

Cardiomyopathy	Heart Failure
 Primary disorder of cardiac muscle causing abnormal myocardial performance Heterogeneous group of diseases of the myocardium. Disease that affects primarily the myocardial layer Associated with mechanical and/or electrical dysfunction Usually exhibits ventricular hypertrophy or dilation Often leads to progressive heart failure 	 Complex clinical syndrome Develops from any cardiac disorder that impairs the ability of the ventricle to fill or eject adequately Pathologic state in which the heart is unable to pump enough oxygenate blood to meet the metabolic needs of the body

Cardiomyopathies

- Primary disorder of cardiac muscle causing abnormal myocardial performance
- Not the result of disease or dysfunction of nonmuscular cardiac structures



- Myocardial infarction
- Hypertension
- Valvular Disease



Normal and Cardiomyopathy hea

Stressed Induced (Takotsubo) Restrictive *

• Dilated (ischemic and nonischemic)

Cardiomyopathies

Hypertrophic















Valvular Dilated Card	diomyopathy
Causes	Treatment
 Myocardial systolic function is depressed out of proportion to the increase in wall stress secondary to valvular abnormalities Most caused by left sided valves MR & AR AS less common cause 	 Valve replacement or repair - improves wall stress but not depressed LVF ACEI & BB Aggressive afterload reduction Hydralazine Nitrates

Causes	Treatment
Occurs when myocardial systolic dysfunction occurs during the last trimester of pregnancy or within 6 months of childbearing. Outcomes are better with peripartum than with other dilated cardiomyopathies	 Treatment is aggressive & consistent with IDC (idiopathic) 50% will recover completely Small minority will need transplant

Alcohol-Related Dilated Cardiomyopathy

Causes	Treatment
 Diagnosed when there is a history of sustained and heavy alcohol consumption and other causes of dilated cardiomyopathy are excluded. Toxic effects of alcohol are thought to cause the nonspecific changes in 	 Alcohol abstinence Same as for IDC (idiopathic) Prognosis is somew better than for IDC depending on the degree of myocardi impairment and

 Thiamine deficiencies can compromise cardiac function









Heart Failure

- Syndrome preceded by an initiating cardiovascular event (MI, hypertension, etc)
- On the cardiac continuum HF is an end event - represents the most severe manifestation of cardiovascular disease



Chronic Disease One in Five HF patients will die within 1 year of diagnosis of HF 50% Heart Failure Patients die within 5 years of HF diagnosis HF afflicts 10 out of every 1,000 over age 65 in the U.S.²

 #1 Admission Diagnosis to the Hospital for patients over 65.

Heart Failure Acute Exacerbation vs Chronic HF Acute HF Chronic HF Characteristics Also called: Denotes the slow Arises from alterations in systolic and diastolic Decompensated HF progression and dvsfunction continuance of the HF New or worsening signs and Systolic Dysfunction symptoms of the HF syndrome Diastolic Dysfunction Chronic HF patients syndrome Systolic and Diastolic Dysfunction are progressive frequently experience "exacerbations of HF" also 2. Frequently leads to ED visits syndromes that develop over the course of many or hospitalization vears known as acute HF or May also be: Sudden onset 3. Heart Failure preferred term decompensated HF of HF signs and symptoms Not all HF patients (especially those with diastolic dysfunction) exhibits symptoms of congestion) that occur in patients with no previous HF history HF is a progressive syndrome --- develops over many years







An echocardiogram is a procedure used to visualize the pumping action of the heart. The EF is calculated by measuring the ventricle in systole and diastole as noted with the blue lines..



Ejection Fraction

- The amount of blood leaving the heart with each contraction.
- The amount ejected is measured as a fraction of the total amount of blood in the heart at the beginning of contraction.
- Normal is 55-75%.
 EF < 40 % = needs ACE I/ARB
 EF < 30% = poor outcomes
 EF < 18% = transplant

BNP Test (Brain Natriuretic Peptide)

- Measures concentration of BNP in blood
- BNP increases in response to LV dysfunction
- ▶ Normal = 38 + 4
- Screen for HF
 - \circ If BNP > 80 100 have HF
- If BNP < 80 = respiratory problem
- Monitor effects of medication
 BNP Greater than 400 admit to hospital

