INTRODUCTION

Teach-back is an educational technique which involves patients and/or primary learner in the teaching process and asks patients to restate information which has been taught to them (AHQR, 2010).

Nurses and other professionals engaged in health teaching can use teach back as a tool to evaluate the patient’s understanding of material that is taught. It is in essence a “verbal return demonstration”.

LITERATURE REVIEW

Teach-back has been shown to be an effective method of patient teaching. Patients with heart failure (HF) can recall discharge information better when the teach-back method is utilized (White, Garbez, Carroll, Brinker & Howie-Esqivel, 2013).

Teach-back has been effective in improving self-care management in COPD patients (Dantic, 2014). The teach-back method has been found to improve the informed consent process with surgical patients (Flowers, 2006).

The teach-back method is associated with improved patient satisfaction scores (Tamura-Lis, 2013). Nurses retain significantly more information when educators use the teach-back method (Maharamus, Penoyer, Frewin, Chamberlain & Sole, 2014).

In a recent study of HF patients, utilizing the teach-back method reduced 30 day HF readmission rates from 18% - 13% (Haney & Shephard, 2014).

RESEARCH QUESTION and HYPOTHESIS

Question: Does the addition of a teaching intervention with direct care nurses about Teach-back improve HCAHPS scores related to discharge?

Hypothesis: The addition of a teaching intervention with direct care nurses about Teach-back will result in improved HCAHPS scores related to discharge.

OUTLINE OF TEACHING INTERVENTION

What is Teach-back

Teach-back Considerations

Health Literacy

Elements of Teach-back

Dos and don’ts of Teach-back

10 Elements of Competency in Teach-back

Sample Teach-back Questions

Opportunities to use Teach-back

Role Play of Teach-back

Pre and Post Test Means & Paired Samples t-Tests (n= 21)

<table>
<thead>
<tr>
<th>Knowledge of Teach Back</th>
<th>Pre test Mean/SD</th>
<th>Post test Mean/SD</th>
<th>Mean Difference</th>
<th>t value</th>
<th>p value</th>
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<td>Pre</td>
<td>47.1/1.19</td>
<td>56.2/5.99</td>
<td>.91</td>
<td>-3.516</td>
<td>.002**</td>
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* p value significance (2 tailed)

Pre and Post test based on 6 multiple choice questions

RESULTS

RECOMMENDATIONS FOR PRACTICE

Nurses demonstrated significant improvement in knowledge of teach-back after one month.

HCAHPS scores were not consistently and significantly correlated with the use of teach-back.

Will teach-back become the standard of care?

REFERENCES


