

# HEALTH LITERACY & TEACH-BACK

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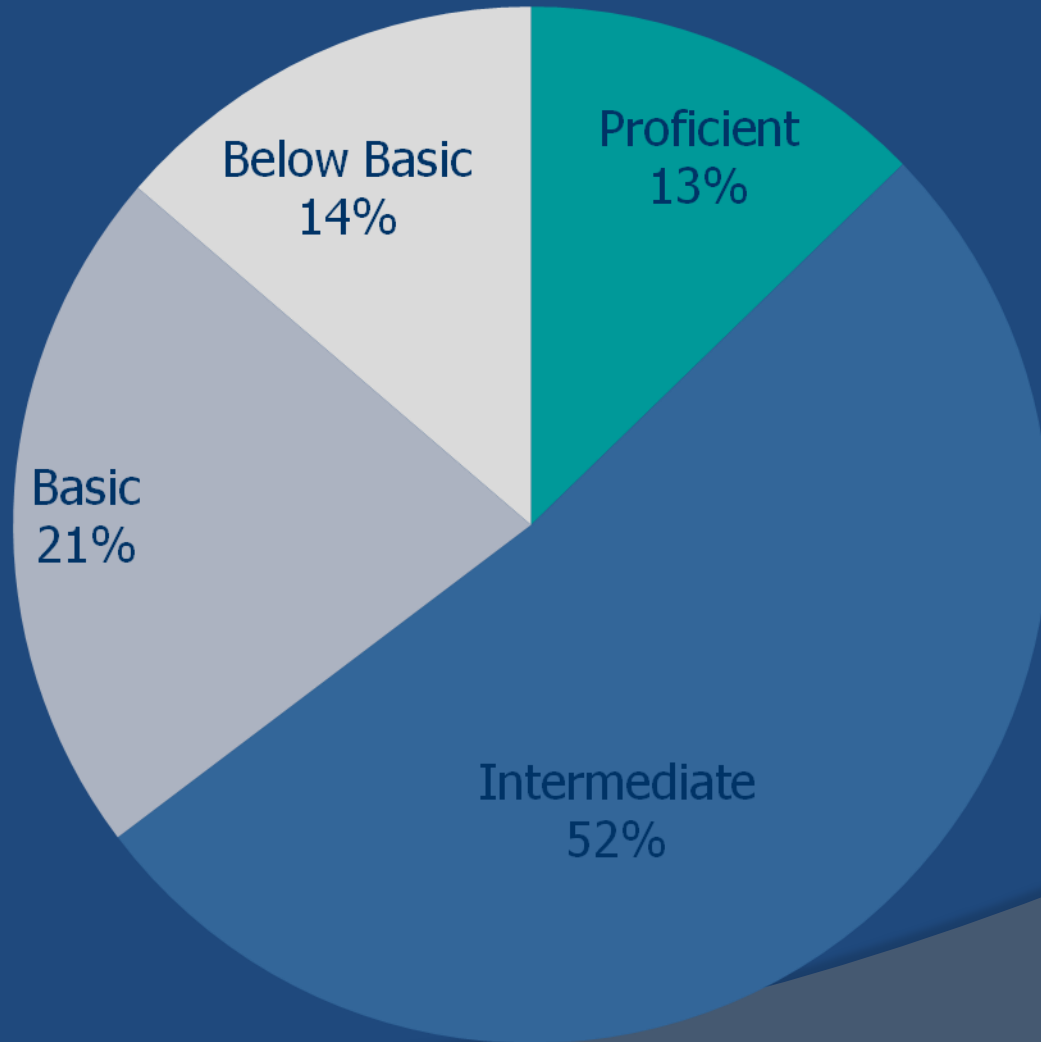
# Goals

- ① Learn how health literacy impacts the way we teach patients
- ① Learn to teach patients critical skills effectively and efficiently
- ① Know the 6 required elements of discharge instructions for CHF patients

- “Health literacy is the degree to which individuals have the capacity to obtain, process, and understand basic health information and services needed to make appropriate health decisions.”  
*Healthy People 2010.*

- More than just the ability to read
- May be able to read but have difficulty understanding:
  - E.g.: => antibiotics will not treat their viral infection

# Health Literacy



- Almost half of all adults in the US have poor to marginal literacy skills.
- Very difficult for to follow treatment instructions, verbal or written.
- May not be able to understand prescription bottles.

