

## **CONGESTIVE HEART FAILURE (CHF)**

### **INTERNET PROGRAM FOR PATIENT EDUCATION**

All CHF patients who have access to a computer should complete the CHF Internet Patient Education program which can be accessed at <https://visn3.kognito.com/chf>. Please complete the survey at the end of the module. Thank you!

### **UNDERSTANDING HOW TO LIVE WITH CONGESTIVE HEART FAILURE** **PATIENT GUIDE TO A NEW COMPUTER BASED LEARNING PROGRAM** **"QUICK FACT SHEET"**

- If you have been diagnosed with Congestive Heart Failure, you may feel "overwhelmed" and "confused."
- The good news is that you can go on living a good quality of life if you learn some easy steps on how to "properly" manage your Congestive Heart Failure.
- The VA has developed an exciting new program for you to "easily understand" how to take care of yourself well while living with Congestive Heart failure.
- This program has been created with the help of patients who have Congestive Heart Failure and experts who have many years of experience in the field of Congestive Heart Failure patient care.
- The information in this program is very important for you to take home and use every day in order to keep yourself healthy and avoid future hospital admissions.

This "easy to use" program has been "patient tested" by people *just like you*, even people who are quite elderly. Patients have found the information in this program very helpful and important in order manage their condition.

#### In this program you will learn:

- 1- What is Congestive Heart Failure?
- 2- Proper eating and diet information which is "very important" to controlling Congestive Heart Failure.
- 3- Weighing yourself daily and why this is extremely important to controlling Congestive Heart Failure.
- 4- Medications and how to take them properly to get full benefit and avoid side effects.
- 5- Going Home and what to do after you are discharged and helpful hints for family members or caretakers.

## **Kognito: Congestive Heart Failure Project Navigation Design: Walkthrough**

### **Patient Training**

#### ***Introduction & What is CHF***

The nurse introduces herself. She tells learners what they'll be learning, why it's important, and how they'll be taking the course over a number of days. During the introduction she reminds patients that she'll be with them throughout the duration of the course and that she cares about them and that they can have a high quality of life, even with CHF. She then introduces her patient, and asks him why he's in the hospital.

Initially, the patient denies that he had any symptoms, and the nurse prods a bit deeper to get the patient to admit to his symptoms. The nurse explains to the learners that the patient has been diagnosed with CHF. She explains what this means and why the patient was diagnosed with the condition. Learners are presented with visual animations to help illustrate a healthy heart compared to a damaged heart, and when the nurse explains the symptoms and effects of the condition to learners, these are highlighted as animations on the patient's body.

Learners are asked approximately three summarizing multiple choice questions or true/false questions at the end of the module and they are provided feedback by the nurse.

#### ***Diet and Weight***

The nurse explains to learners that a lot of diet and weight information will be discussed in follow-up visits, and she reminds them of the importance of follow-up visits. She then goes on to explain the most important factors that learners need to know about a low-sodium diet and why it's important. She uses visuals to show learners which foods they should avoid. She uses a sample nutrition label to show learners how to read it.

The nurse explains that the patient will receive a scale when he leaves the hospital and she shows both him and the learners how to use it. Learners are presented with a visual aid for tracking weight and the nurse explains how to use it.

Learners are then asked to create a meal plan for the patient. They're given a series of food choices and they must select the foods that are low in sodium. If they select incorrectly, the patient's weight will fluctuate and the nurse will provide feedback.

### ***Medications***

The nurse will welcome learners back and ask them a few questions to review what they learned in the previous module. Next, she'll tell learners that she's going to explain to them and the patient the importance of the medications they'll be required to take. She uses visuals/animations to reinforce the message. She describes common strategies that are used to help patients with taking their medications. She explains the refill process and alerts users to possible side effects.

Learners are presented with visuals of the patient and the symptoms he develops when he doesn't take his medications. Learners must click on those changes and are asked to identify the effects when the medications are not taken properly through multiple choice or true/false questions. The nurse will provide feedback.

