

Our Mission
To serve through healing,
education and discovery

Transitional Care at UTMC

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 **THE UNIVERSITY OF TENNESSEE
MEDICAL CENTER**
Wisdom for Your Life.

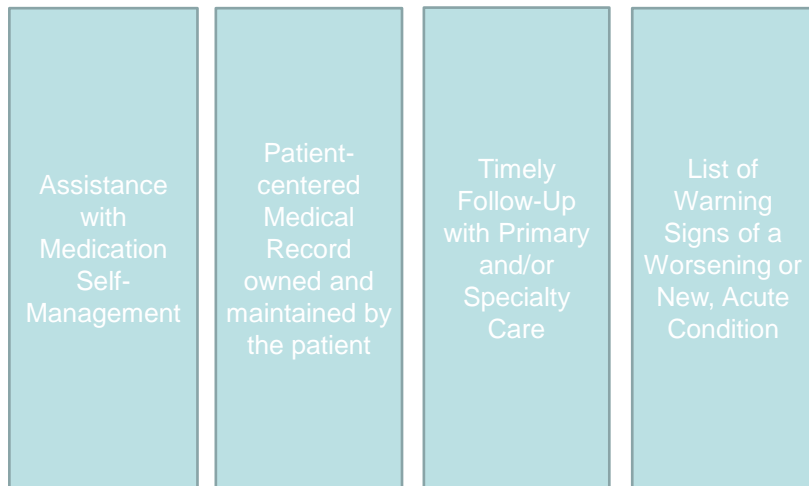


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Transitional Care at UTMC

- Program began with 2 reallocated FTEs
 - APN Coordinator
 - Dedicated Pharmacist
- Heart Failure and COPD are Chronic Progressive Diseases
- Large Fiscal Impact on Healthcare
- Rank Among the Top 5 Medical Diagnoses for Readmission within 30 days
- Healthcare Reform: Readmissions Reduction Program includes Heart Failure and will include COPD in FY 2015

(Albert, 2012; Jencks et al., 2009)

*Our Mission*To serve through healing,
education and discovery4 Pillars of Effective Care
Transitions*Our Mission*To serve through healing,
education and discovery

Transitional Care at UTM

- Identification of potential COPD/HF patients
 - Consults
 - Daily Reports
- More Standardized Patient Education for COPD and Heart Failure
 - Focus on symptoms worsening with Zone Sheet/Action Plan
- Standardized Follow Up Appointment Process
- Assist in meeting COPD/HF Inpatient Quality Measures
 - Core Measures
 - GWTG-HF Measures
 - Hospital Pathway Measures

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Transitional Care at UTM

- Pharmacy Resident/Student Rotation for Transitional Care
- COPD and HF Pathway Development and Implementation
 - Order Sets with milestones for patient to reach prior to discharge
 - Multidisciplinary Approach
 - Inpatient
 - Outpatient
 - Standardized Education Inpatient/Outpatient
- COPD 30 Day Readmission Research Project
 - Multidisciplinary COPD Protocol while inpatient
 - Follow patients inpatient and 30 days post Discharge

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2014

- Risk Assess Patients
 - LACE Tool
 - High Risk and Readmission interviews
 - New Diagnosis
 - Teach Back
 - Target Interventions based on risk/interviews
- Electronic Documentation tools for High Risk Patients
- Collaboration on Advanced Directives/Palliative Care
- Pharmacy Discharge Medication Call Backs

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Heart Failure Patient Education



Managing Your Heart Failure with Zones

EVERY DAY

- Weigh yourself in the morning, before breakfast and write it on your weight chart
- Take your medicine as your doctor prescribed to you
- Check for swelling in your feet, ankles, legs and stomach
- Eat low salt/sodium food
- Balance activity and rest periods

Which Heart Failure Zone are you today?