BNP

- BNP is manufactured in the ventricles
- BNP is a natural hormone that is released in response to a distended, overloaded ventricle to maintain normostasis.
- BNP counteracts the RAA system
- The more compensated the heart is the more the RAAS is activated.
- The more the RAAS is activated the more BNP released to counteract
- The higher the BNP, the harder the ventricles are working to counteract the RAAS













Diastolic Dysfunction

Pathophysiology

- 1. Ventricular muscle thickens (concentric hypertrophy)
- 2. Ventricular cavity size may remain normal or become smaller
- 3. Noncompliant ventricle unable to relax, impairing filling
- 4. To \uparrow filling, left atrial pressure $\uparrow;$ leading to pulmonary congestion
 - 1. EF normal in diastolic dysfunction





Class	Patient Symptoms
Class I (Mild)	No limitation of physical activity. Ordinary physical activity does not cause undue fatigue, rapid/irregular heartbeat (palpitation) or shortness of breath (dyspnea).
Class II (Mild)	Slight limitation of physical activity. Comfortable at rest, but ordinary physical activity results in fatigue, rapid/irregular heartbeat (palpitation) or shortness of breath (dyspnea).
Class III (Moderate)	Marked limitation of physical activity. Comfortable at rest, but less than ordinary activity causes fatigue, rapid/irregular heartbeat (palpitation) or shortness of breath (dyspnea).
Class IV (Severe)	Unable to carry out any physical activity without discomfort. Symptoms of fatigue, rapid/irregular heartbeat (palpitation) or shortness of breath (dyspnea) are present at rest. If any physical activity is undertaken, discomfort increases.































Aldosterone Antagonists

- Spironolactone and Eplerenone
- Data:
- Spironolactone studied in Class III & IV patients - Eplerenone studied in post MI pts with HF
- Contraindications

 hyperkalemia
- -renal failure, creatinine >2.5
- Use cautiously:
- patients on potassium supplements
- hyponatremia
- renal insufficiency
- hepatic disease







Beta Blockers



- Blocks the neurohormonal response of chronic SNS stimulation
- Slows heart rate for better diastolic ventricular filling
- Not initiated when fluid overload or in a decompensated state
- Initiate after fluid status optimized (no longer needing IV diuretics or IV vasodilators)
- Reduces arrhythmias
- Slows disease progression
- , Carvedilol (Coreg), Metoprolol (Lopressor), and Bisoprolol (Zebeta)

How to Initiate Beta Blockers in Heart Failure

- Ensure patient is not fluid overloaded or dehydrated
- > Start at the lowest dosage
- Increase to next dosage level every 2 weeks as tolerated
- Encourage patient to continue, even if somewhat more fatigued

Managing Side Effects During β-Blocker Uptitration

- Vasodilator side effects
 - Reassure patient that side effect is usually temporary
 - Separate the dosing of β -blocker and ACE inhibitor
 - If persistent, reduce vasodilators/diuretics*†
 - If persistent, reduce β -blocker dosage*

*Usually temporary; TIf appropriate

drugs

inhibitors

Managing Side Effects During β -Blocker Uptitration

Fluid retention

- Increase diuretic to restore weight to baseline level
- If persistent, reduce β -blocker dosage*
- Delay uptitration until weight is at baseline
- Bradycardia/AV block
 - -Reduce dosage (or discontinue) drugs with effects on sinus and AV nodes[†]
 - Measure digoxin levels^{†.} May reduce digoxin dose or discontinue
 - Reduce β-blocker dose

Beta I	Blocke	rs "Olols"
•.	Acebutolol	Sectral
•.	Atenolol	Tenormin
•]	Betaxolol	Kerlone
•]	Bisoprolol	Zabeta
•]	Metoprolol	Lopressor
•]	Nadolol	Corgard
•]	Pindolol	Visken
•]	Propanolol	Inderal
•	Timolol	Blocadren











Health care reform What does that mean to me as a Fairbanks Memorial Hospital Employee?

 Part of Health Care Reform and the move from a hospital based approach to a continuum-of-care approach is the challenge for hospitals and key health care providers of the continuum to work together to manage complex patients' more efficiently and with an integrated approach than ever before.

How do readmissions come into play?

