

'Defining the Hub'

Sample Meeting Activity from the Guelph Early Adopter Team

In their efforts to further refine the Spoke-Hub-Node model of heart failure care in Guelph, the Guelph Early Adopter Team held a planning session in April 2019. The objective of the meeting was to further define the "hub" and to ensure that hub-level care would meet the heart failure quality standard. The following is a description of the activities that the Guelph team created, planned and used to facilitate their meeting discussion. While their focus was on defining the "hub", their approach and activities may be adapted for other discussions (e.g. defining heart failure spokes, nodes). Meeting attendees included clinical and administrative leadership from spoke, hub and node level care, and community providers.

Overview of the Meeting (3 hours)

1. Welcome and introductions. Attendees seated at round tables in small groups (3-5 people)
2. Spoke-Hub-Node Model Overview
3. Heart Failure Quality Standard Overview
4. **Activity #1:** "Around the World" Mapping Hub Care for each heart failure quality statement
Objective: Understand what "hub-level" heart failure care and services are available and where, and identify the gaps in care and services that exist.
 - a. 10 stations, for each quality statement (can be collapsed by combining quality statements)
 - b. Small groups to circulate through the stations. 10 minutes spent at each station.
 - c. Each station consists of a large poster-sized paper. In relation to the specific heart failure quality statement, groups answer 2 questions:
 - i. What hub level care currently exists in the Guelph region to meet this quality statement?
 - ii. What hub level care gaps exist in the Guelph region, in relation to this quality statement?
 - d. As groups circulate through stations, they can comment on, agree and disagree with previous groups on the paper.
 - e. Reconvene as a large group to discuss and summarize the findings.
5. **Activity #2:** What does the hub look like?
Objective: As a follow-up discussion to Activity #1, each table is invited to think more concretely about the hub and answer the following questions.
 - What does the hub look like?
 - o Location? Brick and mortar? Virtual?
 - o Who is the lead organization of the hub?
 - o What are the existing resources?
 - o What new resources are needed for a hub?
6. Documentation from Activity #1 and #2 were collected and summarized, and circulated back to the group for review and refinement.