

CORAZON
ACCREDITATION



Evaluate. Enhance. Excel.

CORAZON

The Service Line Experts

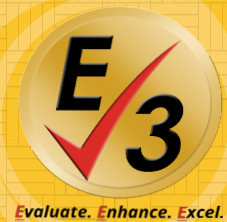
Corazon, Inc. has been in business for over 20 years in **niched healthcare services** working with health systems, hospitals, and physician practice businesses of all sizes and service scopes across the country and in Canada.

Corazon is **THE national leader** in strategic program development for HEART, VASCULAR, NEUROSCIENCE, SPINE, and ORTHOPEDIC specialties offering total program solutions through Consulting, Recruitment, Interim Management, and Accreditation services. Our clients will attest to Corazon's **ability to exceed their expectations.**

Corazon's Mission: Our goal is to make a positive impact on healthcare delivery and patient care, and we are continually mindful of that mission.



ACCREDITATION SERVICES



THE NATIONAL LEADERS IN SERVICE LINE EXCELLENCE

Through **Corazon's E³ Accreditation** approach, **Evaluate. Enhance. Excel.**, program performance will reach new heights of **clinical, financial, and operational quality**. Our experts have extensive cardiac-focused clinical backgrounds and program development experience to provide **unparalleled** input to the accreditation process for any hospital or Ambulatory Surgery Center (ASC). **Corazon is a recognized accrediting body** in all states requiring accreditation, THE national leader in accreditation across the cardiovascular care continuum, and the **ONLY accrediting body for OHS**.

ACCREDITED SERVICES INCLUDE:

- Chest Pain Center
- Open Heart Surgery
- Diagnostic Cath Lab / PCI
- Peripheral Vascular Intervention
- Electrophysiology
- TAVR

○ Cardiovascular Service Line of Excellence ○

Corazon's **Cardiovascular Service Line of Excellence** is awarded to cardiovascular programs that earn accreditation for their highest level of services offered, along with two other sub-specialty programs in one parallel track.
Save time & resources with this approach!

Corazon's unique value comes from a consultative and collaborative approach that supports clients' efforts toward achieving this important distinction for market leadership and/or a competitive advantage. Key features include:

Profile

- Experience from implementing hundreds of cardiovascular programs across the United States
- History of collaboration with State Regulatory Agencies
- In-depth and foundational knowledge of patient safety, clinical efficiency, and quality outcomes
- A surveyor team with over 400 years of collective accreditation experience

Process

- Integration with organizational strategic planning and cardiovascular program growth initiatives
- Unique collaborative and educational approach for achieving clinical and operational excellence
- Ongoing quality dashboard review and deliverable with a minimum of quarterly feedback
- Case reviews by a renowned Corazon Medical Advisor

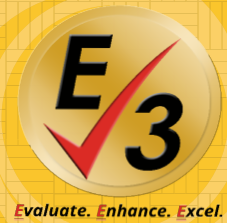
Performance

- External market differentiation as an Accredited program
- PR and communication outreach opportunities to showcase this important achievement
- Client feedback indicates 100% satisfaction

"Corazon provides an extra layer of quality assurance ... With Corazon as our accrediting body, we have a 'safety net' for our quality program."

- Lisa Brinckman, Evangelical Community Hospital, PA

ACCREDITATION SERVICES



ACCREDITATION PACKAGES:

Take your cardiovascular accreditation to the next level! Corazon offers **two accreditation levels**, each with **additional benefits** designed to advance program success: **Gold** and **Platinum Accreditation**.



GOLD



PLATINUM

With **Gold**, you get:

- > Survey Visit
- > Cath Lab Observation
- > Onsite Chart Review
- > Medical Advisor Case Review
- > Quarterly Quality Review & Corazon-provided Dashboard (sample below)

With **Platinum**, you get:

- > All **Gold Accreditation** Components
- AND —
- > Quarterly Peer Review
- > Operational Metrics Review with Expanded Dashboard
- > Discount on Other Services
- > Quarterly Quality Meeting Participation
- > Documentation Review / Mid-Cycle Review
- > Consulting Time
- > Coding & Billing Review

-Platinum includes additional 5% discount for any future services elected by hospital; re-accreditation excluded.

Sample of Corazon-Provided Dashboard:

75th Percentile or Greater

51-74th Percentile

50th Percentile or Below

		2020	2021						
		4	1	2	3				
Critical Metrics									
						Hospital R4Q	VG R4Q	50th %	75th %
PCI Performance Metrics									
4739	PCI In-Hospital Risk-Adjusted Mortality (All Patients)	2.43	5.35	1.11	3.28	2.67		2.37	1.79
4741	PCI in-hospital risk adjusted mortality (STEMI pts excluded)		2.27	0.75	2.54	1.45		1.28	0.89

PEER REVIEW



Corazon Peer Review includes an **in-depth assessment** of cases by a Corazon Medical Advisor, and **identifies any opportunities for improvement** related to best practice and documentation. Our physician experts bring real life expertise and detailed evaluation to cases. Corazon's unboased Peer Review promotes **open, objective, and outcomes-driven** collaboration among your team.

