

Teach-Back Toolkit: How to Get Started



Jennifer Everson, RN, BSN, MHA, CPHQ
Quality Improvement Advisor
Great Plains QIN



What is Teach-Back?

- Teach-back is an evidence-based health literacy intervention that promotes patient engagement, self-management skills and patient safety. The teach-back method has demonstrated positive effects in a wide range of health care outcomes
- Teach-Back is a communication technique used to help patients/residents remember and understand the important information regarding their diagnosis, treatment, or medication
- It involves asking patients/residents to recall and then explain or demonstrate the important information discussed during an interaction with their healthcare team
- Organizations using teach-back have shown positive outcomes with improved patient satisfaction

Teach-Back Implementation

Aim:

Health information will be provided to individuals and their families in a way they can understand and utilize by:

- Developing an interdisciplinary teach-back implementation plan
- Training direct care staff and providers in the teach-back communication method
- Evaluating the effectiveness of the implementation, training, and utilization of teach-back.

Outcome:

- Increased confidence and conviction of staff to use teach-back
- Improved patient outcomes
- Increased satisfaction of individuals and their families with received communication and instruction

Teach-Back Tool Kit

GPQIN has created a toolkit to adopt at your facility to train your staff on using teach-back as a communication method with your patients or residents

The Toolkit Includes:

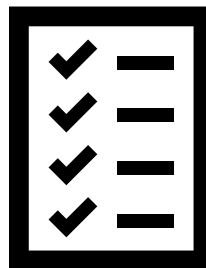
1. Teach-Back Roadmap
2. Teach-Back Roadmap Checklist
3. Teach-Back Training Poster
4. Teach-Back Resource List
5. Teach-Back Clinic Agenda Template
6. Plain Language Worksheet
7. Teach-Back Clinic Training PowerPoint Template
8. Teach-Back Clinic Completion Certificate

1. Teach-Back Roadmap

- Outlines and describes the activities step by step to develop, implement and evaluate the effectiveness of teach-back within your organization
- Includes online teach-back tools and resources for teach-back implementation, training and evaluation
- 3 phases :
 - Getting Started: Preparing your organization
 - Obtain your organization's leadership buy-in and create team.
 - Becoming a Practice: Training your staff
 - Self-study: Interactive online modules
 - Teach-Back Clinic: In person review of teach-back principles and group exercises.
 - Making an Impact: Developing your standard of care
 - Establish outcome measures, utilization, assess staff competency and review results.

2. Teach-Back Roadmap Checklist

- 1 page checklist document to assist in sequence of steps for implementing teach-back in your facility
- Check off items as you complete them
- Adjunct document to the Teach-Back Roadmap



3. Teach-Back Poster

- Poster template for your facility on what teach-back is to share with staff, patients/residents and families



TEACH-BACK IS...

- ✓ A way to make sure YOU - the Healthcare Provider – explained information clearly; it is NOT a quiz to test the patient
- ✓ Asking the patient (or family member) to explain – in their own words – what they need to know or do - in a caring way
- ✓ A research-based health literacy intervention that promotes adherence, quality and patient safety

4. Teach-Back Resource List

- List of national resources to assist your facility with all aspects of teach-back:
 - Health Literacy
 - Implementation
 - Clinicians/Healthcare Professionals
 - Patients and Families
 - Additional Websites

5. Teach-Back Training Agenda Template

Use/customize for your teach-back clinic

Teach-Back – An 'Always' Event Agenda Template

Date:
Time:
Location:

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Training Objectives:

Upon completion of this training, staff will

- Have increased confidence and conviction to use teach-back and plain language.
- Demonstrate competency using teach-back and plain language
- Utilize teach back and plain language with patients, families, and caregivers.

Note: Completion of the teach-back self-study activity is a prerequisite to participate in the teach-back clinic.

Topic	Time
Welcome and introduction (5 minutes)	X:XX – X:XX
Teach-back review (15 minutes)	X:XX – X:XX
Plain language review (5 minutes)	X:XX – X:XX
Plain language activity (15 minutes)	X:XX – X:XX
Teach-back coaching activity (30-45 minutes)	X:XX – X:XX
Wrap up (5 minutes)	X:XX – X:XX

6. Plain Language Worksheet

- An exercise to complete with your team to help foster use of plain language versus medical terminology



I would like you to meet . . . *James*, age 78, who lives at home with *Martha*, his wife of 48 years. He was admitted to the hospital with shortness of breath.

Heart Failure Definition¹

An acute or chronic inability of the heart to maintain adequate blood circulation to the peripheral tissues and the lungs, usually characterized by fatigue, edema, and shortness of breath. It has many causes, including coronary artery disease, hypertension and cardiomyopathy. It is also called congestive heart failure.

¹The American Heritage® Science Dictionary Copyright © 2005 by Houghton Mifflin Company. Published by Houghton Mifflin Company.

Medical Terminology	Plain Language
Acute	
Chronic	
Peripheral tissues	
Fatigue	

7. Teach-Back Training Power Point Template

- Use at your facility to teach your staff how to use Teach-Back as a communication strategy with your patients or residents.
- Power Point includes script to assist presenter.
 - Facility can customize power point to align with your facility while providing a foundation of elements to teach your staff on how to adopt the teach-back technique in their practice.

8. Teach-Back Clinic Certificate

All staff that complete the teach-back clinic will receive a customizable certificate to celebrate their achievement



Contact Information



Jennifer Everson, RN, BSN, MHA, CPHQ

Jennifer.everson@greatplainsqin.org

1200 Libra Drive | Lincoln, NE 68512

402/972-8606

