



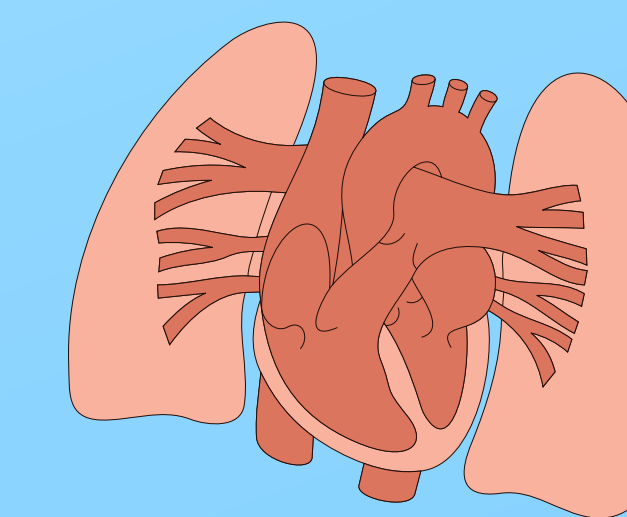
ST. JOSEPH HOSPITAL

A Member of Covenant Health

GET IN THE ZONE!

Reduce CHF/COPD readmissions through education and the use of zone tools.

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Framework

CHF/COPD among the highest CMS DRG for 30-day readmissions
*Average readmission cost = \$15,000 (5)

Discovery

- Lack of understanding by patient re:
 - Disease process
 - Symptom management
- Lack of standardized information
- Lack of communication
- Lack of cohesive transitions of care

Impact

- Increased patient anxiety
- Unnecessary hospital visits
- Reimbursement penalties
- Quality scores
- Patient satisfaction
- Provider frustration
- Community partner disconnections

Learning Objectives

- Reduce CHF/COPD readmissions by 10%
- Utilize Zone Tools for 100% of CHF/COPD patients
- Provide patients/caregivers with resources to make them aware of the disease process, progression, and methods for self-management
- Apply Evidence Based Practice education through Teach-Back to engage patients in establishment of realistic goals
- Employ real time education of patients/caregivers regarding the use of a multidisciplinary approach to help them achieve their optimal health level
- Collaborate with community partners - (SNF, VNA, Rehab) - education, review, reinforcement of Zone Tools
- Incorporate Zone Tools in Primary Care Offices through Education, Review, and Reinforcement of Tools
- Increase Palliative Care Consults on patients with CHF/COPD

Methods



Daily Review of Hospital Admit List for Dx of COPD or CHF

CHF and COPD patients reviewed for competency or if patient is on a vent

Ventilator Not competent will not follow until extubated

Palliative if end stage/not competent
Family goals of care

1:1 Education by Transitional Care Nurse
Disease process, Zone tools, Medication and Diet Review

Health System Discharge Home; Telephonic Outreach by Care Coordinator to review and reinforce tools

Health System patient discharge to snif/inpatient rehab; care coordinator available to community/patient to collaborate

Non-Affiliated PCP Discharge; Telephonic Outreach to Review and Reinforce Tools

Heart Failure Zones

EVERYDAY

- Check your weight every morning - write it down
- Continue medications as directed
- Eat a low sodium, low fat diet
- Follow-up with a physician and care manager as directed

WHICH ZONE ARE YOU IN TODAY?

GREEN
SAFE ZONE

SYMPTOMS STABLE - THIS IS YOUR GOAL

- No new or worsening shortness of breath
- No new swelling of the feet, legs, or ankles
- Weight is unchanged or stable
- Physical activity is normal for you
- No new chest pain

GOAL WEIGHT

YELLOW
CAUTION ZONE

PAY CLOSE ATTENTION - CAUTION ZONE

- Shortness of breath worse or occurs with activity
- Coughing
- Increased swelling of the legs, feed, or ankles; shoes too tight
- Swelling or bloating in the belly area
- Trouble breathing when lying down flat or sleeping
- Increase in the number of pillows/need to sleep in recliner
- Sudden weight gain of 2 or more pounds in one day
- Sudden weight gain of 5 pounds or more in one week
- Feeling dizzy or unusually tired

TAKE ACTION!
You may need an adjustment of medications. Call your provider.
Provider:

Provider Number:

If office closed, you may need to go to Urgent Care.

