



Most experienced
HEART CARE in the region.
Top 5 volumes in PA.

**Using a Patient Contract in Heart Failure:
Engaging the Patient & Nurse**

The Heart Failure Program
Pinnacle Health Cardiovascular Institute
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PINNACLEHEALTH Proven.

Who They Are

**Living with
Heart Failure**



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Who We Are

- Located in Harrisburg, Pennsylvania
- Only regional heart failure program
 - Two hospitals
 - Two distinct demographic regions
 - Two large cardiology practices

...ONE PROGRAM!



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Harrisburg City

- Harrisburg City
 - 83% Ethnic & cultural minorities
 - 32% Living below poverty line
 - 23% Less than a high school diploma
 - Average Household Income - \$31,000
(PA state = \$50,000).

www.census.gov



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Our Population Served

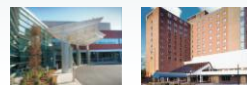
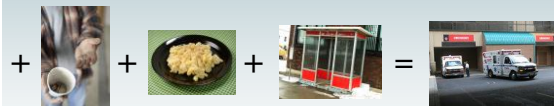
717 individuals
Primary Diagnosis, CY 2011

- 359 Females, 358 Males
- 77% White, 20% Black, 2% Hispanic, 1% Asian, Middle Eastern or Unknown
- 46% Reside within a Harrisburg Zip Code
- Ages range from 30 to 90



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Heart Failure & Low Income



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Identified Issues in Care

- Care Transitions
- Communication
- Adherence
- Readmissions

Heart Failure Readmissions % by Year	2006-2009	2007-2010	2008-2011	US Rate 2008-2011
	25.2%	25.0%	24.8%	24.7%



Blue Card: Step One

- Aim to standardize education
- Scaffold education day to day
- Expect a Gold Standard every time

Driving Goal:
 Improve overall care provided, improve quality of life for the patient, reduce inpatient admissions.



The Original "Blue Card"

Heart Failure Discharge - Patient Education

	Date/Initials	Date/Initials	Date/Initials	Date/Initials	Date/Initials
Heart Failure Patient Education					
o Monitoring signs and symptoms of HF ² handout					
o Daily weights					
o Medications and potential side effects					
o Sodium restriction					
o Fluid restriction					
o Follow-up appointment scheduled					
Pharmacy name and fax number:					
Prescriptions listed to pharmacy					
Outpatient follow-up					
o Outpatient clinic					
o Home care					
o Referral services					
Daily hospital weight					Signature: _____
Please number to match patient at home for follow-up phone call					
Please remember to document your teaching in SmartPlan!					Patient Label:



Blue Card: Step Two

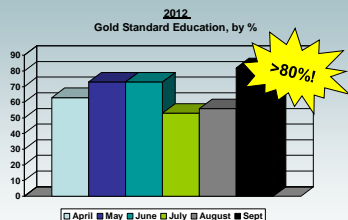
- Initiate on one unit...
- Initiate on two units...
 - » Initiate on 22 units.....

Remember...
Measure, Measure, Measure!



Auditing Results

2011
 Averaging 50% compliance with giving standardized education to HF patients.



Blue Card: Step Three

- Celebrate Success!
 - Get With the Guidelines GOLD
 - Joint Commission Accreditation
 - Magnet Survey Exemplar 2011



Blue Card: Step Back

Getting good feedback...

...even if it hurts!



Nurse Driven



Patient Engaged



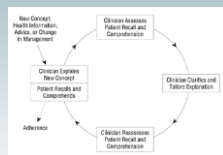
Blue Card: Moving Forward!

- Continually re-evaluating
- Using Teach-Back, the best way
- Communicate between settings
- Transition to an electronic workflow



Teach-Back for HF

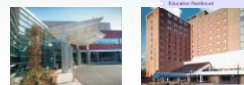
Quality care is all about patient involvement and quality communication.



Teach-Back image obtained from AHRQ.gov



Preliminary E-Screens



Screens Continued



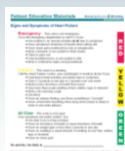
Bumps in the Road

- Turnover of inpatient nurses
- Introduction of the EMR
- Identifying the HF patient as an inpatient
- Tracking them all down!



Allies For the Trip

- Outpatient Heart Failure Center
 - Nurse Navigators for the most complex
 - Appointments for monitoring and education
 - Reduced readmission rates
 - Audits care & education
- for both the
Inpatient & Outpatient



Fast tracks to Care

- A clear view....
- Data analysis and application
- Making the case
- A quality, dedicated, engaged team



On the journey...



Quality is never an accident; it is always the result of high intention, sincere effort, intelligent direction and skillful execution; it represents the wise choice of many alternatives"

William A. Foster



References

- Images
 - CDC Public Health Image Database <http://phil.cdc.gov/phil/home.asp>
 - AHRQ Education on Health Literacy / Teach Back: <http://www.ahrq.gov/qual/pharmlit/pharmtrain2.htm>
- Descriptive Data
 - Census.gov: Harrisburg City
- Low Income statistics
 - Blunasin, J, Valentine, BA, Mead, H, & Regenstein, M. (2008) Race/Ethnicity and Patient Confidence to Self-Manage Cardiovascular Disease. *Medical Care*, 46:9.
 - Macabasco-O'Connell, A., Crawford, M., Stotts, N., Stewart, A., & Froelicher, E. (2010). Gender and racial differences in psychosocial factors of low-income patients with heart failure. *Heart & Lung* Jan/Feb 2010.

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