Heart Failure
Continuum of Care

Celeste Chavez, RN, MSN, FNP
Goals:

- Reduce HF-specific readmissions
  - 30d: 30%, 90d: 30%, 1Y: 15%

To create a Patient-centered Continuum of Care for Heart Failure patients

Taking the model from pilot to Regional Operations
HF Continuum consists of 3 components, each adapted from clinical trials of methods shown to reduce HF readmissions:

- Hospital-Home transition management
- Telemanagement
- Specialized home visits

Heart Failure Continuum: A Model for Integrated Care

- Hospital
- Home-Based Care Management
- Medical Groups
- Patient and Family Goals and Preferences
- Registry
- Database
- Telemanagement
- Home Visits

Sutter VNA & Hospice
A Sutter Health Affiliate
With You. For Life.
HF Continuum of Care (HFCC)

Screen All Hospitalized HF Patients

Inpatient intervention

High-risk patients

Telemanagement

Very-high-risk patients

Telemanagement

Specialty Home visits
• Assess all admitted HF patients
• Enhance discharge assessment started within 24 hours of admission with post-acute plan
• Education with teach back (supplement RN education)
  ➢ Symptom management – “Red-flags”
  ➢ Medications (includes reconciliation on admit & discharge)
  ➢ Heart Failure self management
• Readmission risk
• Risk-stratify for COR interventions
• Discharge Care Coordination including MD f/u appt
• Evidence based practice – Quality measures

Assess, educate, motivate
Key Outpatient Interventions

- Complete transition of care to home
  - Call within 48 hours of discharge
  - Home visit within 48 hours
- Self Management, Disease Management & Education (teach back)
  - High risk symptoms “red flags”
  - Actions to take if symptoms
  - Medication (including reconciliation at each transition)
  - Diet
  - Activity
- Patient activation techniques – motivational interviewing & coaching
  - Goal setting & problem solving
- Follow-up MD visits
- Connection with community based resources
- Risk based call frequency

Assess, educate, motivate
Our Tools

- Apollo database
  - Tablet PC
  - Flow of patient data across the continuum
Our Tools

- Readmission risk tools
  - Modified Philbin
  - Naylor home visit screen
Our Tools

- Protocols to guide care
- Depression
  - PHQ2 & PHQ9
- Finding the right tools
  - Health literacy
    - Newest Vital Sign (NVS)
Newest Vital Sign

The Newest Vital Sign Assessment

<table>
<thead>
<tr>
<th>Nutrition Facts</th>
<th></th>
<th></th>
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</thead>
<tbody>
<tr>
<td>Serving Size</td>
<td>1/4 cup</td>
<td></td>
</tr>
<tr>
<td>Servings per container</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>Amount per serving</td>
<td>Calories 250</td>
<td>Fat Cal 120</td>
</tr>
<tr>
<td>Total Fat</td>
<td>13g</td>
<td>20%</td>
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<tr>
<td>Saturated Fat</td>
<td>9g</td>
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<tr>
<td>Cholesterol</td>
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<td>12%</td>
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<tr>
<td>Sodium</td>
<td>55mg</td>
<td>2%</td>
</tr>
<tr>
<td>Total Carbohydrate</td>
<td>30g</td>
<td>12%</td>
</tr>
<tr>
<td>Dietary Fiber</td>
<td>2g</td>
<td></td>
</tr>
<tr>
<td>Sugars</td>
<td>23g</td>
<td></td>
</tr>
<tr>
<td>Protein</td>
<td>4g</td>
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*Percentage Daily Values (DV) are based on a 2,000 calorie diet. Your daily values may be higher or lower depending on your calorie needs. Ingredients: Cream, Skim Milk, Liquid Sugar, Water, Egg Yolks, Brown Sugar, Milkfat, Peanut Oil, Sugar, Butter, Salt, Carrageenan, Vanilla Extract.

Score Sheet for the Newest Vital Sign Questions and Answers

READ TO SUBJECT: This information is on the back of a container of a pint of ice cream.

1. If you eat the entire container, how many calories will you eat?
   Answer: 1,000 is the only correct answer

2. If you are allowed to eat 60 grams of carbohydrates as a snack, how much ice cream could you have?
   Answer: Any of the following is correct: 1 cup for any amount up to 1 cup, half the container. Note: If patient answers “two servings,” ask “How much ice cream would that be if you were to measure it into a bowl?”

3. Your doctor advises you to reduce the amount of saturated fat in your diet. You usually have 42 g of saturated fat each day, which includes one serving of ice cream. If you stop eating ice cream, how many grams of saturated fat would you be consuming each day?
   Answer: 33 is the only correct answer

4. If you usually eat 2500 calories in a day, what percentage of your daily value of calories will you be eating if you eat one serving?
   Answer: 10% is the only correct answer

READ TO SUBJECT: Pretend that you are allergic to the following substances: Penicillin, peanuts, latex gloves, and bee stings.

5. Is it safe for you to eat this ice cream?
   Answer: No

6. (Ask only if the patient responds “no” to question 5) Why not?
   Answer: Because it has peanut oil.

Interpretation: Number of correct answers:

Score of 0-1 suggests high likelihood (50% or more) of limited literacy
Score of 2-3 indicates a possibility of limited literacy
Score of 4-6 almost always indicates adequate literacy.
The Journey

- Staffing
  - Hiring
  - Staffing ratios
- Integration into processes of care
- Training
  - Skill building
The Journey

- Home visits
  - Home health vs. non-home health
- Excluded populations
  - Inpatient: ESRD HD, SNF, Cognitive impairment
  - Outpatient: homelessness, lack of telephone service/access
- Assessment tools
  - Cognitive assessment
- Community resources
  - Knowledge & availability
### 30 day Heart Failure Related Readmission Rates

<table>
<thead>
<tr>
<th>Year</th>
<th>Rate</th>
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<tbody>
<tr>
<td>2006</td>
<td>Baseline</td>
</tr>
<tr>
<td>2009</td>
<td></td>
</tr>
<tr>
<td>2010</td>
<td></td>
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**Through 9/30/10**
Improving the Intervention

- Health literacy
  - Wide range of levels
- Language
  - Multiple languages
  - Literacy
- Cultural competence
  - Wide range of cultures
- Process measures
Improving the Intervention

- Database
  - Accessible to community MD’s & providers
- Community referral
Sustainability: Transition into Operations

- CMS readmissions
- Sutter Health Initiative
  - System goal set for 30 day “all-cause” rates
  - System recommendations support model
- Regional infrastructure & support
  - Regional steering committee
    - Physician advisory panel
Questions?