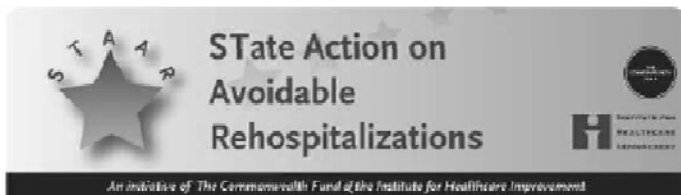


Teaching Patients

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





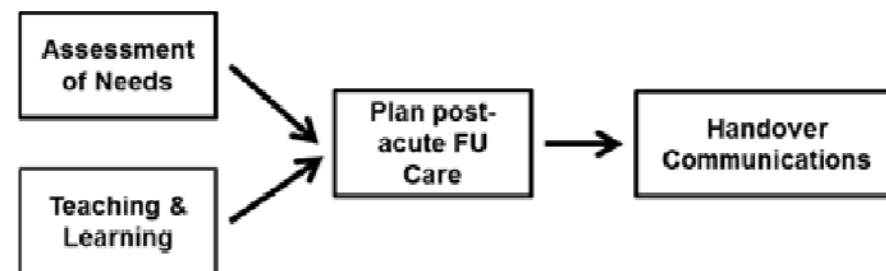
How-to Guide: Improving Transitions from the Hospital to Community Settings to Reduce Avoidable Rehospitalizations

Support for the How-to Guide was provided by a grant from The Commonwealth Fund.

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How to cite this document:
Rutherford P, Nielsen GA, Taylor J, Bradke P, Coleman E. *How-to Guide: Improving Transitions from the Hospital to Community Settings to Reduce Avoidable Rehospitalizations*. Cambridge, MA: Institute for Healthcare Improvement; June 2012. Available at www.ihl.org.

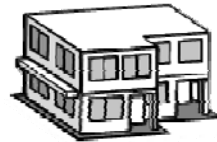
Institute for Healthcare Improvement, June 2012



Rutherford P, Nielsen GA, Taylor J, Bradke P, Coleman E. *How-to Guide: Improving Transitions from the Hospital to Community Settings to Reduce Avoidable Rehospitalizations*. Cambridge, MA: Institute for Healthcare Improvement; June 2012:17,99. Available at www.ihl.org.



How Might We.....?



Skilled Nursing Care Centers

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



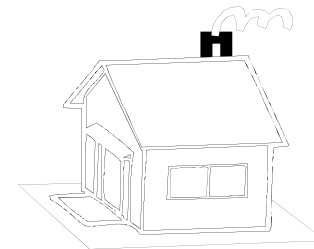
Hospital



Primary & Specialty Care



Home Health Care



Home (Patient & Family Caregivers)

Rutherford P, Nielsen GA, Taylor J, Bradke P, Coleman E. *How-to Guide: Improving Transitions from the Hospital to Community Settings to Reduce Avoidable Rehospitalizations*. Cambridge, MA: Institute for Healthcare Improvement; June 2012:17,99. Available at www.IHI.org.



Heart Failure Action

What zone are you in today?

You need to do these things

Green Zone	<p>All Clear – You are feeling well</p> <p>Your symptoms are under control</p> <p>You have:</p> <ul style="list-style-type: none">• No shortness of breath• No weight gain more than 2 pounds (it may change 1 or 2 pounds some days)• No swelling of your feet, ankles, legs, or stomach• No chest pain	<ul style="list-style-type: none">• Weigh yourself in the morning before breakfast and write it down• Take your daily medicines as prescribed by your doctor, even if you are feeling well• Eat low salt food• Check for swelling in your feet, ankles, legs and stomach• Balance activity with rest periods
Yellow Zone	<p>Caution – This zone is a warning You need to take action</p> <p>You have:</p> <ul style="list-style-type: none">• More shortness of breath• Weight gain of 3 pounds in one day or a weight gain of 5 pounds or more in 1 week• More swelling of your feet, ankles, legs, or stomach• No energy. Feel more tired.• Dry hacky cough• Dizziness• Feelings of uneasiness, you know something is not right• It is harder for you to breathe when lying down• You are needing to sleep sitting up in a chair	<ul style="list-style-type: none">• Call your doctor's office if you have any of the signs or symptoms listed in this yellow zone• Make sure you have been taking your medicines correctly
Red Zone	<p>EMERGENCY – You feel you are in danger</p> <p>You have any of the following:</p> <ul style="list-style-type: none">• Struggling to breathe.• Shortness of breath that does not go away while sitting still• Chest pain/tightness in your neck, jaw, throat, shoulders, arms or back• Have confusion or can't think clearly	<ul style="list-style-type: none">• Call 911• or• Go to the hospital Emergency Room <p>(Do not try to treat this yourself or wait to see if symptoms improve)</p>

Heart Failure Action Plan “Zones Sheet”



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:

Mrs. Dash

Spices

Herbs

Lemon Juice

Hot Sauce

Fresh Garlic, Onion, Green Pepper

Ketchup labeled "No Salt Added"

Onion Powder

Garlic Powder

Oil and Vinegar

Pepper



Do not choose this:

Salt

Seasoning Salts

Meat tenderizer

Soy Sauce

Garlic Salt

Bottled Salad Dressing

Olives

Relishes

Cheese Sauce

Sea Salt

Mustard

Ketchup

BBQ Sauce

Onion Salt

Bouillon

Sauerkraut

Pickles

Onion Soup Mix



UnityPoint Health

St. Luke's Hospital

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

Key Educational Topics for High Volume Clinical Conditions

St Luke's Hospital, Cedar Rapids, Iowa, 2011

Pick an educational topic to teach your patient/family. Narrow it down to four or more teaching points: the "must haves" or "vital few" for the patient/family to know when discharged.

Generic	Heart Failure	COPD	Stroke	Chronic Kidney Disease	Mental Health
<p>Patient should explain diagnosis and health problems for which they need care.</p> <p>General understanding of disease process and self care. Identify reason for hospitalization and</p>	<p>How would you explain heart failure to your family?</p>	<p>Tell me what you know about your COPD.</p>	<p>Do you know what happens when you have a stroke?</p>	<p>What do you need to do every day when you get home?</p> <ul style="list-style-type: none"> • Monitor B/P • Weigh daily – in the 	<p>Tell me how you would describe your condition to someone.</p>



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?