- Beginning in 2013 Medicare and Medicaid will not pay for patients who are discharge from the hospital with those four diagnosis and readmitted back to the hospital within 31 days.
- As you know, many of these types of patients have complex needs both medically and socially which can often put them back in the acute care hospital within 31 days of discharge.
- If a person is readmitted within 31 days then we get <u>zero</u> pay for the second stay











Dietary Noncompliance Accounts for 24% of Readmission Rate

- Removing table salt does *not* constitute a low sodium diet
- Wean, rather than abruptly discontinue usual diet
- Teach how to read a food label
- Reframe: alternatives, replacements, not deprivation

 How to eat out
- Menus
- Utilize dietitian whenever possible
 Some patients also require fluid
- restriction







low sodiu	m diet		
Measurement Key Ounce = oz. Tablespoon = tbsp.	Miligram – mg Teaspoon – tsp.		
Examples of low-sodium and condiments	spices, herbs, seasonings,	Examples of high-sodium sp and condiments	ices, seasonings,
Allspice Rasil	Garlic powder	Alfredo mixes	Pickle relish
Basil Bay leaves	Ginger Lemon iuice	Barbecue sauce Celery salt	Plum sauce Poultry seasoning
Black pepper	Low-sodium ketchup	Cocktail sauce	Regular ketchup
Cayenne pepper	(limit to 1-2 tbsp.)	Dry meat marinade mixes	Salt
Celery powder	Nutmeg	Dry salad dressing mixes	Salt sense
Chili powder	Onion powder	Fish sauce	Sea salt
Chives	Oregano	Garlic salt	Seasoned salt
Cinnamon	Paprika	Generic sauce mixes	Soy sauce
Cloves	Parsley	Horseradish	Steak sauces
Cocoa powder	Pimento	Kosher salt	Stir fry mixes
Cumin	Red pepper	Lite salt	Stir fry sauce
Curry	Sage	Lite soy sauce	Taco sauce
Dill	Salt substitute (with physician's approval)	Meat tenderizer	Taco seasoning
Dry mustard	Tabasco pepper sauce	MSG	Teriyaki sauce
Flavored extracts	(1 tbsp. OK)	Onion salt	Worcestershire sauc
(vanilla, almond, etc.)	Thyme		
Fresh garlic	Vinegar		



of Selected Foods with 175-350 mg of	Foods (cont.)	Foods with more than 800	mg of sodium per serving	
Butternilk (1 cup) Cheese (grated packaged, 1/4 cup) Clams (canned, 1/4 cup)	Cereal (ring, nugget, and flaked, 2/3 to 1 cup) Tuna (canned, 3 oz.) Vegetables (canned, 1/2 cup)	Baking soda (1 tsp.) Bouillon cube (1 cube) Chicken broth (canned, regular, 1 cup) Corned beef (3 oz.) Dill cickle (1 large)	Main clishes (canned or frozen) Pook and beans (canned, 1 cup) Pudding (instant chocolate, 1 cup)	
Foods with 350–500 mg of	sodium per serving	Dill pickle (1 large) Ham (lean, 3 oz.) Lunch meats (2 oz.)	Sauerkraut (2/3 cup) Soup (canned, 1 cup) Soy sauce (recular, 1 thsp	
Beans (canned, 1/2 cup) Cheerse (2 oz. of cheddar, 2/4 cup of cottage cheerse, 1/2 cup of Parmesan, 1/2 cup of Parmesan, 1/2 cup of Parmesan, 1/2 cup of Parmesan, 1/2 cup of Parmesan, cheerse, 2 oz. of Swiss cheerse)	Cottage cheese (low-fat, 1/2 cup) Pancake (1, 6-inch) Tomato jaice (canned, 3/4 cup)	Macaroni and cheese (packaged, 1 cup)	Spaghetti sauce (bottled, 1 cup)	
Foods with 500-800 mg of	sodium per serving			
Chicken broth, canned and reduced sodium (1 cup) Chili beans (1/2 cup) Combread (2 inch square) Hot doo (beef and	Salad dressing (werage, 2 tbsp.) Soups (some canned, 1 cup) Soy sauce (lower sodium, 1 tbsp.)			
chicken, 1) Pork sausage (2 links)	Stuffing mix (boxed and prepared, 1/2 cup)			
Pot pie (beef and chicken, 1/3 of 9-inch diameter)				

