

Staff Education Tool: Heart Failure: Phone Monitoring Assessment Guide

REVIEW PURPOSE OF TELEPHONE CALL WITH PATIENT:

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| <ul style="list-style-type: none"> • To check for current signs or symptoms of worsening HF • To answer any questions you may have about HF | <ul style="list-style-type: none"> • To promote early action for worsening HF • To help you to overcome problems with self-care management |
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ASSESSMENT OF CURRENT CONDITION- Questions to ask:

How have you felt since the last telephone call/home visit? ___Better ___Same ___Worse	What is your weight today? _____ • How does that compare to previous weights?	What is your level of shortness of breath (0-10 scale) When does shortness of breath occur – with activity or at rest?
Are you feeling more tired than usual?	Are there any changes in your cough? ___New cough ___How often ___When ___Mucous production	Are there any changes in your leg, ankle, abdomen swelling?
Have you had any episodes of chest pain? • When did pain occur – with activity or at rest? • Actions taken	Have you had any episodes of dizziness or lightheadedness? • When did this occur- with activity, with standing, or other position changes?	Medication use • Are all prescriptions currently filled?
Any problems with taking medications? • Any evidence of side effects?	Describe current level of activity and exercise	Are there any other problems that you can tell me about?

REINFORCE AND PROVIDE PATIENT EDUCATION BASED UPON ABOVE ASSESSMENT AND ANY PATIENT QUESTIONS/CONCERNS:

When to call the home care agency/when to call the physician • Review Patient HF Action Plan	Medication teaching • Purpose of medications • Side effects • Scheduling doses • Missed doses and actions to take	Dietary implications • Low sodium diet • Avoid alcohol • Other as prescribed:
Activity and exercise • Self-monitoring for fatigue and shortness of breath • Symptoms indicating need to stop and rest	Physician follow-up • Has appointment	Other interventions taken as a result of assessment: • Telephone call to physician regarding: _____ • Initiate actions ○ (use HF Decision Support Tool)