

ENHANCING HEART FAILURE PATIENT EDUCATION THROUGH MULTIMODAL STRATEGIES

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DESCRIPTION

Effective self-management education for heart failure is essential to improving patients' quality of life, optimizing treatment effectiveness, and improving long-term health outcomes. Understanding their condition, facilitates patients' active engagement in care, leading to improved medication adherence, healthier lifestyle choices and earlier recognition of symptom deterioration. Education empowers patients to transition from passive recipients to informed partners in care, reducing hospitalizations and obtaining sustainable health outcomes. Despite the well-documented benefits of in-person heart failure education, attendance on acute care units remains low. Key barriers include patient-reported fatigue, conflicts with diagnostic testing appointments, and limited family involvement due to work or personal obligations. Humber River Health (HRH) adopted a multimodal approach to improve communication and address the barriers to heart failure education participation.

OBJECTIVE

To deliver heart failure education using multimodal approaches that enhance communication, support informed decision-making and empower patient-centered care.

ACTIONS TAKEN

Initial efforts focused on increasing awareness of heart failure education sessions by placing informational signage throughout the inpatient units. However, attendance remained low, with patients frequently reporting fatigue and scheduling conflicts due to diagnostic testing as barriers. In response, virtual classes were introduced to allow for post-discharge participation and to enable remote access for family members. Despite this added flexibility, challenges with technology access and session timing persisted. To further improve accessibility, an on-demand voice-over PowerPoint presentation was developed and made available via QR code. Updated room signage and personalized invitations informed patients and families of all available education formats: in-person sessions, virtual classes, and QR-accessible presentations.

