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Keeping heart failure patients in the “Loop”: Creating a sustainable program

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Triggers for the Project: The CDC (2017a) reported between 16.9 and 18.9 hospitalizations per 1,000 persons between 2015 and 2017 within the chosen region. When looking at specific Heart Failure (HF) statistics of the chosen hospital, the organization had around 114.1 HF discharges a month, with 19.31 readmissions a month.

Problem/goal statement: The purpose of this project is to increase engagement of the GetWell Loop (GWL) allowing HF patients to have confidence that their decision-making is correct for their overall health. Through increasing engagement in the GWL, patients learn and practice self-care measures which play a vital role in controlling their health.

Actions taken: Before the project start date, the navigator was given in-depth GWL training and all team members were informed of the project via email. During the implementation phase, the navigator manually enrolled qualifying patients into GWL and assisted patients to activate within the system. The navigator had daily face-to-face meetings with the patients and patients were followed for a total of thirty days.

Measurable outcomes: Of the eight participants invited to join GWL, five chose to activate with a 41% engagement rate after the thirty days of activation. These results were compared to the first month of data of the pilot study on a different cardiac unit. In September 2020, 15 participants were invited to join GWL, five chose to activate with 14% engagement after the thirty days of activation. Patients gave verbal feedback on the significance of engaging with GWL to enhance their self-care skills.

Biography

Rachel Phelps has done her Master of Science in Nursing Administration and Bachelor of Science in Nursing from Lenoir-Rhyne University. She obtained her Doctor of Nursing Practice degree in Nursing Administration with additional educator role from Samford University. She also has a Post-Master's Certificate in Teaching in Nursing and Health Professions from the University of Maryland, Baltimore. Her passion lies with the heart failure population, where most of her research efforts have been placed at this point in her career. Currently, she is an Assistant Professor and Simulation Director for the Department of Nursing at High Point University in North Carolina.

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