CHF QUERI TIPS FROM AN IMPLEMENTATION STUDY OF VA TELEHEALTH:

MORE EFFECTIVE CHF COMMUNICATION FOR SHARED DECISION MAKING AND SELF-MANAGEMENT

Recommendations from national\textsuperscript{1}, disciplinary\textsuperscript{2}, and health systems\textsuperscript{3} advocate shared decision making with patients, based on evidence of improved patient participation, satisfaction, and outcomes in a variety of conditions\textsuperscript{4, 5, 6, 7}. Clinical guidelines for heart failure recommendations have begun to address shared decision making\textsuperscript{8}. However, the specific communication practices that characterize the process are not well-described, especially in association with management of CHF and in telehealth services. At the system level, a study based on physician self-report proposes more infrastructure support to empower patients and increase their participation in shared decision making\textsuperscript{9}. Yet the communication practices that might support more effective communication in heart failure decision making were not identified.

At the level of social interaction between providers and patients, this QUERI-funded study provided an opportunity to examine communication practices that can be expanded and improved when working with Veterans who have heart failure (HF). The information was collected from 50 recordings in a purposive qualitative sample taken between four nurse care coordinators and the Veterans with HF enrolled in their VA Care Coordination Home Telehealth (CCHT) program at a VAMC in the Southeast.

Two primary approaches are advocated for patient-centered chronic disease care: shared decision making and self-management\textsuperscript{10}. Studies of physician-patient interaction have found relatively low rates of shared decision making\textsuperscript{11}, though shared decision making is associated with increased patient satisfaction, adherence, and improvement in knowledge of treatment\textsuperscript{12}. Our CHF QUERI funded study also found relatively low rates of shared decision making and patient participation with the CCHT nurses and even less self-management-focused communication.

Communication practices found in the evaluation tool of shared decision making (RPAD\textsuperscript{13}) were used to code interactions and classify Tips for More Effective CHF Communication. RPAD is similar to the OPTION scale\textsuperscript{14} and sensitive to the quality of communication in health encounters assessed in other patient-centered instruments (FHCS\textsuperscript{15}, SEGUE\textsuperscript{16}). Members of the CCHT team participating in coding and reviewing the study results found the insights from the coding sheets new and very useful for continuing to improve their service. From the qualitative analysis, we offer examples of tips for best practices and areas for improvement.

Reflecting on the approach used by Pellerin and colleagues to evaluate shared decision making with patients and residents using the OPTION tool\textsuperscript{17}, we organize the tips under the essential components of the Rochester Participatory Decision-making (RPAD) tool that was used for this analysis. This list summarizes the provider components we use to organizer observations and examples:

- Explored and explained the status of the clinical issue
Discussed the uncertainties involved in the decision
Clarified the patient’s agreement with the problem and plan
Examined barriers to problem solving
Gave the patient an opportunity to ask questions and checked their understanding
Spoke in a language that matched the patient’s understanding
Asked what other questions the patient had
Used open-ended questions in exploring the problem
Checked their understanding of the patient’s perspective

**Tips for More Effective CHF Communication**

- **Explore and explain the status of the clinical issue**
  1) *Explore what the patient calls their condition and what they know about heart failure.* Almost half of the patients observed in a hospital sample could not name their disease as heart failure. When the CCHT nurses did follow-up interviews, they found that often the patients did not know or understand their heart condition. Listen for whether the patient refers indirectly to their heart failure rather than taking ownership of their condition. Example: “They say I have heart trouble...”

2) *Avoid letting the technology structure your interaction with the patient.* By its multimedia nature, a telehealth service provides prompts to the nurse to call the patient about messages from the equipment, whether the Health Buddy, the Turtle or the electronic medical record. This externally set agenda can override patient-centered care, causing neglect in exploring the patient’s immediate needs or perspective on their problem.