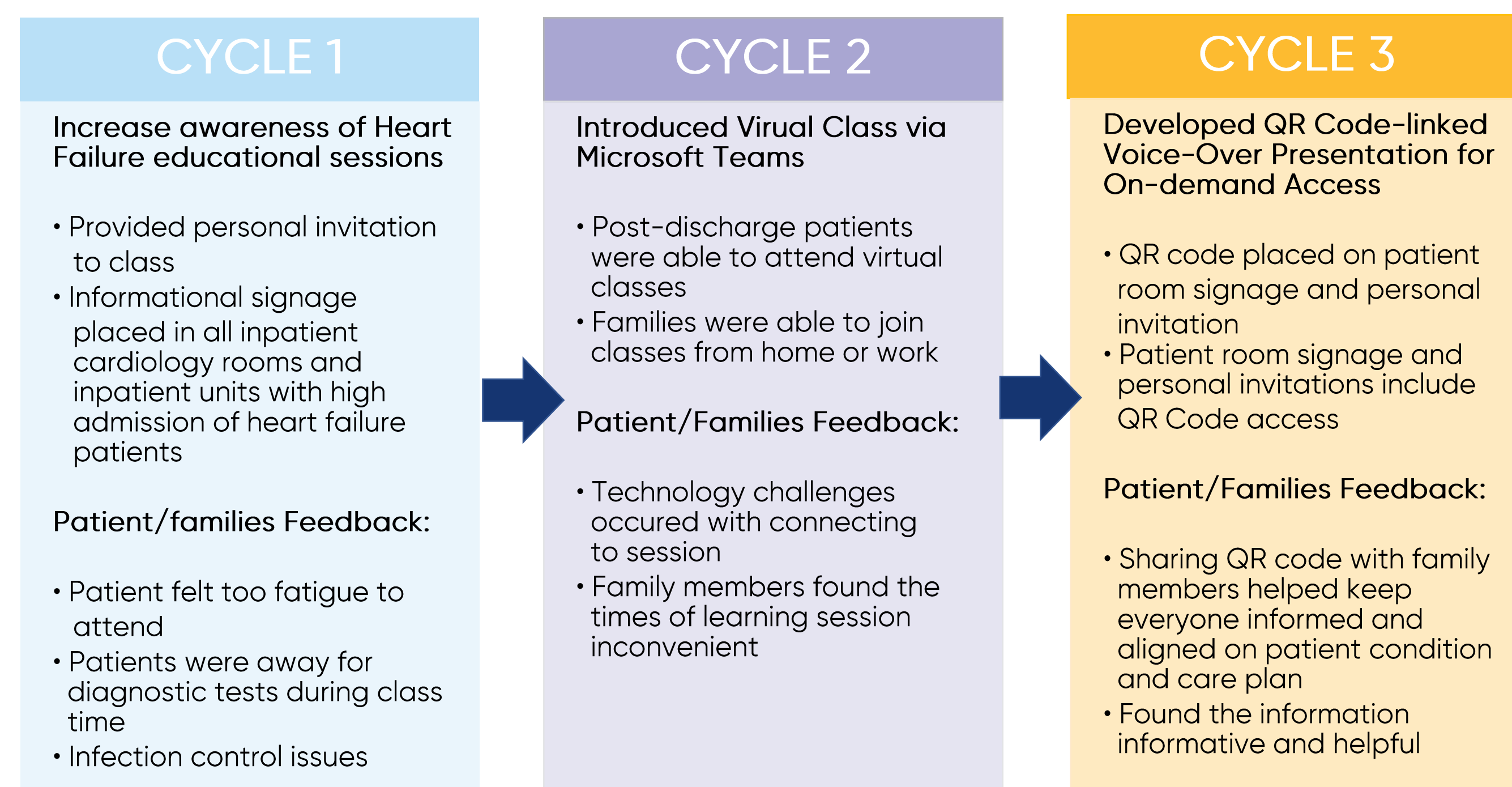


Figure 1. Roll-out of the improved heart failure education occurred in three iterative cycles.

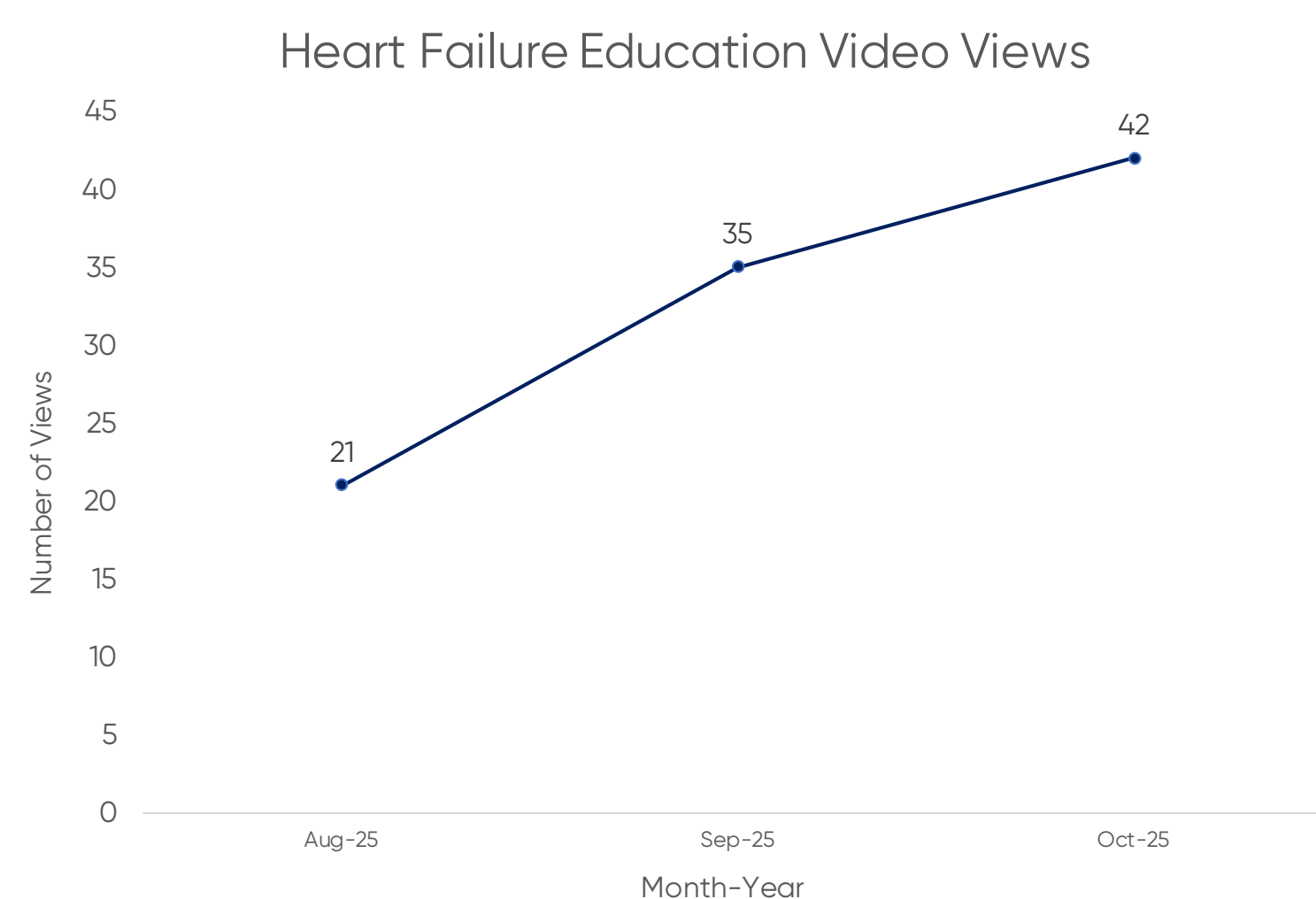


Figure 3. Cumulative number of Heart Failure education YouTube video views from August to October, 2025.