RED
DANGER ZONE

WARNING - ACT FAST!

- Shortness of breath at rest
- Unrelieved chest pain
- Frequent, hacking cough
- Wheezing or chest tightness
- Increased discomfort or swelling in the lower body
- Increased trouble sleeping or breathing when lying flat in bed
- Sudden weight gain of 4-5 pounds in one day
- Difficulty staying awake/sudden confusion
- Increase in anxiety or agitation

TAKE ACTION!
You need to be evaluated by a provider immediately.

CALL 911 (4)

COPD Zones

EVERYDAY

- Continue medications as directed
- Continue Regular exercise and diet plan
- Avoid cigarette smoke, inhaled irritants, and vaping
- Get flu shot every year
- Ask your provider if you should get the pneumonia vaccine
- Follow up with provider and care manager as scheduled
- Wash hands often

WHICH ZONE ARE YOU IN TODAY?

GREEN
SAFE ZONE

SYMPTOMS STABLE - THIS IS YOUR GOAL

- Usual activity and exercise level
- Usual amounts of cough and phlegm/mucus
- Breathing well
- No shortness of breath
- Sleep well at night
- Appetite is good

YELLOW
CAUTION ZONE

PAY CLOSE ATTENTION - CAUTION ZONE

- More breathless than usual
- Less energy for daily activities
- Increased or thicker phlegm/mucus
- Using quick relief
- Medications not helping
- More coughing than usual
- Poor sleep
- More forgetful

TAKE ACTION!
Continue daily medication. Use short acting inhaler. Use pursed lip breathing. Call your provider.
Provider:

Provider Number:

If office is closed, you may need to go to Urgent Care.

RED
DANGER ZONE

WARNING - ACT FAST!

- Severe shortness of breath even at rest
- Not able to do any activity because of breathing
- Not able to sleep because of breathing
- Fever or shaking chills
- Feeling confused or very drowsy
- Chest pains/blueish fingernails or lips
- Coughing up blood

TAKE ACTION!
You need to be evaluated by a provider immediately.

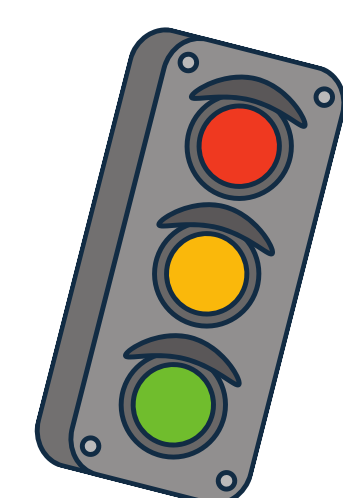
CALL 911 (4)

Bedside Education - Patient Information

TEACH BACK!

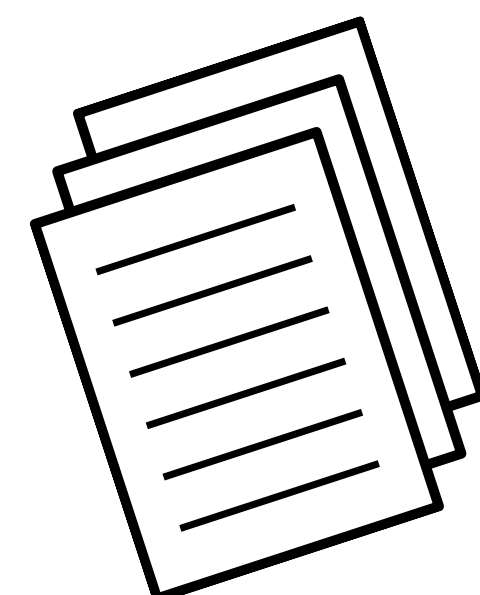
Stop Light Tool

- Zone education
- Base line - what zone are you in
- Discuss when to take action - early detection



CHF/COPD Guides

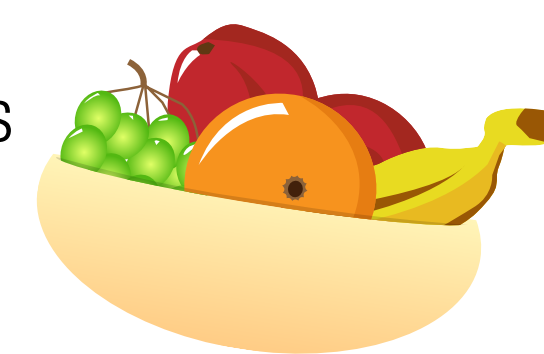
- Disease process review
- Cardio Smart - CHF (1)
- NHLBI Learn More - COPD (2)



TEACH BACK!

