

British Heart Foundation

Evaluation of Cardiac Health Care Assistants



What our client wanted

The British Heart Foundation is piloting the introduction of nine Cardiac Health Care Assistants (CHCAs) in heart failure teams in a range of locations across the UK. The aim of the pilot is to explore how the CHCAs can deliver improvements in quality, prevention, productivity, access and overall patient experience in heart failure teams. The BHF wanted a formative and summative evaluation of the CHCA pilot.

What Frontline did

Our work with the BHF and the nine pilot sites, over the two year lifetime of the CHCA pilots, includes:

- design and ongoing monitoring of a bespoke data collection tool that measures and quantifies changes in quality, productivity, prevention, access and patient experience
- annual visits to each pilot site to capture progress, learning and qualitative evidence to tell the story behind the numbers
- bi-annual consultation with cardiologists, heart failure nurses, CHCAs and other relevant staff
- heart failure patient focus groups

The results are submitted to BHF quarterly to enable them to monitor progress and impact in each pilot site on an ongoing basis. The interim and final reports will present an overview of the impact of the CHCA role and how these results have been achieved.

What difference we made

BHF will use our results to monitor, assess and review the impact that is being delivered at each pilot site. A key part of the evaluation is to gather robust evidence on the productivity and quality improvements from the investment in this new role, and to provide a robust evidence base that clearly articulates the benefits of introducing the CHCA role into heart failure teams. BHF will use this evidence to encourage healthcare providers and commissioners to invest in this role in the future.