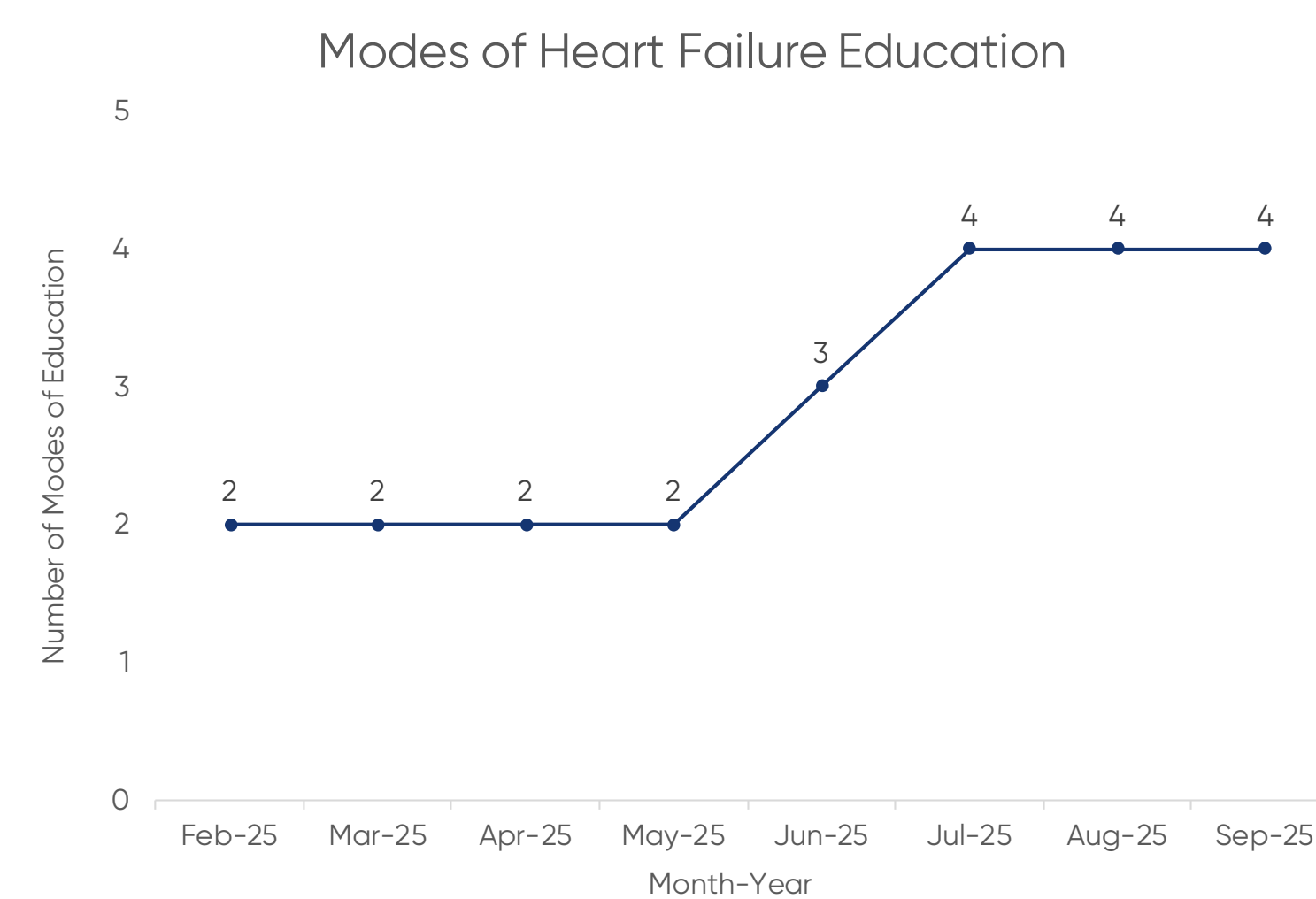


Figure 4. The addition of a Virtual Class in June 2025 and a QR-code enabled YouTube video in July 2025 increased the types of educational strategies available to heart failure patients.