### ***Follow Up***

Next, learners are asked some review multiple choice questions in which they identify the importance of medications, their purpose and when to take them. Afterwards, the nurse tells users about follow-up appointments and schedules one with the patient character. She uses visuals to suggest ways that the patient can get to the appointment and why it's important for him to make sure he gets there. She tells learners that the patient may need to call medical professionals when they return home and she reviews what they should discuss with them.

Learners are asked approximately three summarizing multiple choice or true/false questions at the end of the module and they are provided feedback by the nurse

### ***Living with CHF***

The nurse begins by explaining to the patient that (and learners) that he'll have to stop smoking and drinking in order to stay healthy. She'll mention that he may feel depressed, and she'll sensitize learners to what symptoms to look for to seek help. The nurse will also explain the importance of using a

Telehealth device and My Health. She'll explain that support networks can be effective and motivating, and she'll then transition into bringing the patient to a patient support group.

Learners are introduced to a group of the patient's peers who are all living with CHF. The nurse explains that learners will listen to the members of the support group and identify what they're doing correctly or incorrectly in managing their condition. The nurse will provide feedback.

A brief conclusion shows the patient looking healthy and seemingly managing his condition. The nurse summarizes the important points within the modules and tells learners that they can always ask questions and that they can access additional materials from their medical professionals. She gives the learner a virtual hug goodbye. Learners will then have a certificate of completion printed for them.

## **Family Training**

### ***Introduction & What is CHF***

The nurse introduces herself and her patient and explains that he was recently diagnosed with CHF. She then introduces the patient's family, and explains to learners that the patient's family wants to help him manage CHF but doesn't know what the condition is or how to support him. The nurse explains that she'll be helping the family to learn about CHF, and that in doing so, users will learn how they can support their loved ones that are diagnosed with CHF.

The nurse uses the patient to describe his symptoms and effects of CHF. As she is showing learners these symptoms, there will be a meter on-screen that indicates at which point a medical professional should be called. The nurse will explain that family members should call their patients' doctors if symptoms alert them to do so.

### ***Diet and Weight***

Next, the nurse explains the importance of a low-sodium diet, and shows the patient's refrigerator to learners; foods that need to be avoided are removed from the fridge and substitutions are added in. The nurse explains that family can help by enforcing a low-sodium diet, especially when they prepare ethnic foods for holidays and celebrations.

Learners then see the patient on the scale. He is very frustrated because he cannot get the scale to work correctly. The nurse asks learners to make a suggestion from a series of answers so that the patient can successfully weigh himself.

### ***Medications***

The nurse will explain that patients must take many medications at certain times of the day. She'll provide suggestions on how family members can help patients to prepare and lay out medications, to track them, and how to refill them when they're running low.

### ***Lifestyle changes and monitoring CHF***

Learners are presented with visuals about possible lifestyle changes that patients may need to make (i.e. smoking, drinking alcohol, etc.) The nurse explains that some patients may exhibit signs of depression, and where to seek help. She also shows learners a TeleHealth device and explains its importance.

### ***Getting Involved***

Learners see the patient's family in the doctor's office and the nurse tells learners that attending doctor appointments, asking questions, calling patients' medical professionals is encouraged.

Learners will be asked to identify appropriate questions to ask doctors by choosing from a pool of choices. The nurse will provide feedback.

### ***Analysis***

Learners are shown an environment within the patient character's life – one potential environment may be the patient in his kitchen. The nurse will explain that certain items will glow, which indicates that learners must make a decision about those items in order to support the patients' management of CHF. Learners will select from multiple choices. Feedback will be provided by the nurse.

A brief conclusion follows in which the nurse summarizes the important points within the module and tells learners that they can always ask questions and that they can access additional materials from their loved ones' medical professionals. Learners will then have a certificate of completion printed for them.