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.

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.

Results

<table>
<thead>
<tr>
<th>Question</th>
<th>Pre-Survey</th>
<th>Post-Survey</th>
</tr>
</thead>
<tbody>
<tr>
<td>Information provided with the teach-back tool is important for the patient to learn before discharge.</td>
<td>0% 0% 28% 72%</td>
<td>100%</td>
</tr>
<tr>
<td>Using the teach-back tool will lower CHF readmissions.</td>
<td>14% 14% 0% 72%</td>
<td>100%</td>
</tr>
<tr>
<td>The teach-back method is something you believe could be useful and would recommend to another RN.</td>
<td>14% 0% 14% 72%</td>
<td>100%</td>
</tr>
<tr>
<td>Patients will be able to learn and retain information easily with this method.</td>
<td>14% 0% 14% 72%</td>
<td>100%</td>
</tr>
<tr>
<td>The teach-back method is easy to understand and will be simple to teach new RNs about as well as patients.</td>
<td>0% 0% 14% 86%</td>
<td>100%</td>
</tr>
</tbody>
</table>

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

- Eastern Maine Medical Center.