# 47% of adults have trouble using numbers

- Print material
- Tables or graphs
- Relative risk (quantitative literacy)
- May not understand the significance of results in numbers

# People with limited health literacy

- ⦿ have trouble recognizing possible symptoms and knowing when to report those symptoms
- ⦿ have particular trouble understanding med warning labels
- ⦿ One of the most common communication errors leading to litigation is inadequate explanations of diagnosis or treatment
- ⦿ 75% (estimate) of people with chronic illness have limited health literacy skills



# How do we help?

- ① Find out what each patient needs to know and teach that
- ② Find out what the patient is willing to do

1. What is the patient's main problem today?
2. What does the patient need to do to care for his problem?
3. When should he notify us?

# People remember:

- ⦿ 10% of what they read
- ⦿ 26 % of what they hear
- ⦿ less than 1/3 of what they see
- ⦿ 50% of what they see and hear
- ⦿ 90% of what you have them demonstrate

# So, what can we do?

- ⦿ Slow down
- ⦿ Use non-medical language
- ⦿ Draw pictures
- ⦿ Limit the amount of information
- ⦿ Encourage questions
- ⦿ Ask pts to explain their understanding of their medical problem or treatment
- ⦿ Use Teach-back

# Teach Back

- Lets you know you have explained what the patient needs to know in a way the patient understands

# Teach back

How can we structure the interview or the education?

- ⦿ "Please tell me how you will take this medication when you get home."
- ⦿ "Show me how you will use your inhaler/meter/etc when you are at home."

# 6 Required Elements

1. Weight monitoring
2. What to do if symptoms worsen
3. Diet
4. Discharge medications
5. Follow-up appointment
6. Activity level

# CHF Patient Teaching Checklist

## Part 1: Admission and Duration of Hospitalization

Your provider has documented that you have congestive heart failure. This maybe one of the reasons you came to the hospital. It is important to know your symptoms and how to manage yourself. We'd like to go over some important information.

### Date Initials

- \_\_\_\_\_ 1. Daily weights (Do you have a VA scale at home?)
- \_\_\_\_\_ 2. What to do if symptoms worsen:
- Weight gain of more than 2 or 3 pounds in one day.
  - Increase in shortness of breath.
  - Increase in leg swelling.
- \_\_\_\_\_ 3. Diet/fluid restriction (review and provide a copy of the Sodium and Fluid Restrictions for Congestive Heart Failure handout)
- \_\_\_\_\_ 4. Activity level (Do you have any questions about your activity level?)
- \_\_\_\_\_ 5. Review medications related to heart failure

Additional references can be found on Krames on Demand

## Part 2: Upon Discharge

### Date Initials

- \_\_\_\_\_ 1. Home Telehealth referral: 650-493-5000 ext: 62258
- \_\_\_\_\_ 2. Your follow up appointment:
- An appointment has been made for you on \_\_\_\_\_
  - If you do not hear about your appointment within 3 days, please call the Discharge Planner at 650-493-5000 ext: 69238
- \_\_\_\_\_ 3. Place medicine discharge instructions in packet.

