

Improving Education and Self-care in Heart and Vascular Patients Through the Use of Teach-Back

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BACKGROUND

With the increasing incidence of chronic disease, patient self-management has become critically important. Incorporating the teach-back method into daily practice can improve patients' knowledge and self-management skills.

Use of an interactive communication loop reinforces what patients currently know and expands their knowledge to better manage their current health condition. Teach-back promotes confidence and self-care and improves the patient experience.

PROBLEM

Traditional teaching methods are often not interactive and do not assess the patient's learning and cognitive understanding. The benefits of self-management for patients with heart failure have been studied widely and have been shown to decrease readmission rates and provide cost-savings. The need for effective discharge teaching has been identified in the Heart and Vascular unit.

LITERATURE FINDINGS

- 40-80% of the medical information patients receive is forgotten immediately and nearly half of the information retained is incorrect (AHRQ, 2015)
- Low health literacy have been linked to poor health outcomes (AHRQ, 2010)
- Effective patient education has been known to have a positive impact on successful transition from hospital to home (Dantic, 2014)
- Teach-back is a health literacy universal toolkit to aid healthcare providers during patient education (2015)
- Teach-back is a patient-centered communication technique
- Teach-back can help improve the ability to assess understanding of teaching while helping patients retain more information
- Allows feedback & immediate corrections of misunderstanding
- Encourages active patient/family participation
- Improves the overall safety and quality of care

METHODS

- Nursing survey for baseline awareness and knowledge
- PowerPoint® reinforcing Sentara's existing evidence based Teach Back protocol and quick tips pocket card
- Post intervention survey to measure awareness and knowledge
- Data collection and analysis

TEACH BACK

Teach-back should be used with ALL patients to ensure that they understand information, changes, and instructions.

Teach-back is not just repeating back or saying "yes, I understand".

It is having patients or caregiver demonstrate or explain they understand what is required in their own words, related to their life. This is a way for a healthcare provider to confirm their understanding and identify areas of need.

Benefits of teach-back

- Helps patients and caregiver remember and understand more information
- Allows feedback & corrections of misunderstanding immediately
- Encourages active patient/family participation while gaining their trust
- Improves the transition from hospital to home
- Improves the overall safety and quality of care

Teach-Back tips

What to say

- Explain concept's in lay man's terms, avoid using medical terminology or abbreviations
- Avoid asking yes or no questions like, "Do you understand? Or "Do you have any questions?"
- Ask learner to explain or demonstrate back, using their own words
- Make sure they know your goal is to check how well you as a provider explained the information—not to test their knowledge

How to say it

- Speak slowly and use a caring tone of voice and attitude
- Display comfortable body language and make eye contact

When to use teach-back

- Whenever teaching new concepts
- After re-teaching using a different method
- Throughout the patient's hospital stay

