Teaching Patients

Patient-friendly written materials use:

• Simple words (1-2 syllables)
• Short sentences (4-6 words)
• Short paragraphs (2-3 sentences)
• No medical jargon
• Headings and bullets
• Highlighted or circled key information
• Lots of white space
• Use visual aids
• Be careful with color

How-to Guide: Improving Transitions from the Hospital to Community Settings to Reduce Avoidable Rehospitalizations

How Might We……...

...use the same core content and teaching materials in all community patient care settings?

# Heart Failure Action Plan

## ’Zones Sheet’

<table>
<thead>
<tr>
<th>Green Zone</th>
<th>Yellow Zone</th>
<th>Red Zone</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>What zone are you in today?</strong></td>
<td><strong>You need to do these things</strong></td>
<td><strong>EMERGENCY – You feel you are in danger</strong></td>
</tr>
<tr>
<td><strong>All Clear – You are feeling well</strong></td>
<td><strong>Caution – This zone is a warning</strong></td>
<td><strong>You have any of the following:</strong></td>
</tr>
<tr>
<td><em>Your symptoms are under control</em></td>
<td><strong>You need to take action</strong></td>
<td></td>
</tr>
<tr>
<td><strong>You have:</strong></td>
<td><strong>You have:</strong></td>
<td></td>
</tr>
<tr>
<td>• No shortness of breath</td>
<td>• More shortness of breath</td>
<td>• Struggling to breathe.</td>
</tr>
<tr>
<td>• No weight gain more than 2 pounds</td>
<td>• Weight gain of <strong>3 pounds in one day</strong> or a weight gain of <strong>5 pounds or more in 1 week</strong></td>
<td>• Shortness of breath that does not go away while sitting still</td>
</tr>
<tr>
<td>(it may change 1 or 2 pounds some days)</td>
<td>• More swelling of your feet, ankles, legs, or stomach</td>
<td>• Chest pain/tightness in your neck, jaw, throat, shoulders, arms or back</td>
</tr>
<tr>
<td>• No swelling of your feet, ankles, legs, or stomach</td>
<td>• No energy. Feel more tired.</td>
<td>• Have confusion or can’t think clearly</td>
</tr>
<tr>
<td>• No chest pain</td>
<td>• Dry hacky cough</td>
<td><strong>Call 911</strong></td>
</tr>
<tr>
<td></td>
<td>• Dizziness</td>
<td>or</td>
</tr>
<tr>
<td></td>
<td>• Feelings of uneasiness, you know something is not right</td>
<td><strong>Go to the hospital Emergency Room</strong></td>
</tr>
<tr>
<td></td>
<td>• It is harder for you to breathe when lying down</td>
<td>(Do not try to treat this yourself or wait to see if symptoms improve)</td>
</tr>
<tr>
<td></td>
<td>• You are needing to sleep sitting up in a chair</td>
<td></td>
</tr>
</tbody>
</table>
Low Sodium Eating Plan
2000mg Sodium

UnityPoint Health
St. Luke's Hospital
Low Sodium Eating Plan
2,000mg Sodium

Salt is also called "sodium" and is found in most foods you eat.

Why do you need to limit sodium in your diet?
Sodium acts like a sponge and makes your body hold onto water. Eating too much sodium can cause you to gain weight, make your legs swell, and cause water to collect in your lungs.

How much sodium can you have each day?
Doctors recommend that you eat less than 2000mg of sodium each day. This means taking the salt shaker off of your table and paying attention to the types of foods you eat.

The First Steps...
1. Do not add salt to foods when you cook or at the table.
2. Use herbs and seasonings like Mrs. Dash that are sodium free.
3. Start with fresh foods.
4. Do not use instant foods that come in a can, bag, or box.

Eat Less Added Salt

Choose this:
- Onion Powder
- Garlic Powder
- Oil and Vinegar
- Pepper
- Mrs. Dash
- Spices
- Herbs
- Lemon Juice
- Hot Sauce
- Fresh Garlic, Onion, Green Pepper
- Ketchup labeled "No Salt Added"

Do not choose this:
- Salt
- Seasoning Salts
- Meat tenderizer
- Soy Sauce
- Garlic Salt
- Bottled Salad Dressing
- Olives
- Relish
- Cheese Sauce
- Sea Salt
- Mustard
- Ketchup
- BBQ Sauce
- Onion Salt
- Bouillon
- Sauerkraut
- Pickles
- Onion Soup Mix
COPD Teach Back Questions

- What should you do first if you are having more trouble with your breathing?
  - What is the name of your fast-acting/rescue inhaler?
  - How often do you use it?
- If your shortness of breath continues, without getting better, what should you do?
- What are the warning signs for you that indicate you should call your doctor?
- What should you do to prevent a flare-up (getting worse) with your breathing and lungs?
Teach Back Questions
for Five High-Volume Conditions

Use Teach Back Regularly

• In the hospital
• During home visits and follow-up phone calls
• To close understanding gaps between:
  – Caregivers and patients
  – Professional caregivers and family caregivers
• To assess the patients and family caregivers understanding of discharge instructions and ability to do self-care

Teach Back with Discharge Instructions

• Can you show me on these instructions:
  – How you find your doctors office appointment?
  – What other tests have you scheduled? And when?
• Is there anything on these instructions that could be difficult for you to do?
• Have we missed anything?

Teach Back Competency Validation

St Luke’s Hospital, Cedar Rapids, Iowa
Nursing Competency Assessment

Annual competency validation day: Methodology
The learning station uses discussion, role playing and patient teaching scenarios to help RN’s communicate effectively to patient/family.
Staff Competency Validation for Teach Back

- Each participant participates in role-play providing education to a patient.
- The following is assessed:
  - Ability to do teach back in a shame-free way, e.g. tone is positive
  - Utilizes plain language for explanations
  - Does not ask patient, “Do you understand?”
Evaluation/Discussion Questions

• What was the patient’s reaction?
• What was it like for you as the Nurse doing Teach Back?
• Did it feel like extra work?
• How would you build Teach Back into your daily work?
• How could you use Teach Back to communicate with team members?