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## Utilization of multiple strategies in the self-care management of chronic diseases: A longitudinal quality improvement project

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Heart Failure (HF) inflicts heavy burden to patients on self-management and for hospitals on readmissions. These readmissions are not reimbursed by the Centers for Medicare and Medicaid Services (CMS). Thus, minimizing the current 1.6 billion unplanned readmissions for HF would save the United States \$15 billion a year. Evidence supports the implementation of structured telephone support (STS) as a component of HF management. In addition, mobile text message serves as a tool for behavior change for an array of targeted behaviors such as disease prevention and management. A pilot study on HF (n=15) demonstrated improved (83%) medication adherence, self-care maintenance (P=.003) and management (P=.002) after 4 weeks of text message intervention. Thus combination of STS and mobile messaging is proposed to serve as health coach to offer continued patient engagement in self-care management, and thereby reduce readmissions. A longitudinal quality improvement project used pre and post data collection at 30-days on patients with HF and COPD. Outcome measures include questionnaires: Self-care, short-form 36 to assess physical and mental health, knowledge and data on readmission. Participants are enrolled from the Program of All-inclusive Care for the Elderly (PACE) in Pinellas County, Florida that has experienced higher readmissions for HF. A needs assessment survey was completed in PACE prior to implementing this study. We have enrolled 51 patients with HF and COPD, who are receiving STS and mobile messaging. Currently 30-day follow-up after implementing STS and mobile messaging is underway. Preliminary results are promising with significant improvement in self-care and knowledge of patients.

### Biography

Marcia Johansson has been an Acute Care Nurse Practitioner for 18 years. Her practice areas include vascular surgery and the intensive care unit including the surgical and cardiac ICU units. For the past 4 years, she has been a Clinical Instructor in the USF. She has enrolled herself in the Clinical Doctorate degree from University of South Florida and is proposed to Graduate in December 2016. She is currently examining the benefits of STS and text messaging to improve self-management of patients with heart failure and COPD.

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