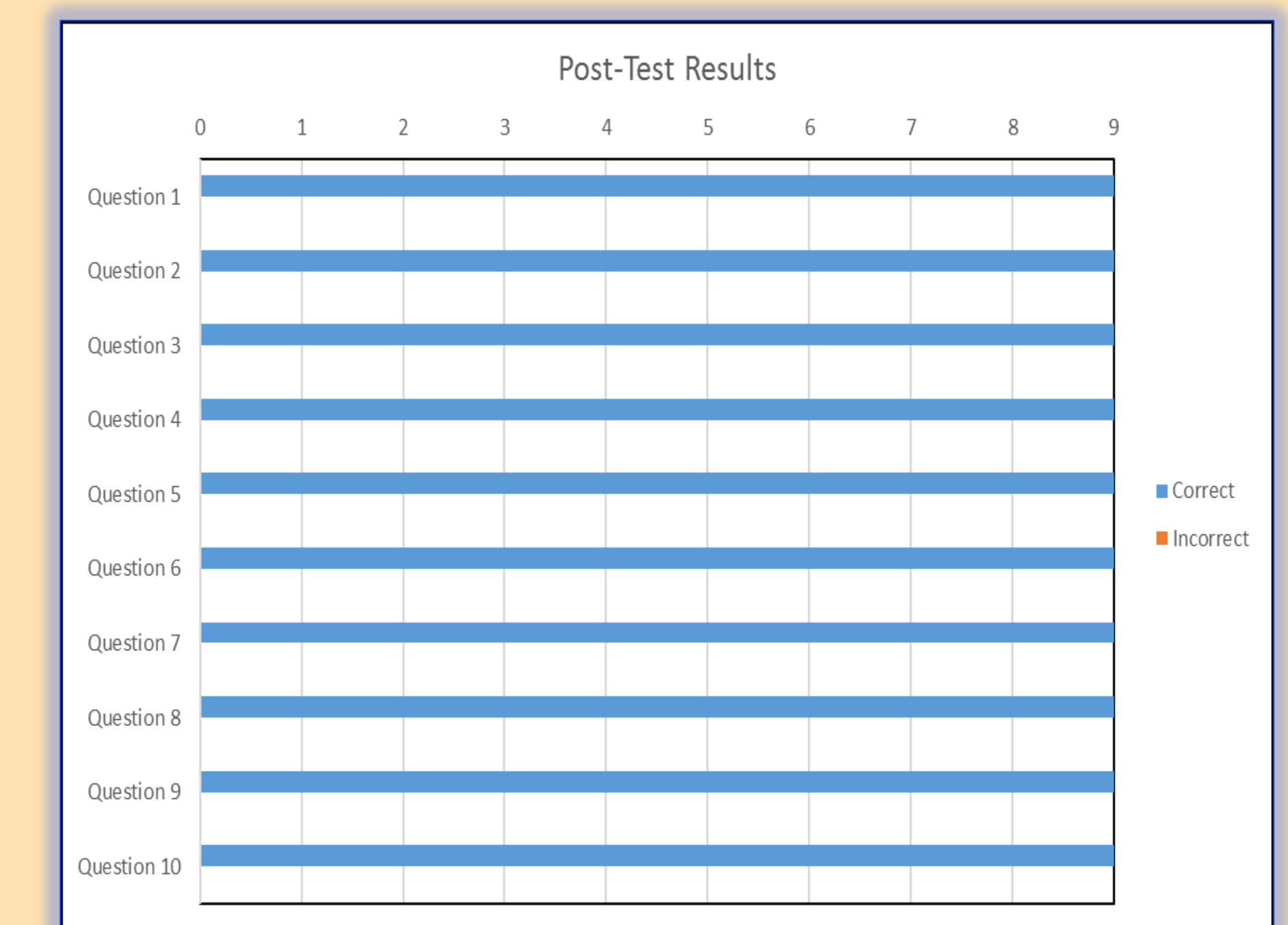
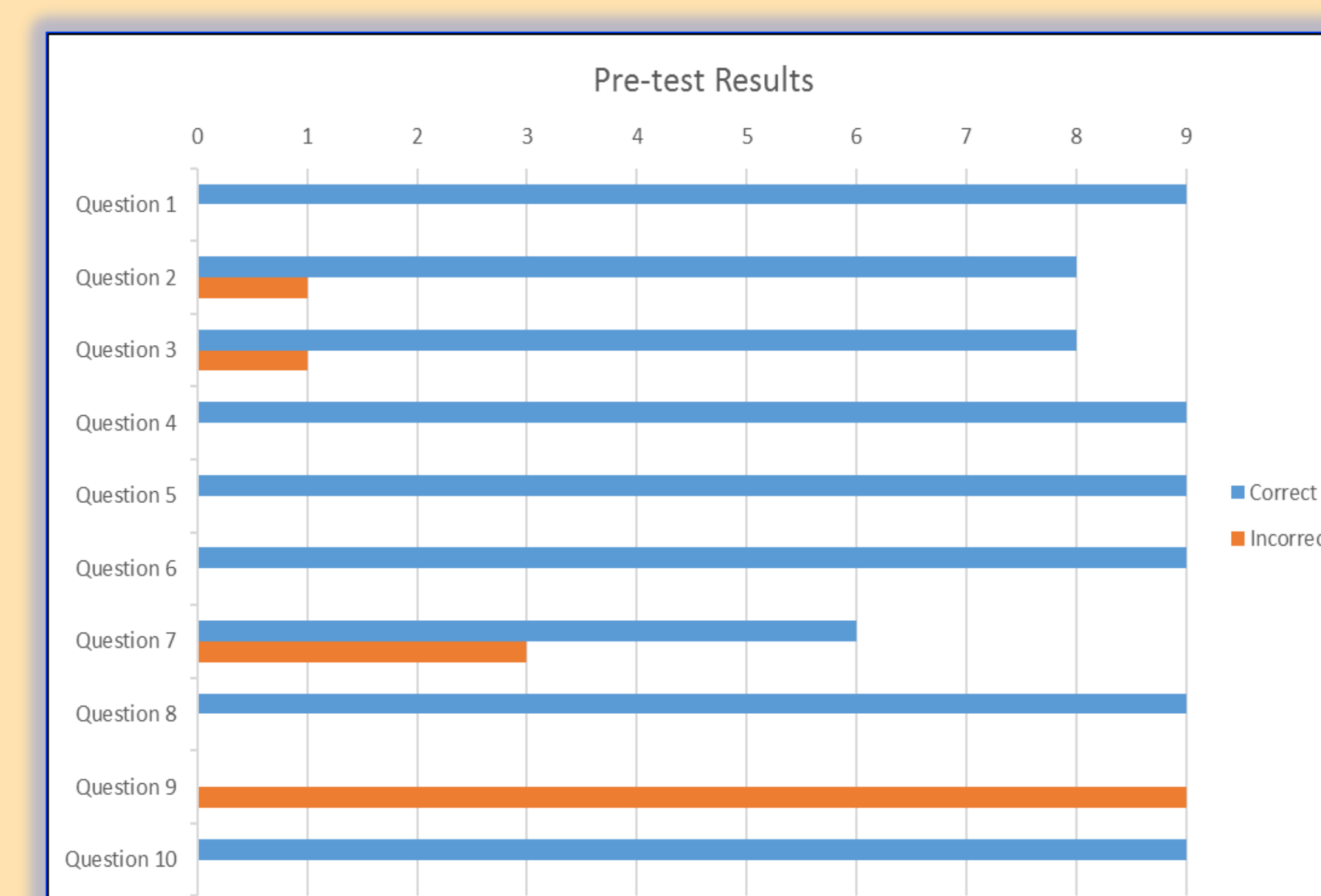
Always Use Teach-Back!

AHRQ, Agency for Healthcare Research and Quality. (2015). <http://www.ahrq.gov/professionals/quality-patient-safety/quality-resources/tools/literacy-toolkit/healthlitoolkit2-tool5.html>

Iowa Healthcare Collaboration. (2013). <http://www.ihconline.org/asp/general/page.aspx?pid=107>

RESULTS

Survey results revealed the nursing staff demonstrated increased awareness and knowledge about the significance and effectiveness of the teach back technique following the educational intervention.



CONCLUSIONS

Teach-back increases adherence to disease management and actively engages the patient to be more accountable for their own health. Effective education increases patient confidence in health self-management. Nurses who use Teach-back can improve the learning competency of their patients. This practice will continue to be monitored for effective use during discharge teaching in this unit.

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