\_\_\_\_\_  
Unit

\_\_\_\_\_  
Initials

\_\_\_\_\_  
Signature/Title

\_\_\_\_\_  
Unit

\_\_\_\_\_  
Initials

\_\_\_\_\_  
Signature/Title

\_\_\_\_\_  
Unit

\_\_\_\_\_  
Initials

\_\_\_\_\_  
Signature/Title

\_\_\_\_\_  
Unit

\_\_\_\_\_  
Initials

\_\_\_\_\_  
Signature/Title

Patient Name: \_\_\_\_\_



# Congestive Heart Failure (CHF)

## What is CHF?

If you have been diagnosed with “heart failure”, it means your heart is not pumping as well as it should. It does NOT mean your heart has failed or that it has stopped beating.

## What are the signs and symptoms of CHF?

- Weight gain
- Low energy
- Swelling in ankles, feet or legs
- Shortness of breath
- Confusion

## Call the Advice Nurse at the Telephone Care Program (TCP) at 1-800-455-0057 if:

- You have more trouble breathing
- You gain more than 2 pounds in one day or 5 pounds in one week
- Your feet or ankles swell more than usual

## If you have these other symptoms, notify your provider:

- You pass water less
- You get tired faster
- You begin to cough at night
- You think you are having side effects from your medications
- You faint or become dizzy
- You have pain or tightness in your chest

## Activity

CHF may prevent you from being as active as you once were.

## The following is a list of some general guidelines for physical activity:

- Avoid over exertion, especially activity that causes dizziness, moderate shortness of breath, or chest discomfort.
- Avoid physical activity in extreme temperatures or when you do not feel well
- Avoid physical activity 1-2 hours after eating.
- Avoid tasks that require lifting heavy objects.
- If it hurts or causes pain, it is wrong! Avoid activities that cause you pain.
- Short walks are a good way to begin your physical activity.

## Don't exercise beyond outlined recommendations from your provider.

Remember, “More is not always better.” It's important to pace your activity. Talk to your Health Care Provider if you would like a formal exercise program.

## Rest

Planning rest periods throughout the day allows for your heart muscle to regain its strength. You may feel better if you take periodic naps. Be sure to put your feet up.

*Special thanks to our colleagues at the Louis Stokes Cleveland VA for sharing their educational materials.*

# Common Medications for CHF

Type	How it Works	Important Information	Report to Your Provider
<b>Digoxin (Heart Pill)</b>	Helps your heart pump stronger	<ul style="list-style-type: none"> <li>Do not skip doses</li> </ul>	Loss of appetite, nausea, vomiting, yellow vision, blurred vision, heart skipping beats, heart beating faster or slower than usual.
<b>Diuretics (Water Pill)</b>	Water pills help rid your body of excess water in your lungs or feet and ankles.	<ul style="list-style-type: none"> <li>Take early in the day.</li> <li>Stand up slowly to avoid dizziness.</li> </ul>	Dizziness, weakness, skin rash, sudden weight changes, abdominal or muscle cramps, swelling of feet or legs.
<b>Potassium</b>	Replaces minerals which may be lost through diuretics.	<ul style="list-style-type: none"> <li>Take with meals to lessen stomach distress.</li> <li>Dizziness, light headedness can occur until you adjust to the dosage.</li> </ul>	Nausea, vomiting, confusion, leg cramps, numbness or tingling in hands, feet, or lips, irregular heartbeat, weakness or heaviness in legs.
<b>Ace Inhibitors (Blood Pressure/ Heart Pill)</b>	Lowers the blood pressure and slows your heart rate. This lessens the work your heart has to do.	<ul style="list-style-type: none"> <li>Do not take other medicines unless discussed with your provider.</li> <li>Have blood pressure checked regularly.</li> </ul>	Headache, rash, racing heartbeat, dizziness that does not go away, swelling of face, mouth, hands, feet, trouble breathing or swallowing.
<b>Beta Blockers (Blood Pressure/ Heart Pill)</b>	Lowers the blood pressure and slows your heart rate. This lessens the work your heart has to do.	<ul style="list-style-type: none"> <li>Drowsiness, dizziness, light headedness can occur until you adjust to the dosage.</li> <li>Do not stop abruptly.</li> </ul>	Dizziness that does not go away, swelling of face, mouth, hands, feet, trouble breathing or swallowing.



