

It's All About the Base: An Innovative Approach in Patient Education for Patients Living with Heart Failure

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Burning Clinical Question

Will implementing an education checklist improve nursing compliance with pathway documentation for Heart Failure (HF) inpatients?

Background/Triggers

- Our HF department struggled with inconsistent documentation of care plans and patient education pathways, which are in two separate locations in the Electronic Medical Record (EMR)
- Through random audits we discovered a lack of consistent documentation on pathways
- Leadership and nurses voiced concern that pathways were not always documented on until day of discharge
- Knowledge deficit on how to accurately and efficiently document on pathways
- Joint Commission Standards emphasize the need for interdisciplinary care plans which are individualized to the patient
- HF patients require comprehensive education to reduce readmissions

Evidence

- HF patients require comprehensive education to prevent readmissions
- 54% of readmissions may be preventable and inadequate discharge planning and education are common factors in readmission
- Educating patients before discharge promotes self-care, reduces admissions, and helps patients identify problems early
- Heart Failure Society of American recommends that patient education materials include:
 - Activity level
 - Diet
 - Discharge medications
 - Follow-up appointment
 - Weight monitoring
 - What to do if signs or symptoms worsen
- Lack of easy documentation in the EMR is a perceived barrier to provide HF inpatient education
- Creating a checklist can help staff know what education the patient has received

Practice Change

- Our team decided to use the Iowa Model to examine the evidence HF education and documentation
- Required staff education session which included the following:
 - Selection of correct pathway
 - Documenting on pathway
 - Documenting barriers to progression
 - Starting patient education
 - Resolving education
 - Teach back method
 - HF education tips
- Created a bedside checklist to assist nurses with patient education and documentation
- One-on-one education sessions to ensure nurses were familiar with how to navigate the EMR

Evaluation

- Implementation of checklist combined with focused staff education dramatically increased our documentation compliance
- Our bedside checklist along with daily huddle reminders help to ensure nursing compliance with patient education and pathway documentation
- Nursing voiced improvement of knowledge deficit concerning pathway documentation
- By improving documentation of care plans and education, we are ensuring that our HF patients are benefiting from best practices in HF care.
- Our unit's HF readmission rate remains at 14.45%

Nursing Implications

- This EBP project has positively impacted nursing practice by:
 - Improving staff morale through education and improved proficiency
 - Increasing pathway documentation
 - Increasing patient education
 - Enhancing understanding of how evidence based practice impacts clinical practice
- Education sessions increased staff awareness and have dramatically improved patient education and pathway documentation

HF Patient Education Audit Tool

Heart Failure Patient Education Audits

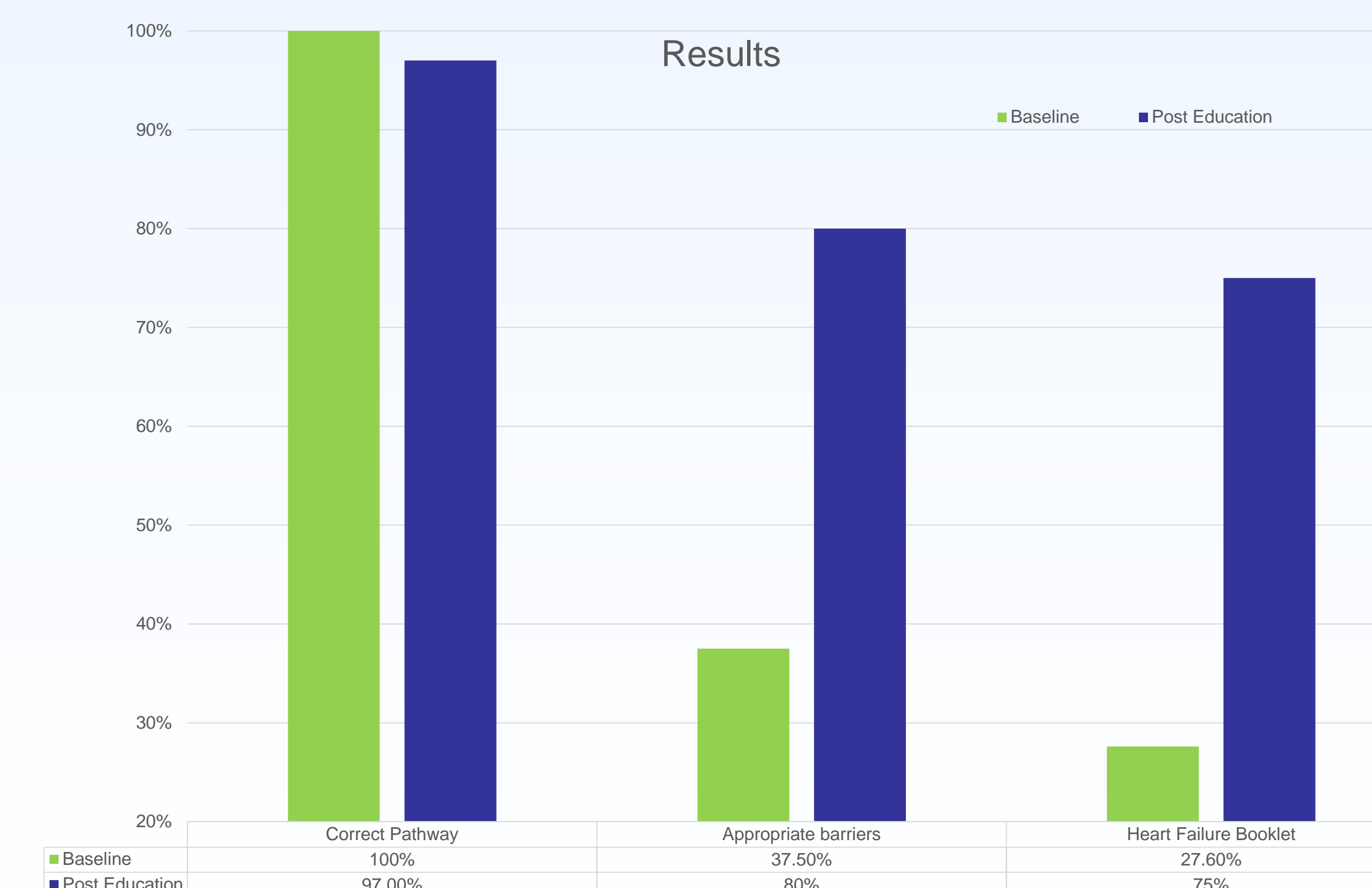
1. Is the patient on the correct pathway in CHL?
2. If needed, does the patient have the appropriate barriers documented in CHL?
3. Is it documented in Patient Education that the patient received the Heart Failure booklet?

Patient Initials Room Number	Question 1 Yes/No	Question 2 Yes/No	Question 3 Yes/ No

Education Checklist



Results



References

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2. Paul, S., RN, MSN, FNP. (2008). Hospital discharge education for patients with heart failure: What really works and what is the evidence. *Critical Care Nurse*. 28(2), 66-82.
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