Corazon provides oversight to dozens of cardiovascular programs and has worked with more than 700 hospitals, health systems, and physician practices across the country in creating top performing programs. As a DOH-named Accrediting body in five states, Corazon is a leader in promoting best practices, and our team of physician reviewers is committed to the same.

BENEFITS OF PEER REVIEW INCLUDE:

OUTSIDE PERSPECTIVE



Third party peer review avoids potential conflicts among internal physicians, or conflicts of interest. Corazon Medical Advisors are practicing physicians with closely monitored quality outcomes. They are also coached to communicate difficult messages peer-to-peer and provide recommendations to advance quality.



ENHANCED QUALITY



Ongoing peer review supports continuous quality improvement. The process yields actionable feedback on key performance metrics to identify opportunities for improvement which go beyond registry data into technique and specific practice recommendations.

PROACTIVE MEASURES



Hospitals most frequently request formal external peer review after an inciting incident. Corazon recommends a proactive approach so hospitals can be aware of patterns before issues arise.

ONGOING EDUCATION



Peer review provides an opportunity for education of both physicians and staff. The forum is built around communication, feedback, and education. This is also an opportunity for successful procedures to be highlighted to promote consistent results.

SKILLS ADVANCEMENT



Corazon Medical Advisors are able to provide proctoring or other training to assist with skills advancement with new or uncommon procedures.



*As a new PCI program, our Cath lab management and Senior Leadership Team were very motivated to ensure our procedures met the **highest quality standards** and adhered to the guidelines set forth by accrediting bodies. Through Corazon's Platinum Accreditation process, we were afforded access to quarterly peer review for our interventional procedures and this provided the link we needed to our in-house quality program.*

*As a result of Corazon's Peer Review, we **fine-tuned our patient selection process for appropriateness and saw improvements in our documentation**. We are very pleased to see these improvements in our PCI program as a result of Corazon's quarterly peer review process and recognize that promoting best practice guidelines also positively impacts reimbursement.*

--Julie Peterson
Cardiovascular Quality Coordinator
Coffee Regional Medical Center, GA

ACCREDITATION FEATURES

USER GROUP

A unique feature of Corazon Accreditation is the **Accreditation Client Forum**, an interactive session for current clients, offering networking opportunities with peers across the country.

SHARE BEST PRACTICES



Participants have can upload and share “best practice” documentation.

REVIEW PROGRAMMATIC CHALLENGES



Dialogue among the forum members assists with finding solutions to help programs excel.

SUMMARIZE NCDR OUTCOMES



Attendees compare site-specific outcomes from across the country and how programs have improved since achieving Corazon accreditation.

DISCUSS PERSONAL EXPERIENCES



This non-punitive setting offers a forum to share lessons learned and seek input from others, including Corazon.

EXCLUSIVE BENEFITS

Corazon Accreditation is a distinction that advances your program. **Market differentiation** is a valuable benefit for community awareness and physician collaboration. As a Corazon Accredited program, current clients receive complimentary webinars, access to Corazon’s annual conferences, and more!

100% of Corazon Accreditation Clients have reported complete satisfaction with the accreditation process and outcome!

CLIENT TESTIMONIALS

Accreditation is a significant undertaking, so Corazon prioritizes client satisfaction and provides an exceptional and meaningful survey experience. Here is what some of our clients had to say about Corazon Accreditation:

“As we moved into a new facility, our team greatly appreciated all Corazon did to help us improve our cardiovascular services through the accreditation process. Their help and guidance was invaluable.”

---Joe Iandolo, MBA
Vice President of Operations
UPMC Memorial, PA

“Our team takes great pride in hearing about the positive work we are already doing as a result of the great opportunities Corazon suggested to incorporate into our existing CV program. We are very pleased in our decision to work with Corazon as our accrediting partner, and look forward to working collaboratively on our journey to cardiovascular excellence in patient care.”

---Jonathan Michaud
Director of CV Services
St. Mary Mercy Livonia, MI

“Over the past year-plus, Corazon has always been there as a resource, providing very much appreciated help and guidance and great effort with the accreditation process. We now have the tools we need to strive towards continued improvement and excellence for our cardiovascular program.”