# Admission – Congestive Heart Failure

## Your Self-Management Tool for Hospital Stay

**Instructions to the Patient:** Tracking weight daily is important. Use this flow sheet to work with your team to stay informed and to prepare for discharge.

Your weight at admission is \_\_\_\_\_ pounds. *Not sure? Ask your nurse or doctor. We are happy to help.*  
Daily weights are an excellent way to track control of congestive heart failure.

### Step 1: Get Informed

Areas that I would like further education about include (check all that apply):

- |   |  |
|---|--|
| <input type="checkbox"/> Daily Weights          | <input type="checkbox"/> Low Salt Diet |
| <input type="checkbox"/> Warning Signs/Symptoms | <input type="checkbox"/> Medications   |

### Step 2: Chart Your Progress

Write in your weight daily. If your weight changes by more than 2-3 pounds/day or 5 pounds/week at home, call your doctor.

<hr/> Date	<hr/> Date	<hr/> Date	<hr/> Date	<hr/> Date	<hr/> Date	<hr/> Date
<hr/> Weight (lbs)	<hr/> Weight (lbs)	<hr/> Weight (lbs)	<hr/> Weight (lbs)	<hr/> Weight (lbs)	<hr/> Weight (lbs)	<hr/> Weight (lbs)

### Step 3: Prepare for Discharge

Answer these questions prior to leaving:

- 1) What is my new **target weight**? \_\_\_\_\_ (lbs)
- 2) Do I have a **VA scale** at home? **Yes No** (circle one)  
If not, ask your doctor to order one.
- 3) What is my **water pill** and what dose should I take? \_\_\_\_\_  
*Discuss this with your doctor before discharge.*

\_\_\_\_\_  
Patient Name

# Sodium and Fluid Restrictions for Congestive Heart Failure

**Limit sodium to 2000 milligrams per day**

This is about the amount of sodium in 1 teaspoon of salt, or about the size of your fingertip.

Even if you don't add salt to the foods you eat or when you cook, you may still be getting a lot of sodium in your diet. Most foods that are canned or processed have a lot of sodium. Frozen dinners are also very high in sodium. Almost all restaurant meals (especially fast food places) have a lot of sodium.

**Use less added salt**



**High in Sodium**

Salt  
Seasoned salt  
Soy sauce  
Baking soda  
Baking powder  
Fish sauce  
Worcestershire sauce  
Onion salt  
Garlic Salt  
MSG  
Bouillon cubes  
Tenderizers  
Teriyaki sauce

**Use these instead**

Lemon juice  
Fresh garlic  
Fresh onion  
Fresh or dried herbs  
Salt-free herb and spice mixes (like Mrs. Dash®)  
Low sodium broth  
Vinegar  
Black pepper  
Hot peppers  
Hot pepper sauce (like Tabasco®)

**Limit canned foods**



**High in sodium**

Canned soup  
Canned vegetables  
Canned meats  
Canned fish (tuna, sardines, anchovies)  
Canned vegetable juices (tomato or VB® juice)

**Try this instead:**

- Buy fresh or frozen vegetables
- Rinse and drain canned foods, do not use the liquid in the can
- Look for "no salt added" canned foods. Be careful, though! Some things labeled "reduced salt" still have a lot of sodium or salt.