- **Discuss the uncertainties involved in the decision**
  1) *Consider ways to prompt patient participation in discussing the consequences of particular decisions.* Most nurse-patient discussions in our study avoided areas of uncertainties about HF decisions, just as studies have shown that physicians avoid discussion of uncertainties. In follow-up discussions, CCHT nurses expressed that discussions of uncertainty associated with the HF decisions they were exploring had not seemed to be part of disease management or care coordination and had not been part of their training. They then expressed a desire for training in this area.

2) *Use summaries at the end of a HF issue under discussion to offer choices, voices uncertainties, and potential consequences.* Example: One Veteran who was having panic attacks responded with detailed narratives and exploration of the complex problem, after the CCHT nurse offered an open ended question about choices, used active listening with secondary prompts:

  **Patient:** But, I don’t know what’s causing it. I don’t know, but I’m telling you right now, they are, they are something....[Goes on to explain the problem and difficulty getting staff to schedule an appointment between services, while coping with HF]

  **Nurse:** Gosh, that’s, so this May, June, July, gosh, that’s an eternity. So you are...

  [Listens and prompts, until patient confirms plan]
• Clarify the patient’s agreement with the problem and plan
  1) Certain communication practices demonstrate attention in interactions and prompt patient participation. The nurse in the following segment, uses active listening, does not rush or interrupt the patient, and waits for responses. These practices produced one of the highest shared decision making scores in the group.

  Nurse: *I saw that you're on the MOVE program.* [Waits for a response]
  Patient: *I've been in that, what, almost six months now.*
  N: *I know. And how's it working?* [Affirmation of positive choice. Checking expectations]
  P: *Well, I've lost about 30 some pounds.*
  N: *I saw you down two more pounds.* [Affirmation]
  P: *Oh, yeah, but I, let's see, we meet again next Monday….*[Continues on to explain his concerns, what he understands about the program and how it affects his HF and decision making about future use of the program]

  2) [Also seen in the above example] This Nurse emphasizes the patient’s concerns while moving through potential problems and the actions the patient is taking, rather than start with signs of trouble.

• Examine barriers to problem solving
  1) Avoid telling people what to do or offering to solve the problem for them. There were tendencies in most HF care coordination talk for the CCHT nurse to transmit information to the patient, starting with the signs of failed self-management and what they should be doing, rather than exploring possible barriers. Systematic reviews of nurse communication point out that this provider-sided, information sender-receiver transmission approach is common. The tip our team offers is to solicit the patient’s insight….”so what do you think is happening?” and attend carefully to the cues offered in patient responses. Often not noted in real-time, the luxury of transcriptions often shows when a patient’s cue about a HF self-management barrier was missed in service of a more biomedical agenda.

  2) Consider the patient’s social context. One CCHT nurse explained that coding the transcriptions with the rating tool had quickly made her adopt new behaviors. As an example, she described a recent call where she wondered with the patient what types of things may have prompted a weight gain and paused. The Veteran confessed his weight had changed because he was eating all the time. His wife had had a heart attack. Alone with his fear and sorrow, he sought solace in the kitchen.

• Give the patient an opportunity to ask questions and check their understanding
  1) Avoid power-oriented interruptions that change the subject or shift away from what the patient is trying to explain. Not all interruptions are negative; some build rapport, as seen in an affirmation, or some encourage more information exchange. Most speakers were unaware that they had interrupted and unaware of the consequence: the practice decreases patient opportunity to ask questions.
2) **Employ Teach-Back to check understanding.** As obvious at this approach sounds in 2011, the technique had not been taught to these four very experienced nurses a few decades before in their training or in the original VA training on telehealth. The opportunity to code actual interactions and discuss ways to confirm understanding brought Teach-Back\textsuperscript{21} into immediate enthusiastic practice after the study ended.

- **Speak in a language that matched the patient’s understanding**
  1) **As a signal of trust and relationship, this dimension of communication overcomes jargon and transcends health literacy challenges.** Of all the ratings, this dimension was the one on which the CCHT nurses consistently scored highest. In discussions of heart failure, they adopted the patient’s language.

