Community Collaborative Implementation of Teach Back to Improve Patient and Family Education

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Background
The Fargo-Moorhead Care Coordination Community Collaborative consists of community health partners using evidence-based practices to improve care coordination and medication safety.

GOALS:
1. Improve quality of care
2. Reduce 30-day hospital readmissions
3. Increase days at home
4. Establish transition practices

Why Teach-Back
As a part of root cause analysis of care coordination within the community, the Patient and Family Engagement Workgroup identified the need to address health literacy through improved education and communication with patients and caregivers. Partners selected teach-back as an evidence-based communication intervention because it:
- Has been shown to improve health literacy
  - Patient safety
  - Adherence
  - Quality
- Asks patients or family members to explain in their own words what they need to know or do, i.e., teach-back
- Confirms that information was clearly explained
- Checks for understanding

Health Literacy
Level of health literacy is associated with hospital visits and admissions. Only 12% of literate Americans are proficient in understanding health information²
- Patients forget up to 80% of what is told at a clinic visit³
- If they do remember, only half of what they remember is correct⁴

Results

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<th># of Individuals Trained</th>
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<td>73</td>
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Confidence & Conviction Survey

Fargo Community Readmission Rate

References
2. Minnesota Partnership for Health Literacy