Beans, peas, rice, lentils, or	Meats	Vegetables
pasta (dried and fresh, cooked without salt)	Anchovies	Pickles (sweet and clil)
Cereals (hot, regular cooking)	Bacon	Pizza sauce
Club soda	Beef jerky	Regular canned vegetables
Coffee (regular and decaffeinated)	Bologna Braunschweiger	Regular jarred and canned tomatoes
Fruits (fresh, frozen,	Breaded meat (frozen)	Sauerkraut
and canned)	Breakfast sausage	Spaghetti sauce
Fruit drinks	Chipped ham	Stewed tomatoes
Herbs and spices (non-salt)	Comed beef	Tornato and vegetable juice
Lemonade	Dried beef (jarred)	Tornato sauce
Meats, fish, and poultry (fresh)	Herring (arred)	Milk products
Milk (chocolate skim)	Hot dogs	Buttermilk
Milk (evaporated skim)	Hot sausage	Canned milk
Milk (nonfat dn)	Knockwurst	Starches
Milk (skim, low-fat,	Kielbasa	Baked beans (canned)
and regular)	Pastrami	Batter mixes
Seltzer water (flavored)	Pepperoni	Biscuit and pancake mixes
Soda pop (regular and diet)	Pickled loaf	Corn and potato chips
Soy milk	Pickled meats and eggs	Hot cereals (instant)
Tea (iced)	Pimento Icaf	Macaroni and cheese (boxed)
Vegetables (fresh and	Pot pies (frozen)	Popcorn (regular microwave)
plain frozen) Yogurt (plain and	Salami	Stuffing mixes
fruit flavored)	Sardines	Waffles (frozen)
	Tuna, salmon, and chicken (canned regular)	Other
	Vienna sausage	Bouillon cubes and broth
		Soups (canned regular)
	Vienna sausage	

Low-Sodium Foods		odium Foods
Beam, para, sice, length, or antibiot tudy. Tudy, cocked without tudy. Could be a starting of the Could be a starting of the decalification of the decalif	Maats Andronies Bornehy Bologos Borachen Jong Borachen Jones Borachen Jones Borachen Jones Chippend ham Cormel boref Dired boref (prevel) Henring (prevel) Henring Henrich Jones Het disps	Vegetables Picdes (sweet and dift) Picza sacce Regular amerika of a second Regular amerika Sacadram Sacadram Sacadram Sacadram Torrato and vegetable jalce Torrato ano Milk prodects Buttermilk Carend milk
Mik (responsed kim) Mik (kim), bus-de, and regular) Saltzer water (Binoteel) Saltzer water (Binoteel) Saltzer make The (cet) Vegazable, filen and Jahn (span) Jahn (span) Kat Basenel Kat Basenel	Kochevant Kalibana Perganoral Pedde laaft Riddel neath and ergon Nincted laaft Par pins (frozen) Satarni Sactores Kora, salano, and chicken	Canned milk Starches Babad beans (canned) Bater mises Bisouit and pancake mises Com and potato chips Hot coreals (instant) Macaroni and chesses (housed Popcorn (negular microwave) Saufing mises Walfies, (incore) Other
	(carvied regular) Vienna sausage	Bouillon cubes and broth Soups (canned regular)







	05/05/07	05/06/07	05/07/07	05/08/07	05/09/07	05/10/07
	00:00	00:00	00:00	00:00	00:00	00:00
B/P #1	148/58 Rarmly*	120/75 Larmly*	159/77 Rarmly*	8*	*.8	
O2 Sat	94*		92*	100*	86*	&*
Oxygen L			2L Nc&	5L Nc&*		
Oxygen %					60% Vent	80% Vent*
Bld Gluc 65-100	202*	221*	221*	212*	88*	249*
Weight	190.7lb	194.2lb	196.5lb	199.3lb	199.1lb	
Weight Equip		Yes Sling				
Weight (kg)						93.6kg
non-inv bp	154/58*			*3	*.8	
art line bp					105/59*	132/57*
Art line MAP					72*	71*
MAP	88*			103*	81*	
Intake Total	3928*	5298*	2675*	3493*	3696*	2233*
Output Total	2546*	4010*	1050*	1987.5*	455*	411*
	1382*	1288*	1625*	1505.5*	3241*	1822*

