

Elevate TAVR

Customer Spotlight



The resources and support I received were key for improving and ensuring we weren't going to sacrifice our patient experience – instead we **ELEVATED** it!"

**Natalie Kelley,[‡]
MSN, RN, CCRN**

**Lead Valve Program Coordinator
Community Hospital, Texas**

- Registered Nurse with cardiac intensive care experience
- Manages patients, community outreach, and program operations

Overview

In 2015, a community hospital in Texas launched their first TAVR program within their 500-bed facility. When Natalie Kelley came on board as the Lead VPC in 2019, she joined a multidisciplinary team of 2 Interventional Cardiologists and 2 Cardiothoracic Surgeons; all of whom were eager to expand patient access to care, improve their efficiency, and maintain quality. With these goals in mind, Natalie and her local Medtronic team came together to drive sustainable growth, creating a program that can now optimally perform 110+ TAVRs per year.



Getting Started

To start Elevating TAVR at her hospital, Natalie collaborated with her Medtronic representative and subject matter experts to conduct a needs assessment to identify their top program barriers to growth.

The Challenge:

Common barriers across the care pathway

The Solution:

A customized approach with local Medtronic partners

The Impact:

Advanced patient care
Customer data collected from 2019-2023[†]

Lack of guideline adoption

- Market insights
- Therapy awareness resources

25% increase of indicated patients to receive treatment

Lack of timely referrals

- Referral communications templates, checklists, and toolkits
- Patient education tools

↑ ~Two-fold
Increase of new patient consults from 10 to 18-26 per month

Clinic capacity

- Subject Matter Expert Support
- Program optimization
 - Healthcare reimbursement
 - Clinical in-service

↓ Reduced pre-op visits from **4 to ~1.5 patient appointments**

Post-procedure inefficiencies

- "Timely Discharge" guidance and resources
- Staff education

Improved staff effectiveness and decreased LOS from ~2.5 days to 1 day

Follow-up tracking

- Follow-up and gradient tracking tools
- Benchmark staffing models

1 hired one nurse to handle additional patient care



Scan the QR code or visit [Medtronic.com/ElevateTAVR](https://www.medtronic.com/ElevateTAVR) to learn more!

[†]This is the experience of one hospital and results may vary.
[‡]Natalie did not receive compensation for this Spotlight, however, she has received compensation from Medtronic Medical Education Programs.