

## Evaluating the Implementation of the Comparisons of Outcomes and Access to Care for Heart Failure (COACH) Trial

### Summary

We conducted a number of study activities to assess the barriers and facilitators to implementing the COACH practices at the patient, provider, and setting levels. We used this information to identify implementation strategies (e.g., reminders, educational materials) to implement COACH. We also monitored COACH implementation at each site to identify key factors that affect the implementation and sustainability of COACH.

### Implications

Our findings from the implementation and evaluation of the COACH trial helped us to identify recommendations that can be used to prepare sites to implement and sustain the COACH intervention across Ontario.

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### What is the current situation?

- The Comparison of Outcomes and Access to Care for Heart Failure (COACH) trial was developed to address the issue of unnecessary hospitalizations and readmission to hospital due to heart failure (HF). It is a step-wedged randomized control trial that was implemented in ten hospital sites across Ontario from May 2017 – December 2018, using two interventions: risk stratification and referral to a Rapid Ambulatory Program for Interventions and Diagnosis in Heart Failure (RAPID-HF) Clinic.

### What did we do?

- We used implementation science to support the implementation of the COACH trial at ten sites and monitored implementation efforts to inform the development of a scalable and sustainable implementation strategy for the COACH trial across Ontario.
- We conducted **29** qualitative interviews and collected administrative documents, to assess the barriers and facilitators to implementing the COACH practices at the patient, provider, and setting levels using the Theoretical Domains Framework (TDF) and the Consolidated Framework for Implementation Research (CFIR).

### What were the results?

- Identified **ten** factors that affected the uptake of COACH.
- Identified **nine** implementation strategies that could be used to mitigate or leverage these factors, and **four** key factors of implementation success (see table below).
- Identified **nine** recommendations to consider when planning for implementation (e.g. conduct readiness assessments prior to implementation), and **six** recommendations to consider for ongoing implementation and sustainability (e.g. establish a community of practice between navigators and key implementers).

| Implementation Strategies   | Key Factors Affecting Implementation   |
|---|--|
| <ul style="list-style-type: none"> <li>• Reminders</li> <li>• Educational materials</li> <li>• Educational meetings</li> <li>• Educational outreach visits</li> <li>• Local opinion leaders</li> <li>• Audit and feedback</li> <li>• Model and simulate change</li> <li>• Incentivization</li> <li>• Change record systems</li> </ul> | <ul style="list-style-type: none"> <li>• Time allocated to pre-implementation preparation activities</li> <li>• Extent of site-specific personnel support</li> <li>• Site specific characteristics</li> <li>• Range and extent of implementation strategies delivered</li> </ul> |