	12/06/09	12/07/09	12/08/09	12/09/09	12/10/09	12/11/09	
Temperature	99.7F Core*	100F Core*	100.2F Core*	99.5F*	99.9F Core*	100F Core*	
Temperature	98.6F Core	99.7F Core*	99.7F Core*				- F
V Pulse Respirations	142*	105*	112*	106*	112*	92* 22*	
RIP #1	10.	13	13.	13.	10.		
02 Sat	100*	100*	98*	97*	96*	99*	
Room air							
Oxygen L	6L*						
S Oxygen %	80% Vent*	50% Vent*	30% Vent*	30% Vent*	30% Vent*	30% Vent*	
Bld Gluc 65-100 Weight	239mg'dl*		206mg'dl*	235mg/dl*	230mg/dl&*	278mg/dl* 142.9lb	
9 Weight Equip						142.90	
n Height							
S Weight (kg)	79.9kg	76kg	71.1kg	68.9kg	67.7kg		
Resp Effort			Reg				
non-inv bp							
art line bp	122/68*	111/51*	122/53*	108/45*	109/42*	118/50*	
S Art line MAP	85*	66*	71*	62*	63*	70*	
art line bp 2	101/48*						
Art line MAP 2	75*						
Intake Total	3182*	3826*	2841*	2430.57*	2548*	3045*	
Output Total	5708*	6840*	6025*	4210*	4450*	4255*	
NET	-2526*	-3014*	-3184*	-1779.43*	-1902*	-1210*	







Exercise Recommendations

- Start slow, increase slowly
- Avoid the extremes of intemperate climates
 - mall walking
 - indoor treadmills or tracks
 - exercise cycle indoors
- May not initially tolerate exercise - may see increased symptoms (2-6 weeks) · increased blood volume - fatigue
- Don't be discouraged by inevitable interruptions
- in activity/training schedule

Patient Teaching – Exercise

Exercise such as walking is important but don't overdo it. Set realistic goals and don't "push". Stop exercising immediately if you feel tired, have chest pain, or are very short of breath. Using your activity in the hospital as a guide start with that amount of exercise and gradually increase.

Remember these tips as well:

- Do things at a slow to moderate pace don't rush. - Space out activities throughout the day taking 20-30 minute rest periods. Do "easy"
- activities alternating with harder ones. - Don't exercise for at least one hour after meals.
- Avoid extremely hot or cold temperatures.
- Avoid heavy exercise and weight lifting. Ask the doctor about returning to work and doing active recreational activities.
- Keep the general guidelines above and use positions easy for you when you feel able to resume your sexual activity.





Get with the Guidelines HF Silver and Gold Plus . In addition to Achievement Award

- Select 4 or more of the HF Quality Measures
- Demonstrate at least and average of 75% or above compliance

Get with the Guidelines HF Silver and Gold Plus

HF QUALITY MEASURES

- Aldosterone antagonist at discharge: Percent of heart failure patients with left ventricular systolic dysfunction (UVSD) with no contraindications or documented intolerar who were prescribed aldosterone antagonist at discharge TARGET: HEART FALLINE MEASURE
- Influenza vaccination during flu season: Percent of patients that received an influenza vaccination prior to discharge during flu season. Pneumococcal vaccination: Percent of patients that
- received a pneumococcal vaccination prior to discharge. Follow-up visit within 7 days or less: Percent of eligible
- neart failure patients who underwent a follow-up visit within 7 days or less from time of hospital discharge. tes TJC HF Core me
- Anticogulation for athial fibrillation: Percent of patients with choose or recurrent athal forbilation prescribed anticocogulation therapy at discharge. Hydralacien entrate at discharge: Percent of black theart failure patients with left verticale systolic dysfunction (IVSD) with no contain/actions or documented interace who were prescribed ----whisation of hydralazine and issociative drifting
- or occumented intolerance who were pr a combination of hydralazine and isosor at discharge. Note: This treatment is rec in addition to ACEI or ARB and beta blo therapy at discharge.
- therapy at discharge. DVT prophylaxis: Percent of patients with heart failure and who are non-ambulatory who receive DVT prophyli by end of hospital day two. CRT-D or CRT-P placed or prescribed at discharge: Percent of heart failure patients with left verificular ejec
- Precent of heart failure patients with left ventricular spector fraction less than or equal to 35% with a ORS duration of 120 ms or above with no contraindications, documented informano, any volter reason against who have CRFLO OCRFLP and CRFLD or CRFLP placed, or were prescribed CRFL or CRFLP at discharge. ICD conseling, or ICD placed or prescribed at discharge: Percent of heart failure patients with left ventricular ejection fraction less than or equal to 35% with no contraindications, documented infolemano, or any other reason against who had ICD counseling provided, who have ICD pior to heaptilization, had an ICD placed, or were prescribed an ICD at discharge.