Diet Information

- Reading food labels
- Good foods
- Foods to avoid
- Fluid restrictions



Weight Chart

- Scale
- Ability to read scale
- Daily weights
- Importance of weight gain
- Reporting weight gain



TEACH BACK!

Medications

- Easy to read medication list
- Explanation of each medication
- Importance of medication adherence



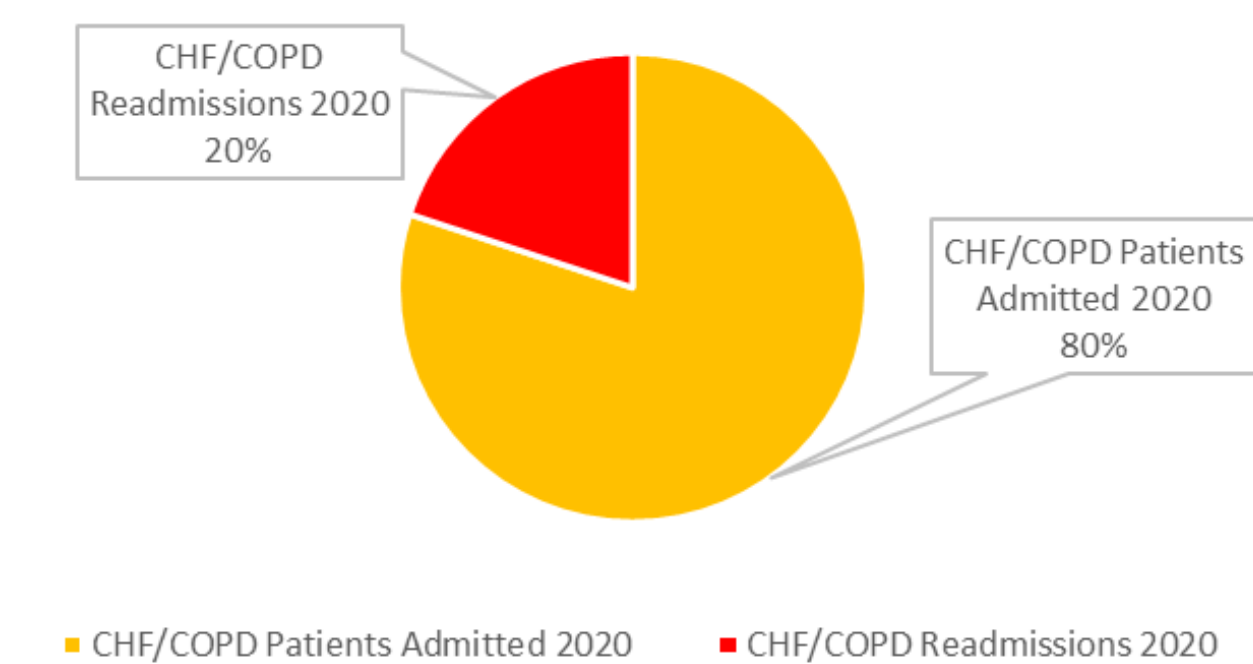
Follow Up

- Reinforcement
- Contact information

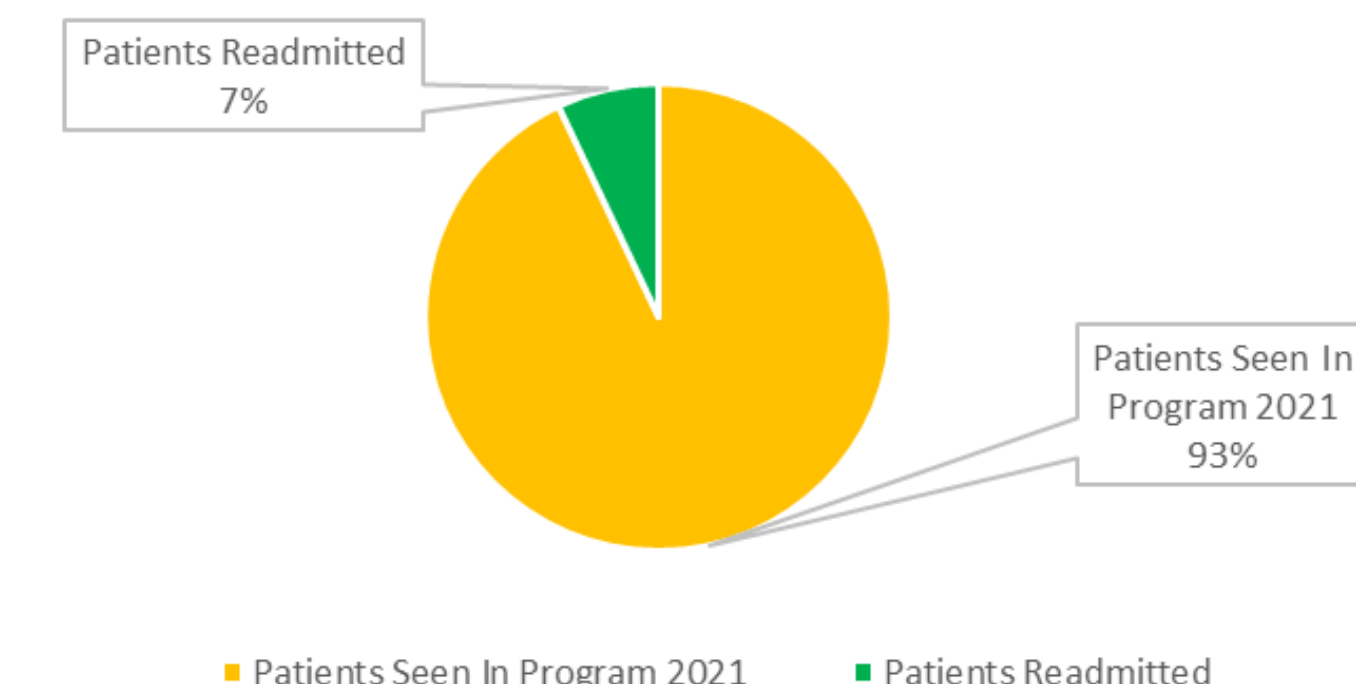


Data Outcomes

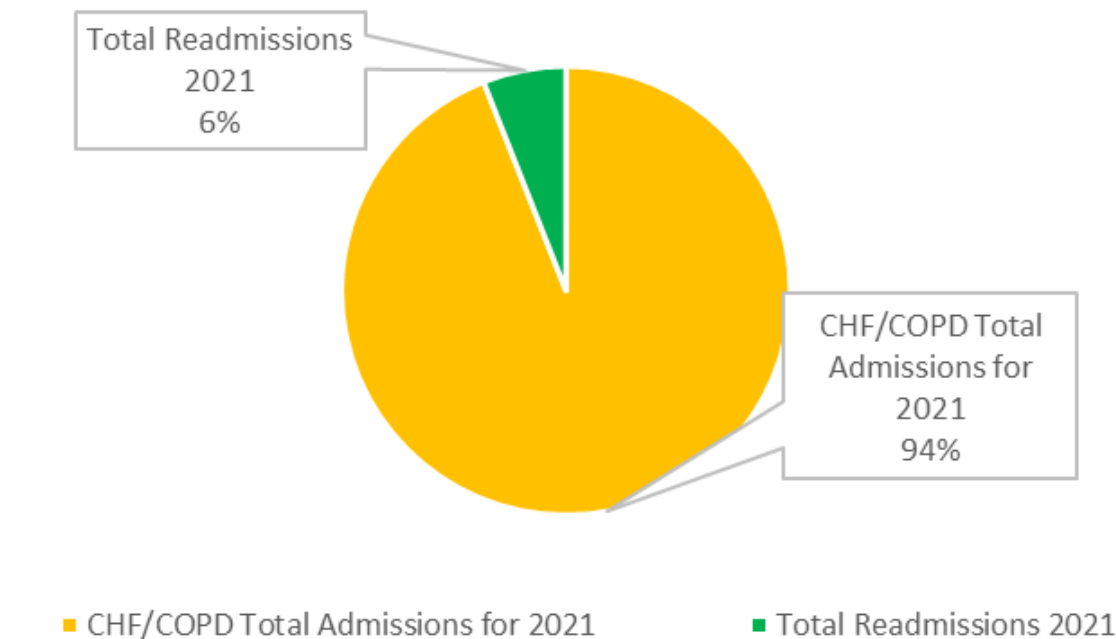
2020 Admission vs Readmission
Baseline 273 Patients



