

# Teach-Back: Will Education of a Teach-Back Tool to Registered Nurses Increase Their Willingness to Implement the Tool?



## Background

- Heart failure patient's health outcomes are highly correlated with patient understanding of their disease process and management
- Effective communication promotes greater satisfaction and helps ensure better adherence to treatment plans
- Teach back is one of the top 50 essential "safe practices" to improve health care outcomes appointed by the National Quality Forum
- With teach back health care providers are able to identify patient-specific barriers to learning, which in turn can assist the provider in choosing the most effective route of education for optimal patient understanding.

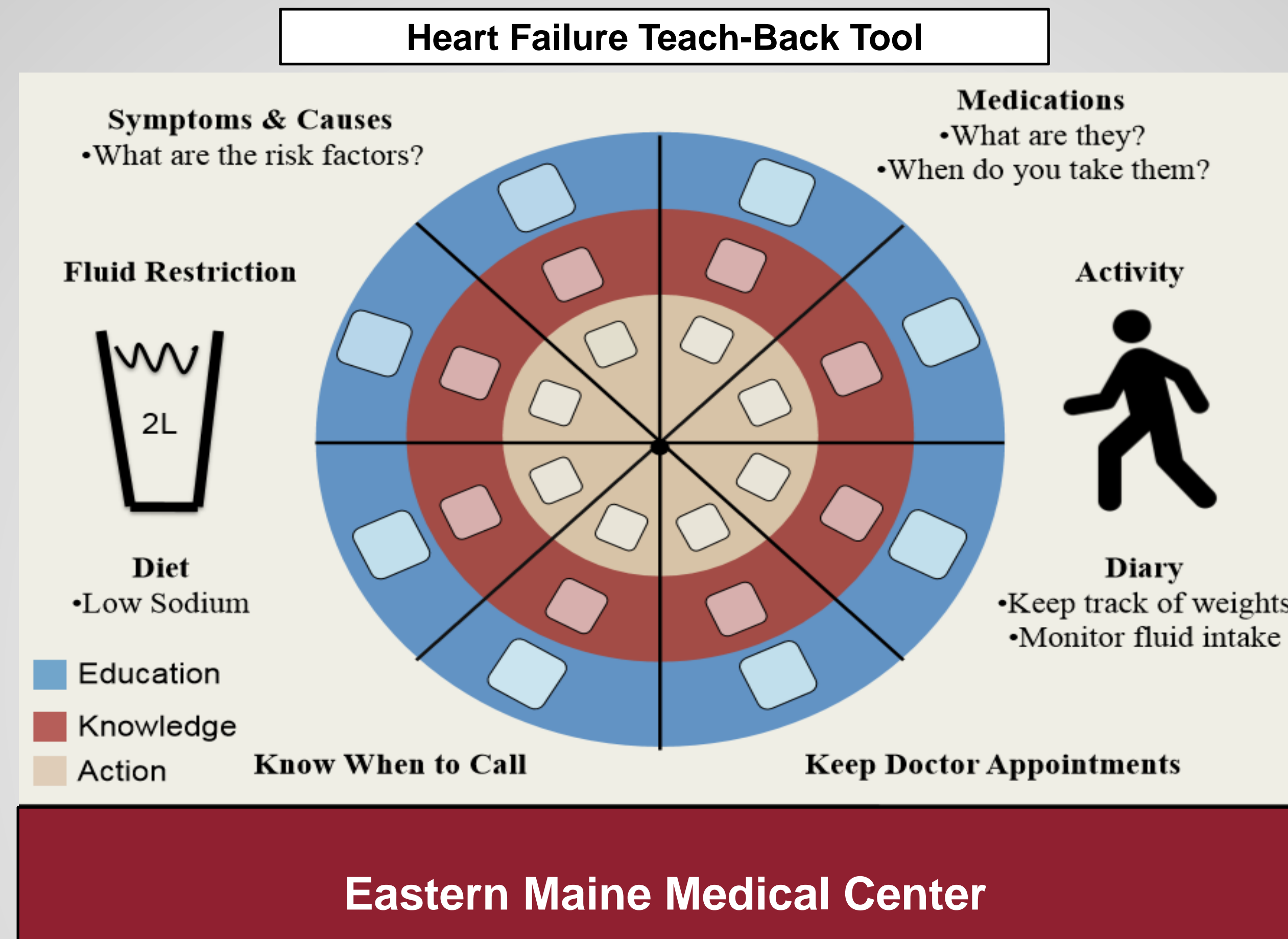
## Practice Change

Increase registered nurse's (RN's) knowledge of the usefulness of teach back along with increasing this practice in RN's daily clinical practice.

## Methods

- Administered anonymous paper pre-surveys to RN's
- Presented educational content to RN's during July staff meeting
- Anonymous post-surveys were administered directly post educational session

## Measures and Results



### Results

Pre-Survey

	Disagree	Neutra	Agree	Strongly Agree
Information provided with the teach-back tool is important for the patient to learn before discharge.	0%	0%	28%	72%
Using the teach-back tool will lower CHF readmissions.	14%	14%	0%	72%
The teach-back method is something you believe could be useful and would recommend to another RN.	14%	0%	14%	72%
Patients will be able to learn and retain information easily with this method.	14%	0%	14%	72%
The teach-back method is easy to understand and will be simple to teach new RNs about as well as patients.	0%	0%	14%	86%

Post-Survey

	Strongly Agree
Information provided with the teach-back tool is important for the patient to learn before discharge.	100%
Using the teach-back tool will lower CHF readmissions.	100%
The teach-back method is something you believe could be useful and would recommend to another RN.	100%
Patients will be able to learn and retain information easily with this method.	100%
The teach-back method is easy to understand and will be simple to teach new RNs about as well as patients.	100%

## Summary/Discussion

- Our work was but the first step, in order to help have this teach-back tool be successfully implemented we need to next:
  - Implement the tool with CHF patients.
  - Follow and track these patients that had 30 day readmissions vs the patients who didn't receive education with the tool.
  - Evaluate providers likelihood of implementing and being an integral part of using the tool
- Some feedback we heard during our education for the staff was:
  - "I really like how it shows every staff member, especially ones who are just meeting the patient, where the patient is in his/her education."
  - "I think it's a great tool for the doctors to use so that they can focus on what the patient is having difficulty learning."

## Conclusion

- CHF readmission rates at EMMC can be lowered with more adequate education that targets areas of the disease patients don't understand.
- Every nurse surveyed on PP6 strongly supports the new teach-back tool and would be willing to assist in it's implementation.

### References

Piette, J., Schillinger, D., Grumbach, K., Wang, F., Wilson, C., Daher, C.,... Castro, C. (n.d.). Closing the loop: physician communication with diabetic patients who have low health literacy [Abstract]. *Arch Intern Med*, 83-90. Retrieved January 13, 2013  
 National Quality Forum. (2009, March). Health literacy: A linchpin in achieving national goals for health and healthcare (Issue Brief No. 13). Washington, DC: National Quality Forum