OCTOBEI

CORE MEASURES CHECKLIST AND DISCHARGE TIME OUT		
□ AMI	o HF	D PNEUMONIA
Indicators During Admission Must be Documented in Chart	Indicators During Admission Must be Documented in Chart	Indicators During Admission Must be Documented in Chart
MIChest pain order set used ASA within 24 hours Contra doumented Contra doumented ACEI and/or ARB if UVEF less than 40% Snoking cessation education Be within 24 hours Contra doumented CIL within 24 hours LDL	LVEF- ACEI or ARBYLVEF less than 40% VTE Prophylaxis in 24 hours Daily weight Smoking cessition education Scale provided to patient (primary diagnosis) 00 minutes HF education document	 Organation sessessment Biod Chuises before Abix Abix within 6 hours of samission (ED or Direct) Screening of Presumonis (seer round) and Influenza vaccinations (Sept. – Mar.) Smoking oessation education
RN Date: Time	RN Date: Time	RN Date: Time
Discharge Checklist Myocardial Infarction: Yes No	Discharge Checklist Heart Falure - Yes - No	Discharge Checklist THIS SECTION APPLIES TO ALL
Myocardial Infaction:YesNo □ ASA ordered □ Contra documented □ Beta Blocker ordered □ Contra documented □ ACEI or ARB ordered for patients with LVF	Heart Falure: <u>Yes</u> No □ All 6 DC instructions given – HF packet given □ Pattern made CMO or hospice □ ACEI or ARB ordered for patients with LVF less than 40% or moderate to servere	THIS SECTION APPLIES TO ALL. If patient is a smoker or quit within the last 12 month - Smoking education provided - Patient declined Vaccines - Influenza vaccine given if 6 months or older or
My-coardial Infarction:Yes No ^ AS_Costered	Heart Falure: Yes No a Ali & D'Liest-Uption D'Liest-Uption Patient made (MD or hospide a ACEI or ARB ordered for patients with LVF leas that JUN or moderate to evenere or UVFWN. EBP Bio devel for patients with LVF leas that JUN or moderate to severe or UVFWN.	THIS SECTION APPLIES TO ALL Fighter 16 a stroker or cyl, which fee last 12 month or Plant electrical Plant electrical History 2000 History 2000 History 2000 History 2000 History 2000 History 2000 - Declined - Declined - Of 45 years or object a cyl, counted powerson or 16 streams or object and powerson - Of 45 years or object and powerson.
Mycoardial Infanction:Yes No a ABA contered Comm documented Comm documented Comm documented Comm advaded for patients with LVF less than 40% or moderate to server. Comm ta ACEI or ARB curve Tham Comm ta ACEI or ARB curve Tham that the ACEI or ARB curve Tham Comm ta ACEI or ARB curve Tham that the ACEI or ARB curve That the ACEI or ARB curve That the ACEI or ARB curve Tham that the ACEI or ARB curve Tham the ACEI or ARB curve Tham the ACEI or ARB curve That the ACEI or	Heart Falure:YesNo a All BC Disstructions given - HP packs given Or hospicit a ACEI wARB ordered for patients with LVF less than 400c and 64RB a LVF WA EVEP BB ordered for patients with LVF a EVEP BB ordered for patients with LVF a Corte to BB	THIS SECTION APPLES TO ALL If patient is another or gut within the last 12 month is Smithing evolution provided Vacches In Hinary a vacche given 18 months or clider or is high risk per VIS and has not received his enson (Netro Cry address Strey, Mur.) Detrined Preservoir vacche dwan, if current previnnels





Patient Education - Teach Back

- One of the easiest ways to close the gap of communication between clinician and patient is to employ the "teach-back" method, also known as the "show-me" method or "closing the loop."₃
- Teach-back is a way to confirm that you have explained to the patient what they need to know in a manner that the patient understands. Patient understanding is confirmed when they explain it back to you. It can also help the clinic staff members identify explanations and communication strategies that are most commonly understood by patients.