2) **Take the time to build trust and relationships.** The time the nurses and Veterans had invested previous to the recordings came across in references to family members, events in their lives, and assertions of how much it meant that someone was out there concerned about them. The ability to speak with the patient in shared language and frames of reference built decision making.

- **Asked what other questions the patient had**
  1) **End the end the encounter asking “What other questions do you have?** CCHT nurses were surprised at how rarely interactions ended purposefully. This aspect of shared decision making allows the provider to identify what the Veteran did not know about their HF or other co-morbidities, areas of confusion, or struggles with competing demands.

2) **Consider making this encounter-ending question routine and not a yes/no close-ended choice.** In many ways, this question is the clean-up question of HF self-management. If providers have done an effective communication job, then there should be few if any questions. As a feedback loop, a chain of patient–initiated questions at this point is a measure that the interaction may not have been as patient-centered as they had thought.

- **Use open-ended questions in exploring the problem**
  1) **Find a way to monitor the habit of yes/no and close-ended questions.** CCHT nurses were surprised at how much HF communication dealt with symptoms, instead of promoting self management. This biomedical focus seemed to rely on chains of yes/no questions that diminished patient participation and decreased the Veteran’s participation in the interaction. Yet the yes/no practice is deeply embedded in patient–provider interactions that are not patient-centered and results in encounters that end without determining the patient’s perspective or understanding\textsuperscript{22}, especially a concern in trying to promote HF self-management.

**N:** You’re feeling the same as you... you’ve said you’re very short of breath...:

[Tone prompts the patient to continue, rather than functions as a yes/no request]

**P:** It’s the same thing. Same day all the way round.

**N:** So, what do you mean by off and on? Sometimes it’s a little... [Pause]

[This statement and pause prompts an explanation and triggers participation.]
Example of the challenge of Yes/No Questions. Consider this alternative:

N: I'm calling ahm.. sir because I noticed that your weight was up a little bit this weekend? [open-ended question, but tone prompts a ‘yes-no’ reaction]
P: Yep.
N: And I was calling to see what happened? [Quick pace; yes/no tone]
P: Don’t know.
N: You don’t know? [yes/no question]
P: No.
N: Okay, are you having any signs of any heart failure? [Assumes knowledge of HF]
P: N..n..not that I know of. [Notice the stumble, suggesting not knowing]
N: Okay, how’s your breathing? [Invites evaluation, but tone sets up yes/no chain.]
P: Good.
N: And, are you holding on to any water?
P: Ahm….. No. [Yes-No questions follow, with an inconclusive end]

2) Open-ended questionss in HF communication take practice. The CCHT nurses were quick to identify the yes/no chains, but acknowledged that breaking the long-held habit in health care takes practice and feedback. However, the reward in confirming the patient’s understanding and discovering assumptions they had not realized provided reinforcement.

- Check their understanding of the patient’s perspective
  As a team, we all acknowledge that many of the tips above concern checking for the understanding of the Veteran’s perspective. Prior to recording, transcribing, and coding, this element was one that each individual nurse might have considered they did routinely. It was in the close examination and ratings of shared decision making that this tip resonated.

  Among the lessons learned the team wanted to share:
  a) Do not assume a shared understanding of HF, its risk signs, or what the prognosis may be. It was through close examination of communication and follow up interviews with Veterans that we discovered that often nurse and patient did not share the same understanding, even when they had a positive relationship over a long period of time.

  b) Symptom management is not HF self-management. The focus on symptoms did not often involve shared decision making and, consequently, the focus was not on empowering the patient with problem-solving strategies.

Conclusion:
The dialogue fostered by the examination of communication as a process stimulated discussions about HF self-management that may not have happened otherwise. We thank the CHF QUERI group for its guidance and support. We believe that our findings provide the basis for an intervention to expand the effectiveness of HF communication in the telehealth service.
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References