---Richard A. Howard Jr., MD FACC FSCAI
Medical Director of CCL
WellSpan Gettysburg Hospital, PA

“It was extremely helpful to have the assistance of the seasoned team from Corazon. They knew the PA regulations and were actually **instrumental in assisting the DOH with the development of the guidelines**, which was an added bonus of working with them.”

---Kathy A. Miller, RN, BSN, MHA
Director of Heart & Vascular Services
UPMC Southern Region, PA

CORAZON'S PROVEN PROCESS



ONSITE COMPREHENSIVE PROGRAM REVIEW

The surveyor(s) will review all documentation requested, such as order sets, checklists, patient pathways, tertiary agreements, and transport agreements.



CLINICAL STAFF EDUCATION

Ensure all staff possess the appropriate credentials, ongoing educational offerings, and a review of all clinical competencies.



OPTIMIZE PATIENT PATHWAYS

Assessed through the facilitation of tracer activities.



CLINICAL OUTCOMES ANALYSIS

Occurs quarterly and involves a review of the most recent quarter of registry data. A comprehensive dashboard is provided as a deliverable.



EXTERNAL CASE REVIEW

Performed by a practicing Corazon physician advisor.



ADDRESS ANY PROGRAM DEFICIENCIES

Written summary of opportunities as they are identified.



COMMUNICATION WITH STATE/REGULATORY BODIES

If mandated, a letter and/or summary is sent to the specific regulatory agency.



STATEMENT OF ACCREDITATION

Issued upon successful completion of the onsite survey and no deficiencies were noted.

“What a great process Corazon uses for accreditation! We completed our cath lab and now moving onto our ER and Chest Pain Center as well, considering how well the process went and how educational Corazon made it for everyone. Very much appreciated.”

*---Dennis Farrell, MSA RRT, Director of Cardiovascular, Pulmonary & Sleep Services
Henry Ford Macomb Hospital*

ABOUT CORAZON

Corazon is a national leader in strategic program development for the **HEART, VASCULAR, NEUROSCIENCE, SPINE, and ORTHOPEDIC** service lines. Our team of experts offers unparalleled **consulting, recruitment, interim management, accreditation, and peer review services** to clients across the United States and in Canada. Corazon has worked with all types of hospitals and practices in 44 States across the country and throughout Canada.

OUR MISSION

Corazon improves the way patient care is delivered through partnerships, innovation, and expertise.

OUR SERVICES

Creating an outstanding program is no easy task. It takes the proper fusion of insight, experience, and perseverance. Corazon provides the full range of services for program development across multiple care continuums, operating in the unique space where businesses and patient care intersect. We use proven methodologies to offer clients the tools necessary to create a winning program.

CORAZON IS YOUR TOTAL PROGRAM SOLUTION!



Some of our nationally-ranked clients include:

- ★ Advent Health
- ★ Ascension
- ★ Beaumont Health
- ★ Catholic Medical Center
- ★ Chesapeake Regional Medical Center
- ★ Community Health Systems
- ★ Dignity Health
- ★ Emory Healthcare
- ★ Englewood Hospital & Medical Center
- ★ Genesis Medical Center-Davenport
- ★ Hazard ARH Regional Medical Center
- ★ HealthCare Partners
- ★ Henry Ford Health System
- ★ McClaren Health Care System
- ★ Penn Highlands Healthcare
- ★ Prime Healthcare Services
- ★ Upper Allegheny Health System
- ★ UPMC
- ★ WellSpan Health
- ★ Yavapai Regional Medical Center

CORAZON HIGHLIGHTS

Corazon is poised to bring you the necessary tools to master market challenges and achieve sustainable success at your organization. We present insightful and on-trend perspectives and analysis for every client project, promptly respond to client needs, and make recommendations based on years of successful engagements.

Corazon's team of experienced healthcare professionals assists hospital leaders and physicians with unparalleled expertise, impartial advice, and progressive thinking for specialty service lines to help clients reach their highest growth potential.

Our **scope of services** includes strategic planning, market and financial analyses, coding and billing reviews and education, peer review, new program development, clinical operations and new technology evaluations, neurovascular information system adoption, physician-hospital partnering strategies, accreditation, best practice benchmarks, executive and physician recruitment, locum tenens, interim management, and customized staffing models and staff education for newly-developed or established specialty programs.



INDUSTRY EXPERIENCE

Hundreds of satisfied clients in 44 states and Canada



BRILLIANT TEAM

Over 500 years of combined healthcare experience from professionals who have been there, done that



DIVERSE PERSPECTIVES

Our renowned Medical Advisors bring the physician perspective to client projects



GOAL ORIENTATION

We seek to make a positive impact on healthcare delivery and each individual patient



EXCEPTIONAL SERVICE

We bring creativity, passion, and results to every project





CORAZON

p 412.364.8200 f 412.364.8201
www.corazoninc.com



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