Importance of Patient-Centered Education

Tailor the education to the specific needs/situation of each patient.

Find easy ways to help patients remember, for example “The Rule of 2” can be used to denote important concepts for patients to start out with.

- 2 Liters of fluid
- 2 grams of Sodium
- Weight increase by more than 2 lbs overnight

Basic Health Literacy Screening

1. How often do you have problems learning about your medical condition because of difficulty understanding written information? (Never, Occasionally, Sometimes, Often, Always)
2. How often do you have someone help you read hospital materials?
3. How confident are you filling out medical forms by yourself? (Extremely, Quite a bit, Somewhat, A little, Not at all)

Other factors to consider:

1. Age
2. Comorbidities
3. Cognitive dysfunction
4. Lack of social support
5. Caregiver burden
6. Socioeconomic challenges
7. Racial, cultural, gender, and religious preferences
8. Preferred learning style
Patient/family/caregiver engagement:

Encourage “Ask Me 3”
• What is my main problem?
• What do I need to do?
• Why is it important for me to do this?

Examples of questions to ask:
  1. Do you have a working scale? Are you able to easily read the numbers? Are you steady enough to stand? What prevents you from weighing daily? Tell me how you do daily weights.
  2. Are you able to pay for your medications? Do you skip or forget doses? Who helps with your medications? Do you use a pill box, pharmacy delivery, or mail order?
  4. Has heart failure affected your ability to participate in work or activities you enjoy? Describe your usual level of activity at home.
  5. What has your doctor told you about your condition?
  6. Do you have an Advance Care Directive? Health-care surrogate or POA?