Green Zone: Your symptoms are under control You have: <ul style="list-style-type: none"> No shortness of breath No more than 2 pounds weight gain No swelling of your feet, ankles, legs or stomach No chest pain 	Green Zone: All Clear You should: <ul style="list-style-type: none"> Continue taking your medicines Continue weighing daily Follow a low salt/sodium diet Keep all doctor appointments Continue activity as you can tolerate
Yellow Zone: You are having symptoms of heart failure <ul style="list-style-type: none"> Weight gain of 3 pounds in 1 day or weight gain of 5 pounds or more in 2 week More shortness of breath More swelling of your feet, ankles, legs or stomach Feeling more tired, no energy Dry hacky cough Dizziness Feel uneasy, something is not right Need to sleep sitting up or unable to lie flat 	Yellow Zone: Caution/Warning <ul style="list-style-type: none"> Call your Home Health Nurse (if applicable) Name: _____ Number: _____ Call your Doctor's Office: Name: _____ Number: _____ <p>Do not wait until you are Red to call! Call for even one symptom!</p>
Red Zone: Your symptoms are worse <ul style="list-style-type: none"> Stopping to breathe Severe shortness of breath Chest pain Can't think clearly or feel confused Feet faint or pass out 	Red Zone: Danger/Emergency <ul style="list-style-type: none"> Seek Emergency Medical Care! Call 911 right away for any of these symptoms! Do not wait for symptoms to go away!

Continue to monitor your weight daily using the chart on the back.

Weight at discharge: _____ pounds

Date	Weight	ZONE	Comments (Symptoms, concerns, medicine changes)

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COPD Patient Education

My COPD Action Plan

Name: _____ Date: _____
INSTRUCTIONS: Please review this Action Plan during a regularly scheduled appointment with your doctor. Have the doctor fill in the blanks, then sign and date the plan. Your Action Plan should be reviewed by your doctor every year or more often if you are having problems.
 Doctor Phone #: _____ Emergency Contact Phone #: _____

<p>I'm doing well</p> <ul style="list-style-type: none"> Breathing without shortness of breath Able to do daily activities Thinking clearly Mucus is easy to cough up Sleeping well Appetite good Able to exercise as my doctor directed 	<p>Take your medications every day to help maintain control of your COPD symptoms.</p>
<p>I feel worse due to my COPD</p> <ul style="list-style-type: none"> Shortness of breath Difficulty completing daily activities More coughing/wheezing Thicker and discolored mucus Fever Trouble concentrating Trouble sleeping Decreased appetite 	<p>Continue to take your medications every day to help maintain control of COPD symptoms. Call your doctor and report the change in symptoms. Let your doctor answer any questions you have.</p> <p><small>Additional Instructions:</small> If you live alone, call a neighbor, friend, or relative to let them know that you feel worse. Avoid doing or being around things that make you feel worse. If you use oxygen, ask the doctor how and when to use it. Do breathing exercises and other things to help you relax.</p>
<p>I feel I am in danger</p> <ul style="list-style-type: none"> Severe shortness of breath (I feel like I can't breathe) Trouble coughing up mucus, coughing frequently Blood in mucus Chest pain Confused, slurred speech Feet faint Rescue medicine is not helping Fever and chills 	<p>Take your rescue medications and call 911 or your emergency medical services now!</p>

My COPD Checklist

INSTRUCTIONS: Please use the following checklist for doctor visits and for tips to help you manage your COPD symptoms.

Things to keep in mind for a visit with your doctor:

- Bring all of your medications, or a list of them, with you; include herbal and over-the-counter treatments
- Go over your daily and rescue medications
- Note any changes in your breathing
- Let your doctor know if you feel nervous, sad, or 'down in the dumps'
- Review your usual activities and any changes in your energy level
- Mention your diet and changes in your weight or appetite
- If you are on oxygen, let your doctor know how and when you use it
- Let your doctor and family members know if you're going out of town.
- Say if you have had trouble sleeping
- Review symptoms and action plans for other diseases such as diabetes, heart failure, etc.
- Take a list of questions—be specific
- If you smoke or use tobacco in other ways, ask for help to quit
- Review breathing exercises and forceful coughing
- Ask if you are able to join a pulmonary rehab program
- Ask when you should get a flu shot
- Ask if you are in need of a pneumonia shot
- Ask about things that make your COPD worse and how to deal with them

You should do the following at least once a year:

- Get a flu shot
- Check with your doctor about a spirometry test
- Review and update your COPD Symptom Action Plan
- Have a complete physical exam
- Discuss any questions that you may have regarding your health with your doctor

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