 Schiftinger D, Piette J, Grumbach K, et al. Closing the loop: physician communication with diabetic patients who have low health literacy. Arch Intern Med. 2003;163(1):83–90.
 http://www.nchealthiliteracy.org/toolkit/tool5.pdf











Teach-back is Supported by Research

 "Asking that patients recall and restate what they have been told" is one of 11 top patient safety practices based on the strength of scientific evidence."

AHRQ, 2001 Report, Making Health Care Safer

 "Physicians' application of interactive communication to assess recall or comprehension was associated with better glycemic control for diabetic patients."

Schillinger, Arch Intern Med/Vol 163, Jan 13, 2003, "Closing the Loop"

Asking for a Teach-back - Examples

Ask patients to demonstrate understanding, using their own words:

- "I want to be sure I explained everything clearly. Can you please explain it back to me so I can be sure I did?"
- "What will you tell your husband about the changes we made to your blood pressure medicines today?"
- "We've gone over a lot of information, a lot of things you can do to get more exercise in your day. In your own words, please review what we talked about. How will you make it work at home?"

Gality



Teach-back – Using it Well: Elements of Competence

- · Responsibility is on the provider.
- Use a caring tone of voice & attitude.
- Use Plain Language.
- Ask patient to explain using their own words (*not* yes/no).
- Use for all important patient education, specific to the condition.
- Document use of & response to teach-back.

Quality.

Acknowledgements

Iowa Health System

- Health Literacy TeamsMary Ann Abrams, MD, MPH
- Mary Ann Abrans, MD, MPH
 Bob Dickerson, MSHSA, RRT
- Bob Dickerson, MonoA, RCT
 Barb Earles, RN, MHA, CPHRM
- Gail A. Nielsen, BSHCA, IHI Fellow
- Barb Savage, MT (ASCP)
- American Medical Association
- American Medical Association
 American Medical Association
- New Readers of Iowa
- Audrey Riffenburgh, MA, Riffenburgh & AssociatesAshley Hink, MPH

Quality,

10 Elements of Competence for Using Teach-back Effectively

- 1. Use a caring tone of voice and attitude
- 2. Display comfortable body language and make eye contact.
- 3. Use plain language.
- 4. Ask the patient to explain back, using their own words.
- 5. Use non-shaming, open-ended questions.
- 6. Avoid asking questions that can be answered with a simple yes or no.
- 7. Emphasize that the responsibility to explain clearly is on you, the provider.
- 8. If the patient is not able to teach back correctly, explain again and re-check.
- 9. Use reader-friendly print materials to support learning.
- 10. Document use of and patient response to teach-back
 -

Heart Failure Teach Back Questions Day 1 Teach Back Questions Day 2 the devices by 1 What do you think triggered your admission to the hospital? What are the symptoms of your heart failure? What is the name of your water pill? What weight gain should you call your doctor about? Do you have a scale at home? What foods should you avoid when you have heart failure? Continue with Day 2 after patient un erstands Day 1 questions. Patient Interview: 1. Why is it important to take your medication for heart failure? Why is it important to avoid foods with sodium (salt)? Why is it important to watch for the symptoms of heart failure? 4. Why is it important to watch for weight gain? Interventions: Give scale / weight documented on card. Give and document heart failure packet. Heart failure beginning treatment video. Document triggers in the notes section of terventions: <u>Disticant follow</u>-us. o Low sodium o Reading a label o Dining out and ordering from a menu Medication video. Nutrition video. Document all education in computer Day 1 questions Document all education in computer Repeat Day 1 Questions until patient understands For newly diagnosed <u>HF</u>, change questions to "This is your water pill." "Call about weight gain..." etc

Find out what triggered this hospitalization

- Change in Diet
- Eating salty foods
- Skipped medications
- Any new medications
- Traveled anywhere in the last two days
- Change in activity
- Taking an NSAIDs or Cox II
- NSAIDS increase sodium & fluid retention; cause peripheral vasoconstriction, enhance toxicity of ACEI & diurectics



