Heart Failure Education
Consider Health Literacy

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What does this mean to you?
Cardiac diet
Is it this?
- Low fat
- Low cholesterol
- No added salt
- 3000-4000 mg sodium (salt) limit
- 2000 mg sodium (salt) limit

What is my discharge diagnosis?
- Ac on chronic Biv HF, ICMP, EF 30%, CAD, Hx PCI,
- Biv CHF, CKD, chr. a-fib, HTN, backpain, DM2, UTI
- NSTEMI, CHF, AKI on CKD
Or this

- Congestive heart failure your heart is not pumping the blood as good to the rest of your body

- Heart attack, kidney failure or kidneys not working as well

Health Literacy

- Health literacy is the ability to understand health information and to use that information to make good decisions about your health and medical care.

- It includes written and verbal communication

Medline Plus 2011 (NIH)
Limited health literacy can affect

- Ability to fill out forms
- Locate providers and services
- Share health history
- Ability to care for self
- Manage a chronic disease
- Understand how to take medications

Medline Plus 2011 (NIH)

Plain Language

“Plain language is a strategy for making written and oral information easier to understand. It is one important tool for improving health literacy”.

Plain language is communication that people can understand the first time they read or hear it.

- People can find what they need on the document
- Understand what they find
- Act appropriately on that understanding

Medline Plus 2011 (NIH)
Changes at Mercy Medical Center

- Information presented at Clinical Nurse Resource meeting
- Dietary had IT change system to show entire diet specifics, not just renal, or cardiac diet
- Staff can write appropriate diet on d/c instructions

Staff Education

- Health literacy and Teach back method added to orientation for new staff
- Orientation includes
  - PowerPoint on health literacy
  - AMA video on health literacy
  - Short quiz
Patient Education

Revision of Heart Failure Manual
- Shortened the content
- Bullet points
- Large headings
- Large print
- Use SMOG test for readability for grade level reading
- Patient review for content and ease of understanding

On-line Readability Tools

Free Text Readability Consensus Calculator
http://www.readabilityformulas.com/free-readability-formula-tests.php
Copy and paste text as directed
Utilizes 7 readability formulas to score your text
SMOG Readability Formula

- Simple Measure of Gobbledygook
- Developed by Harry McLaughlin PHD
- Widely used for health education
- Not as specific for 4,5,6th grade levels

SMOG Readability Formula

- Count off 10 consecutive sentences in the beginning, middle and near the end of text
- Count all 3 or more syllable words including repetition of same word and total
- Find the square root of this total and add 3 to it for the reading grade level

CMS.gov (2012)
Heart Failure Magnets

- Large
- Colored
- Action plan
- Space to write the provider to call and their phone number
- Patient Advisory Council reviewed

Teach Back Pilot Objectives

- Define Teach-Back and its purpose
- Recognize the impact of poor health literacy on the ability of the patient to understand and participate in the management of their disease
- Describe the key elements for using Teach-back correctly
- Demonstrate the use of Teach-Back in the clinical setting
Teach-back Plan

- Heart Failure floor and pulmonary floor
- Monkey survey
- Staff champions
- Education of champions
- Champions develop PowerPoint CE education program
- Staff educated on teach-back
- Implementation and evaluation

Monkey Survey

- I use a planned approach teaching patients
- Patient education is a high priority with every patient
- My patients always understand what I teach them
- I am knowledgeable of how to use the Teach Back method
- I use patient ed resources in my daily practice
- It is important to learn and utilize teach back
- Name two barriers keeping me from using teach back
Survey Results

- 54% staff responded to survey
- 70% always or sometimes used a planned approach to teaching patients
- 89% agreed that patient education is high priority as part of their daily nursing
- 57.4% felt patient usually understood what they taught them

Survey Results

- 59% were knowledgeable of how to use Teach Back
- 61% used education resources daily
Barriers to patient education

- Time - 45%
- Communication issues: language, patient confusion, HOH – 32%
- Readiness and willingness of patient/family to learn – 20%
- I Don’t know Teach back method – 6%

Teach-back

- Pilot education flow sheet specific with the Teach-back questions for HF and COPD
- Double chart during pilot
- Scenarios
Heart Failure Teach back

- What is the name of your water pill?
- What weight gain should you report to your doctor?
- What foods should you avoid?
- What symptoms should you report to your doctor?

Thank you to St. Lukes for these great teach back questions!

Roll out

- Champions created Power-point program and held numerous 1 CE programs for staff to attend
- Staff that did not attend viewed the slides
- Teach-back questions posted in each patient room
- Pilot education sheet on clipboards and kept for future auditing
Audits

- Sample size 30 patients
- 90% had teach back documented
- 60% of the patients needed further education
- 55% of those patients received further education resulting in 45% not receiving it or not documented

Post survey

- Monkey survey sent out for evaluation of teach-back
- Awaiting results
Improvement Plan

- Encourage staff in daily huddles to use Teach-back and document it
- Monthly run chart to show success &/or improvement needs
- Clinical Resource Nurse to educate new employees and develop competency
- Roll out to rest of hospital staff, starting with nursing on other units

Continuum of care

- Home care
  - Mercy HHC nurses use same teach back questions
- Mercy Clinics
  - Mercy health coaches use same questions
- Iowa Heart Center
  - Nursing and MLP use same questions
Continuum of care

- SNF
- Pharmacy

Teaching

- Good teaching is more a giving of right questions than a giving of right answers.”
  ~ Josef Albers