performer among all national cardiovascular programs, exemplified through the showcasing of sustainable quality and outcomes.

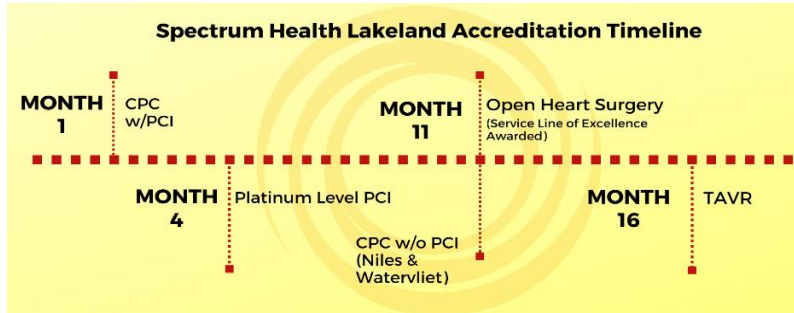
“We are proud to have achieved Service Line of Excellence for our cardiovascular services as it demonstrates our commitment to providing the highest quality level of care to our patients.”
– SHL Director of Cardiovascular Services

Through Corazon Accreditation, Spectrum Health Lakeland has successfully obtained the highest standards of care delivery for key cardiovascular program elements in compliance with best practice requirements, the Michigan Department of Community Health (MI DCH), and industry-specific practice guidelines.

ACCREDITED SERVICES



Spectrum Health Lakeland's Accreditation Journey:



Spectrum Health Lakeland's path toward becoming a "Service Line of Excellence" was an expedited one and even included two additional accreditations for CPC without PCI at their Niles and Watervliet locations. A timeline of Spectrum Health Lakeland's Service Line of Excellence is shown above.

Per Bart Berndt, Executive Director of Surgery and Cardiology at Spectrum Health Lakeland, "Becoming a Service Line of Excellence has really had a positive impact on our facilities from a revenue and volume standpoint, but accreditation has had an even greater impact on our community. Patients know they are coming to a quality program and can get their care locally."

Although a rigorous process consisting of an onsite comprehensive program review, clinical staff education, clinical outcomes analysis, an external case review, and the addressing of program deficiencies (among others), Corazon's Accreditation clients have **reported 100% satisfaction with the accreditation process** due to an increase in positive patient outcomes and Corazon's partnership-oriented approach. Since the initial onset of Corazon Accreditation, Spectrum Health Lakeland has remained a national top performer in key quality metrics.

Highlights of This Engagement Include:

TAVR Accreditation. New valvular heart disease guidelines recognize the expanding role of transcatheter aortic valve (TAVR) procedures for patients with severe aortic stenosis. Corazon stands ready to accredit the growing number of hospitals now offering this minimally invasive treatment option as part of their structural heart program.

Platinum Accreditation. In this engagement, Spectrum Lakeland promoted its accreditation to the highest level by upgrading to a Platinum Level PCI Accreditation. Unique features specific to platinum accreditation include a quarterly peer review, operational metrics review, documentation / mid-cycle review, coding & billing review, quarterly quality meetings, complimentary consultations, and discounts on further accreditations.

Open Heart Surgery Accreditation. Corazon is the ONLY accrediting body for Open Heart Surgery programs in the United States. Such oversight is essential for identifying trends before an issue can arise.

For a more detailed explanation of this Service Line of Excellence Accreditation project call 412.364.8200.