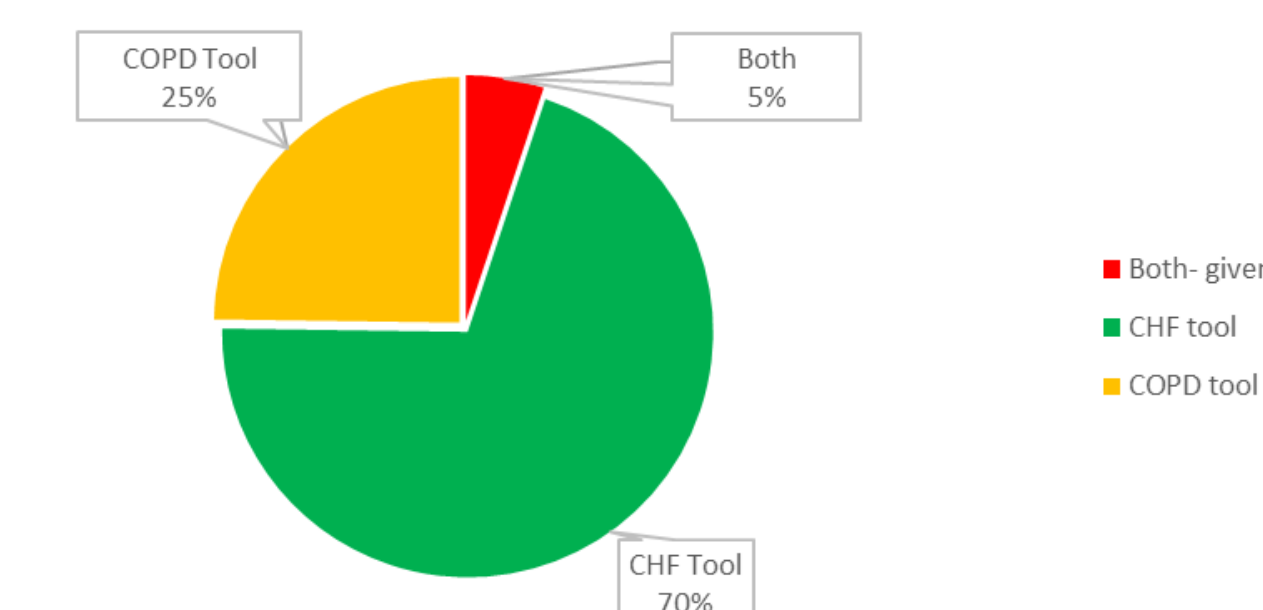
Get In The Zone 2021
145 Patients Seen
11 Readmitted



2021 Admission vs Readmission
Baseline 408 Patients



Distribution Of Tools



Practice Implications

- Collect baseline data
 - CHF/COPD readmissions
- Gather evidence based practice resources (3)
- Education**
 - Dedicated person
 - Nursing
 - Case Management
- Education - Zone Tools**
 - Inpatient staff/Hospitalists
 - Physician Practices
 - Community Partners
 - Nursing Orientation
- Education - Zone Tools**
 - Patients/Family/ Caregivers
- Collect data:
 - CHF/COPD Zone Tool use
 - Readmissions
- Palliative Care Importance
 - Goals of Care
 - Advance Directives
 - Life Planning
- Education**
 - Reinforcement
 - Patients/families/ care givers
 - All staff
 - Community partners

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