

Heart Failure Care Management Program

Living Better with Heart Failure

What is the Heart Failure Care Management Program?

The Heart Failure Care Management Program is a Kaiser Permanente program designed to help our members with heart failure live healthier with their condition.

How will this program help you?

It will help you understand what heart failure is, and offer you the necessary self-care skills to manage its symptoms.

What can you expect from the program?

A specially trained nurse or clinical pharmacist will be your personal care manager. They will:

- Provide education and guidance to help you successfully manage your heart failure.
- Work closely with your doctor or nurse practitioner. You'll continue to see your doctor for checkups and follow-up care.

Your care manager will also work with you to develop a treatment plan to meet your needs. It will include:

- Low-salt meal planning
- Safe and healthy activity recommendations
- Effective use of medications
- Symptom management

During phone appointments, your care manager will talk with you about your symptoms, how you're feeling, and monitor your treatment to ensure it's as safe and effective as it can be. This may involve adjusting your medications under your doctor's guidance. With your care manager's support, you'll:

- Become more confident in following your treatment plan at home.
- Learn new ways to better manage your heart failure.

How can you partner with us in your care?

We recommend that you attend the basic heart failure education class, or watch one of our educational videos on heart failure at kpdoc.org/heartfailure, before joining the program. Knowing more about your condition will help you take advantage of the many benefits the program offers. Check with your local Health Education Department for the class schedule.

To get the most from the program, it helps if you actively participate. Making healthy food choices, enjoying daily exercise, and taking your medicines as prescribed will help you feel your best. Please let your care manager know if you notice any changes in how you're feeling.

Partnering with your care team means you agree to:

- Weigh yourself each day at the same time and record your weight in your daily weight log. We recommend that you weigh yourself:
 - In the morning when you wake up
 - After urinating
 - Before eating
- Take your medicines each day exactly as prescribed. Talk to your doctor or care manager before stopping any medications.
- Plan ahead. Refill your prescriptions when you're down to a 2-week supply or before taking long vacations.
- Eat healthy. Limit salt intake to no more than 2,300 mg a day. Choose more fresh fruits and vegetables and less canned or "processed" food.
- Balance activity with rest. Conserve your energy by resting and pacing yourself.
- Enjoy regular exercise. It's best to begin slowly and build up gradually. A good goal is 15 to 20 minutes 3 to 5 days a week.
- Make a plan to quit, if you smoke. Quitting is the single most important thing you can do to improve your health. Ask your care team about our smoking cessation programs.
- Drink alcohol in moderation, or not at all.
- Get a flu shot every year, and a pneumonia shot at age 65 or older.

Is the Heart Failure Care Management Program for you?

Your doctor will refer you to the program. If the program is right for you, a care manager will invite you to join.

Before starting the program, think about what you want to gain from it. Also consider how ready you are to make the changes needed to help you feel and live better. The decision to participate in the program is entirely up to you.

What will it cost?

There is no fee for office visits with your care manager or for phone calls. Some classes or groups may require a fee. Call Member Services at 1-800-464-4000 for an estimate of any charges that may apply before you come to a class, an individual or group appointment, or a support group.

Additional resources

For more health information, tools, classes, and other resources:

- Search kp.org/mydoctor
- Contact your local Health Education Department