

Heart Heroes: The Team Revolutionizing Heart Failure Outcomes

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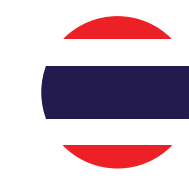
Background:

Bangkok Hospital Pattaya is the leading private hospital in eastern Thailand. Heart failure is a common cause of hospitalization. In 2020, the hospital experienced a 30-day readmission rate of 17.3%, whereas Thailand's readmission rate was 50%, and the global average was 13.2%. In response to this challenge, we launched a value-based healthcare program and implemented the International Consortium for Health Outcomes Measurement (ICHOM) framework to develop a heart failure care program.

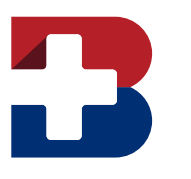
Readmission rate



Global
13.2%



Thailand
50%



Bangkok Hospital Pattaya (2020)
17.33%

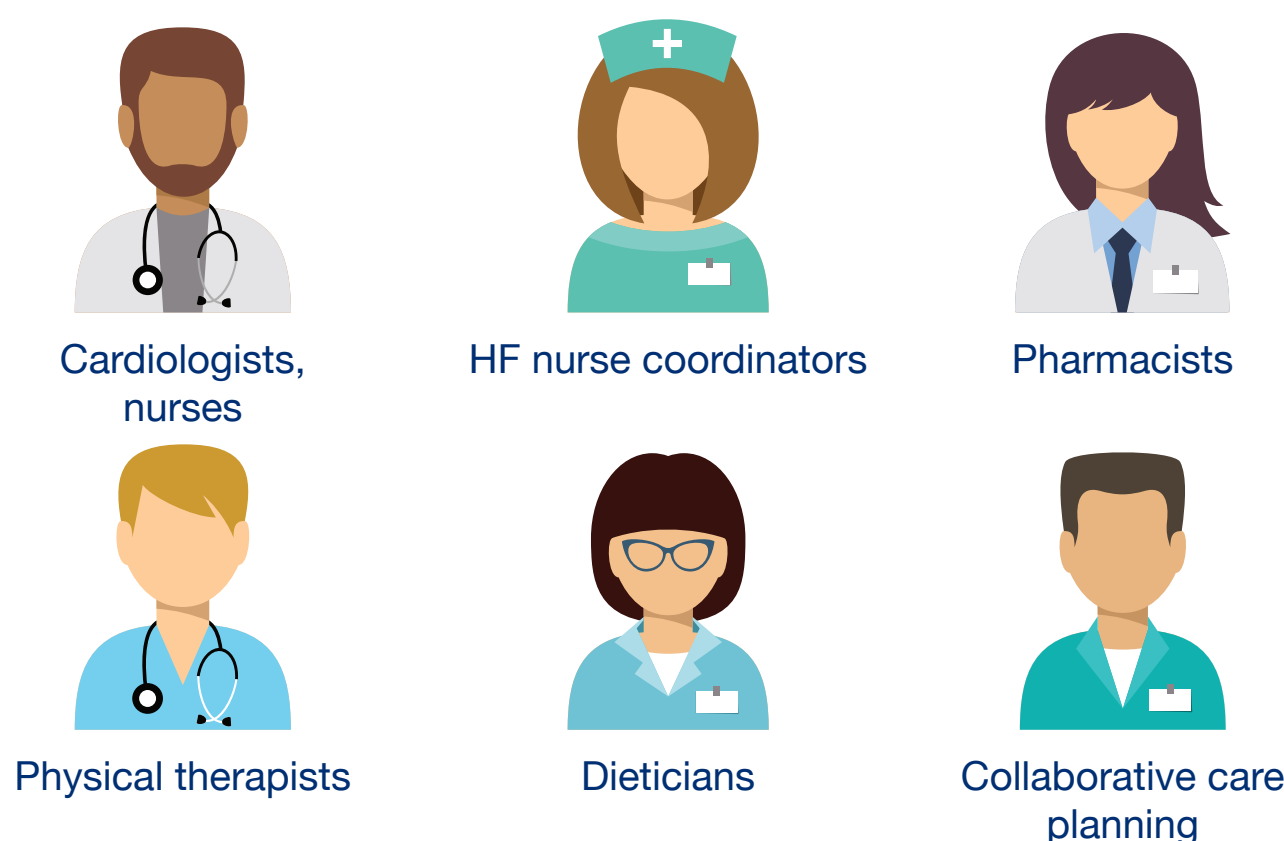
Goals:

Establish the Heart Failure Clinic to:

- Improve treatment accessibility and efficacy
- Enhance functional capacity and quality of life
- Reduce readmission rate

Methods:

Heart Failure Clinic Multidisciplinary team approach:



Home monitoring:



LINE Application



24/7 access to
the HF nurse
coordinator.



Measured outcomes with
Kansas City Cardiomyopathy
Questionnaire (KCCQ-12)



PROMIS Physical Function 4a
and Patient Health
Questionnaire (PHQ-2)

Symptom Frequency (Dyspnea):

In patients regardless of treatment,
dyspnea symptoms decreased from

45% → **89%** at 6 months

In patients underwent a procedure,
dyspnea symptoms decreased from

31% → **70%** at 6 months

Quality of life:

In patients regardless of treatment,
increased from

43% → **61%** at 6 months

In patients underwent a procedure,
increased from

31% → **50%** at 6 months

PROMIS Physical Function 4a:

In patients regardless of treatment,
improved from

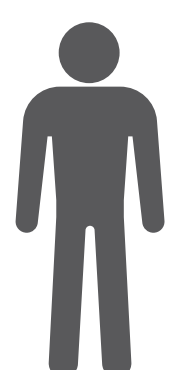
24% → **39%** at 6 months

In patients underwent a procedure,
improved from

6% → **31%** at 6 months

Results:

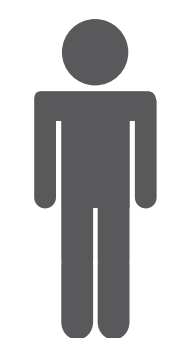
2023-2024:
180 patients in the program



64%
foreign



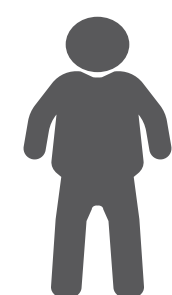
36%
Thai



73%
men



27%
women



19%
under
60 years



81%
aged
60+

Patient Health Questionnaire (PHQ-2):

In patients regardless of treatment,
depression symptoms decreased from

69% → **95%** at 6 months

In patients underwent a procedure,
depression symptoms decreased from

41% → **85%** at 6 months

Conclusions:

- Multidisciplinary team approach in Heart Failure Clinic:
 - Improves clinical outcomes and functional capacity
 - Enhances quality of life and mental health
 - Reduces readmission rate
- Holistic patient care and expert collaboration benefit HF patients.
- Overall well-being and quality of life for HF patients are significantly improved.



Wilairat Manowan, RN
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