**Limit processed foods**



**High in sodium**

American cheese  
Processed cheese spread  
Packaged dinner mixes (like Hamburger Helper®)  
Instant noodle lunches  
Ramen noodles  
Lunch meat (bologna, salami)

Cottage cheese  
Frozen dinners  
Instant hot cereal  
Flavored rice/pasta mixes (like macaroni and cheese, Rice-a-Roni®)

## Sodium and Fluid Restrictions for Congestive Heart Failure

### Limit salted foods



### High in sodium

Salted crackers  
Salted popcorn  
Salted chips  
Salted pretzels  
Salted nuts and seeds

### Try this instead:

- Unsalted chips, pretzels or crackers
- Unsalted nuts
- Sprinkle popcorn with dried herbs

### Limit cured foods



### High in sodium

Ham  
Hot dogs  
Sausage  
Koshered meat  
Smoked fish  
Pickles  
Sauerkraut

Pastrami  
Corned beef  
Bacon  
Smoked meat  
Olives  
Kim Chee

### Try this instead:

- Turkey, chicken or roast beef in sandwiches
- Turkey bacon, turkey sausage, turkey or chicken hot dogs are usually lower in fat. However, many still have a lot of sodium.

### Fluid Restriction



Use these  
Measurements to help  
you track your fluid  
intake:

1 cup = 8 ounces  
(oz)=240 cc

4 cups = 32 ounces (oz)  
= 1 quart (qt) = 1000 cc  
= 1 liter (l)

1 milliliter (ml) = 1 cc

1 ounces (Oz) = 30 cc

Your provider may limit the amount of liquid you drink each day, including any liquids taken with medications. Drinking too many liquids may force your heart to work harder. Fluids are foods that are liquid at room temperature. All of the items listed below count towards your fluid intake.

**Fluids:** Water; Juice; Ice cubes; Coffee; Milk; Cream; Popsicle; Soup; Tea; Soups

**Foods:** Yogurt; Pudding; Ice Cream; Sherbet; Gelatin (Jell-O);

### Suggestions to help with Thirst

To keep your mouth from getting dry: suck on hard candies, lemon slices; use a humidifier; and chewing gum.



# Discharge Home – Congestive Heart Failure

## Your Self-Management Tool for Home



**Instructions to the Patient:** Self care for congestive heart failure is important to keep you out of the hospital. This sheet will help you manage your care.

### Step 1: Weigh Daily

My Discharge Weight \_\_\_\_\_ (lbs) on \_\_\_\_\_ (date)

Date
Weight (lbs)

Date
Weight (lbs)

Date
Weight (lbs)

Date
Weight (lbs)

Date
Weight (lbs)

Date
Weight (lbs)

Date
Weight (lbs)

### Step 2: Take Your Pills

#### My Water Pills:

Name	Dose	Time of Day
_____	_____	_____
_____	_____	_____
_____	_____	_____

### Step 3: Know Your Warning Signs

If you have any of these warning signs, call the Advice Nurse at the Telephone Care Program (TCP) at 800-455-0057.

- 1) Weight gain of more than 2 or 3 pounds in one day, or 5 pounds in one week.
- 2) Increase in shortness of breath.
- 3) Increase in leg swelling.

Bring this sheet to your appointment.

Follow up appointment: \_\_\_\_\_

Patient Name: \_\_\_\_\_

# Weight

Record Your Weight Each Day in the Squares

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Date Weight (lbs)	Date Weight (lbs)	Date Weight (lbs)	Date Weight (lbs)	Date Weight (lbs)	Date Weight (lbs)	Date Weight (lbs)
Date Weight (lbs)	Date Weight (lbs)	Date Weight (lbs)	Date Weight (lbs)	Date Weight (lbs)	Date Weight (lbs)	Date Weight (lbs)
Date Weight (lbs)	Date Weight (lbs)	Date Weight (lbs)	Date Weight (lbs)	Date Weight (lbs)	Date Weight (lbs)	Date Weight (lbs)
Date Weight (lbs)	Date Weight (lbs)	Date Weight (lbs)	Date Weight (lbs)	Date Weight (lbs)	Date Weight (lbs)	Date Weight (lbs)

# Final Comments

No one can absorb all we need to teach at once. Try not to give more than 3 handouts at each visit.

Have the patient come back for more teaching or follow up by phone.



WHAT QUESTIONS DO  
YOU HAVE?

# Call Me!

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