

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 admissions and 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 improve⁵
 - 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



“To make sure I did my job, would you please explain to me in your words what we just discussed?”

“How would you explain this to someone else?”

Intervention



- Train the Trainer**
 - Community partners
 - “Champion” Training
- Organization Implementation Plan**
 - Internal plan and goals
 - Measurement
 - Imbed into standards of care
- Organization Training**
 - Staff training
 - Include in clinical competencies

Health Literacy

Level of health literacy is associated with hospital visits and admissions.¹ Did you know...

- Only **12%** of literate Americans are proficient in understanding health information²
- Patients forget **up to 80%** of what is told them at a clinic visit³
- If they do remember, only **half** of what they remember is correct⁴

Training Competencies

- Health Literacy**
 - Obtain, process, and understand health information
- Patient Experience & Activation**
 - Knowledge, skills, confidence, and willingness to manage one’s own health/care
- Plain Language**
 - Living room language without medical jargon
- Teach-back**
 - Evidence-based communication technique where learners “teach-back”

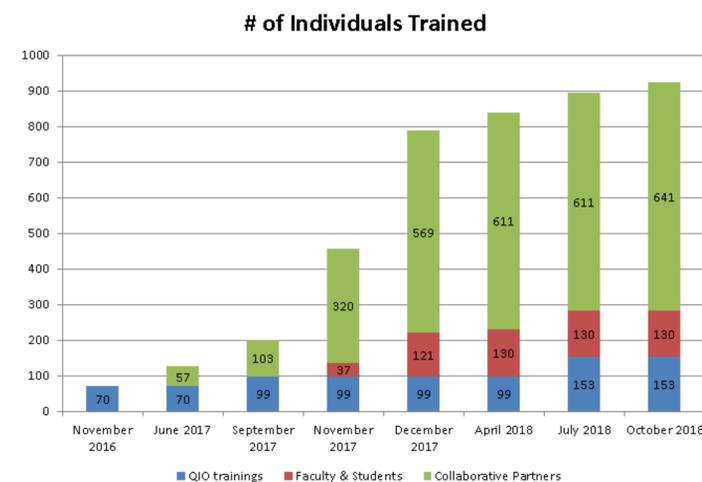
Lessons Learned

- Teach-back can be implemented within a community resulting in improved outcomes
- Community partnerships assist with spread and buy-in
- Community Train the Trainer education must be followed by organization implementation and training
- Each organization will develop their own implementation plan
- Start small – specific departments or disciplines
- Make a teach-back training part of new employee orientation
- Teach-back can be used multiple ways: patient/family/caregivers and staff education
- Periodic follow up with observation and confidence and conviction scales is helpful
- Teach-back does not take additional time
- Connect with community partners – share successes and discuss barriers

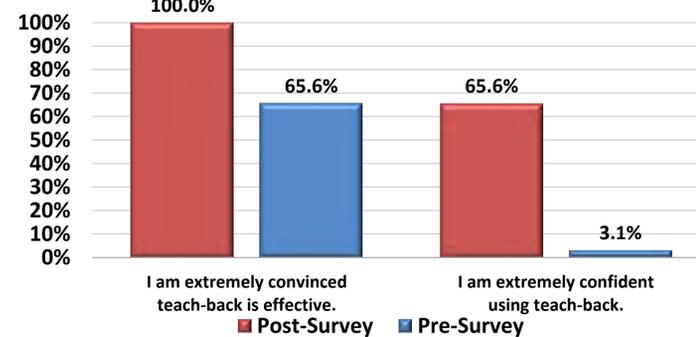
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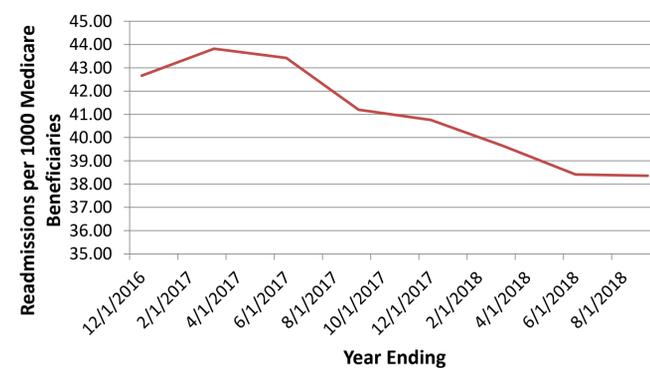
Results



Confidence & Conviction Survey



Fargo Community Readmission Rate



Patient Satisfaction Scores Improved

- Communication with Nurses
- Communication About Medications
- Understood Medications

17 Participating Organizations



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