Virtual Class: Microsoft Teams Options

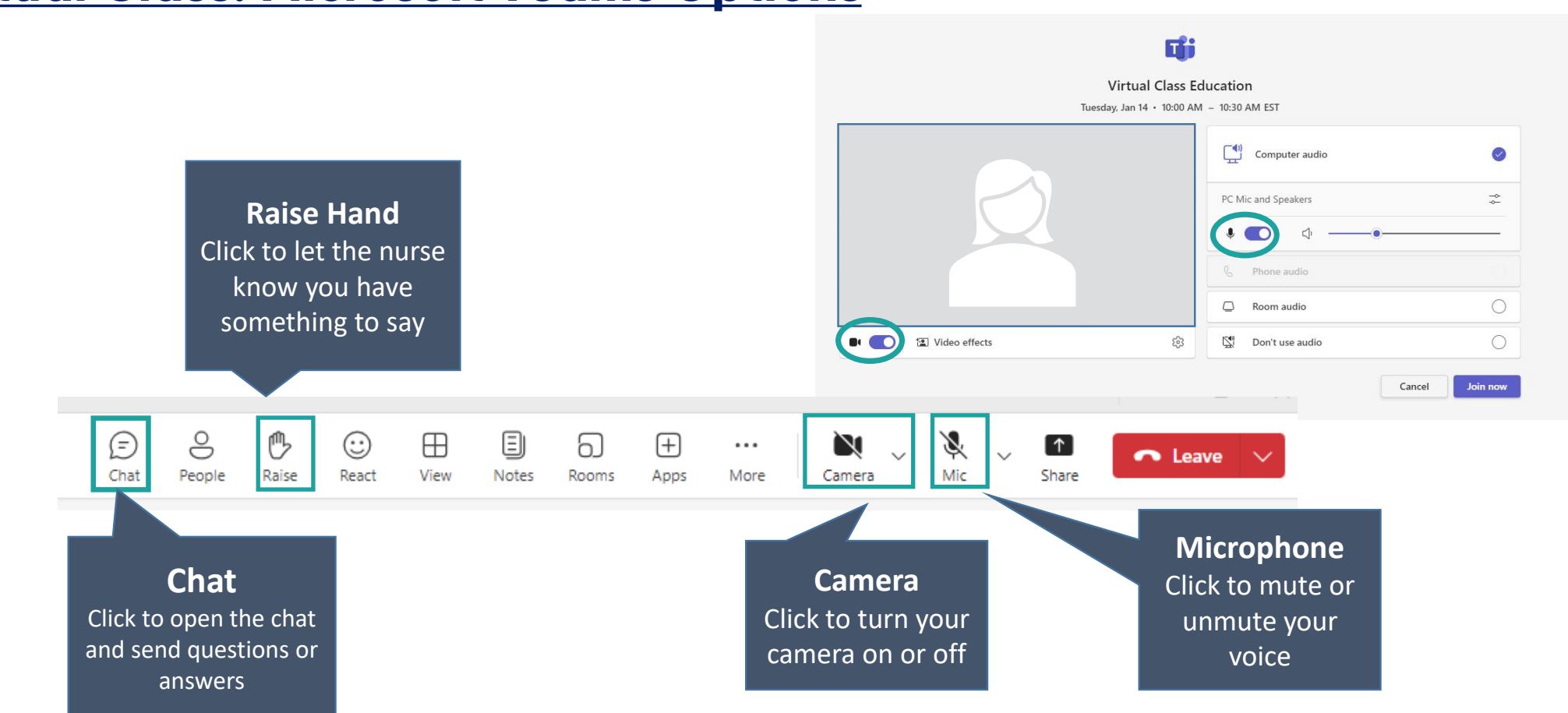


Figure 2. Screen shot of a virtual class showing the various options that viewers can select.



Figure 5. Feedback from patients and families showed that the revised education sessions were well received.

SUMMARY OF RESULTS

Heart failure self-management education is vital for improving patient outcomes by promoting active involvement in care. To address barriers to participation, strategies implemented included enhanced signage, virtual sessions, and voice-over presentation accessible on-demand via QR code. Patients and families valued the flexibility to join sessions remotely from home or work and appreciated the convenience of accessing educational content at their own pace. Many shared the presentation with relatives, and feedback highlighted that the material was informative enhanced their understanding of heart failure management.

LESSONS LEARNED

Offering diverse, flexible education formats – virtual, in-person, and on-demand – effectively addresses attendance barriers and enhances patient engagement in heart failure self-management.

