



University of Ottawa Heart Institute's Modified Case Managed Home Program

SOME CUES TO GUIDE YOUR INTERACTIONS WITH CARDIAC REHAB PATIENTS OVER THE TELEPHONE

*Hyperlinks found in this document are all part of UOHI's [Cardiac Rehabilitation Guides](#) (page references included for use with paper or PDF copies, hyperlinks included for online use)

** These guides were not specifically adapted to include situations specific to Covid-19 (eg may talk about going for a walk with a friend, etc).

*** These cues are designed to help focus phone contacts with patients based on their individual cardiac rehabilitation program goal(s). In the context of this “guide”, the patient would have already completed an intake assessment and had discussion and review of their individual CV risk factors and exercise prescription.

General Opening Questions:

How are you doing?

Any changes/issues since our last conversation?

Do you have any questions for me?

Exercise

What exercise have you been able to do in the past week? How many sessions? What duration?

Do you know what your exercise heart rate is and/or how would you rate your effort?

Are you able to do the “walk and talk” test?

Any symptoms, problems or joint or muscle issues?

Do you have any exercise equipment at home?

Are you doing warm-up and cool-down?

Stretching:

Have you been doing some stretching exercises? If no, do you have any stretching exercises that you have done in the past that have been beneficial? (get patient to describe to ensure still appropriate)

Some good examples can be found in the [Physical Activity Guide](#) . General [flexibility principles](#) (p 45) and [examples](#) (p 53, Appendix 1)

Strengthening:

Have you been doing strengthening exercises? If no, do you have any strengthening exercises that you have done in the past that have been beneficial? (get patient to describe to ensure still appropriate)

[Strength principles \(p 48\)](#) ; [Free weight exercises](#) (p 57, Appendix 2) [resistance band exercises](#) (p 65, Appendix 4) and [core strengthening](#) (p 60, Appendix 3)

Other useful links to guide conversation: [Goal Setting](#) (p7), [Staying Active](#) (p 39), [Motivation](#) (p 51)



Nutrition

Use the [Top 10 Nutrition Tips](#) as a basis for your conversation.

Do you been making any changes to your eating habits?
Do you have any nutrition questions?

For answers, direct the patient to a section in the [Nutrition Guide](#) or, if not there, consider a referral to dietitian. (if not an option further resources can be found at the bottom of this guide).

Each topic in the guide includes general principles of topic, action plan/goal setting, recipes.

Helpful topics within the [Nutrition Guide](#) :

Nutrition Facts/label reading (p 24), Healthy Plate Visual (p 25), Sodium (p 26, 27)

Stress Management

Use the [Stress Management Guide](#) as a resource. Also consider a referral to a member of the psycho-social team, and/or see additional references at the bottom of this guide.

Helpful topics from the guide include:

Getting Started (p 3): outlining body's reaction to stress, principle of positive and negative stressors

Relaxation (p. 8): reviews different techniques; remind patients that not all techniques work for everyone, that different situations may lend to a preferred technique

Coping (p. 16): includes different coping styles (ask patient which style he/she would typically use).

Review that there are advantages/disadvantages of each. Review of tips for each coping style can be helpful. Avoid/alter/adapt section also helpful. Reviewing that exercise is also an important strategy can help motivate patient

Thinking differently (p 23): Review of importance of relationship between thinking and behaviour; rational and irrational thoughts; inner dialogues and changing automatic thoughts (questions at top of page 27 very helpful)

Time management (p 31)

Tips for exercise (p 40)

Tips for healthy eating (p 41)

Social support (p 42)

End of phone contact:

Is there a focus for next phone call that you like to review?

Set date/time for next phone call.

Any questions before next contact make note of or can call/email.



ADDITIONAL ONLINE EDUCATION RESOURCES

****Visit the UOHI Webpage for resources to support our patients during the COVID-19 pandemic:**

[Pwc.ottawaheart.ca/covid-19](https://pwc.ottawaheart.ca/covid-19)

All our guides supporting our Case Managed Home Program can be found on our website:

<https://www.ottawaheart.ca/patients-visitors/tools-and-resources/cardiac-rehabilitation-guides>

These include guides for:

[Physical Activity](#)

[Nutrition](#)

[Stress Management](#)

[Depression and Anxiety](#)

[Sleep](#)

[Financial Resources and Returning to work](#)

French versions can all be found here: <https://ottawaheart.ca/fr/patients-et-visiteurs/outils-et-ressources/guides-de-r%C3%A9adaptation-cardiaque>

Other videos-all from UOHI YouTube channel. Feel free to browse by staff/division, but below is a short summary:

EXERCISE RELATED VIDEOS

- [9 videos](#) relating to heart health exercise tips, motivation and stretching techniques
- [French](#) versions

NUTRITION RELATED VIDEOS

- 5 [short videos](#) discussing food groups and recommendations
- [French](#) versions:

A series of RISK FACTOR RELATED VIDEOS [in English](#) and [French](#)

OTHER RESOURCES FOR MENTAL HEALTH SUPPORT:

- <https://www.coursera.org/learn/manage-health-covid-19?> ← a free online, weekly course delivered by Steve Joordens, Psychology Professor at the University of Toronto
- [Ottawa Public Health - Mental Health and COVID-19](#)
- [Coping with stress and anxiety re: COVID-19](#)
- [Mental Health and Coping During COVID-19 | CDC](#)

Apps to help with stress reduction/mindfulness:

- CALM : <https://www.calm.com/>
- Insight Timer: <https://insighttimer.com/>
- MyHeadspace: <https://www.headspace.com/>