

Education on 5D Using “Teach- Back”



Michael Turowski BSN, RN

Objectives

- Recognize the importance of patient education
- Identify methods of effective patient education
- Increase patient engagement in education
 - Use the Teach-Back Method

Why is Patient Education Important?

- ❑ Patient education helps to reduce morbidity and mortality from chronic disease. (Ritsema et al, 2014)
- ❑ Teaching patients what they want to learn will help them to meet personal health goals. (Burkhart, 2008)
- ❑ Over 1/3 of adults in the U.S. are unable to perform self care because they lack adequate health literacy. (Tamura-Lis, 2013)



“It is neither just, nor fair, to expect a patient to make appropriate health decisions and safely manage his/her care without first understanding the information needed to do so.” (Reducing Risk, AMA, 2007)

What Are Effective Ways to Provide Patient Education?

- Using BOTH written and verbal communication
 - Most of the Patient Education handouts are available in the drawer under CBG machines.
- Providing reliable internet sources or videos
- **Using the Teach-Back Method**

What is Teach-Back?

- First teach patients something new
- Then ask them to explain information in their own words
- An opportunity to check understanding and re-teach if necessary
- **NOT** a test of the patient



When Should I Use Teach-Back?

Use Teach-Back any time you might ask the question

“Do you understand?”

- ❑ **Education** about condition
- ❑ **Education** about procedures
- ❑ **Education** about ANY care they are receiving



Why Should I Use Teach-Back?

- Almost ALL patients want more education about their condition (Shoeb et al, 2012)
- Most patients want to learn about lifestyle changes they need to make (Shoeb et al, 2012)
- Decreases readmission rates (White et al, 2012)

Teach-Back increases patient understanding about their health conditions. It also helps them to better understand the care they are receiving.

(Tamura-Lis, 2013)

How Do I Use Teach-Back?

Sample Questions:

- ❑ “I want to be sure I explained everything clearly, so can you please explain it back to me?”
- ❑ “What can you tell me about your diagnosis?”
- ❑ “I know your spouse isn’t able to be here with you. What will you tell him/her about what we discussed?”
- ❑ “We’ve gone over a lot of information. In your own words, tell me what we talked about and how you will make it work at home.”
- ❑ “Show me how you...”

Don’t wait until the end to ask questions. Ask questions along the way.

Example of Teach-Back

- <https://www.youtube.com/watch?v=pCNCqA5LqFo>

How to Approach Patient: An Effective Script

- ❑ RN to patient: “Part of what we do as nurses is to **educate** our patients. Is there anything about your condition you would like to learn more about?”
- ❑ Education handouts are below CBG machines, go over with patient & use Teach-Back to ensure they understand the information.
- ❑ If the patient is unsure about what to learn, then choose one of their diagnoses/concerns (ie Pressure Ulcers, HTN, CAD, etc). Bring them a handout and go over it with them.

Additional Points

- ❑ Slow down, speak clearly
- ❑ Use simple words; no medical jargon
- ❑ Focus on 2-3 major points
- ❑ Use short sentences
- ❑ Avoid yes/no questions

Questions?



" TAKE WITH MEALS ? NO PROBLEM !
I EAT ALL THE TIME ! "