Using the “Teach-Back” Method in Patient Education to Improve Patient Satisfaction

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Teach-back is an educational technique which involves patients and/or primary learner in the teaching process and asks patients to restate information which has been taught to them (AHRQ, 2015).

It is a “verbal return demonstration”.

Health Literacy
Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) scores provide a standardized survey instrument (32 items) and data collection methodology for measuring patients' perspectives on hospital care.
Teach back has demonstrated:

1. Improved recall of HF discharge teaching (White, Garbez, Carroll, Brinker & Howie-Esquível, 2013).
2. Improved patient satisfaction scores (Tamura-Lis, 2013).
Research Question

- Research Question: Does the addition of a teaching intervention with direct care nurses about Teach-back improve HCAHPS scores related to discharge?
The addition of a teaching intervention with direct care nurses about Teach-back will result in improved HCAHPS scores related to discharge.
Methodology

- **Design:** Quasi-experimental non-equivalent group

- **Sample:** All permanently assigned nurses on one medical unit (N=24) in the intervention unit and were compared to a control unit.
Methodology

- Pretest administered:
  1. Knowledge of teach-back
  2. Perceptions of the technique
- 45 minute teaching session on the educational technique of “teach-back” using lecture, role play and discussion.
Post test given one month after the teach-back education. The tests were coded using the nurse’s employee ID number to allow for anonymity.

Nurses on the control unit continued to apply the standard of care to their patients using their usual method of teaching patients and families.
Outline of Teaching Intervention

- What is Teach-back
- Teach-back Considerations
- Health Literacy
- Elements of Teach-back
- Dos and don’ts of Teach-back
- 10 Elements of Competency in Teach-back
- Sample Teach-back Questions
- Opportunities to use Teach-back
- Role Play of Teach-back
## Sample HCAHPS Questions

1. Nurses explain in the way you understand

2. Tell you what new medicine was for

3. Understood purpose of taking medications

4. Staff describe medicine side effect
All but which of the following are true about the teach-back method:

a. Teach-back is a method for checking for understanding of important information.

b. Teach-back requests patients/families to restate in their own words what they were taught.

c. Teach-back has been demonstrated by research to be effective.

d. Teach-back is a way to test patients/families what they were taught.
### Results of Pre-Post Tests

Table 1: Pre and Post Test Means & Paired Samples T Test

n = 21

<table>
<thead>
<tr>
<th></th>
<th>Pre test Mean/SD</th>
<th>Post test Mean/SD</th>
<th>Mean Difference</th>
<th>T value</th>
<th>P value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Knowledge of Teach Back</td>
<td>4.71/1.19</td>
<td>5.62/.59</td>
<td>.91</td>
<td>-3.516</td>
<td>.002**</td>
</tr>
</tbody>
</table>

**p value significance (2 tailed)

Pre and Post test based on 6 multiple choice questions
<table>
<thead>
<tr>
<th>HCAHPS Question</th>
<th>Timeline</th>
<th>Intervention Group Reporting Always</th>
<th>t scores</th>
<th>Control Group(C) Reporting Always</th>
<th>t scores</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nurses explain in the way you understand</td>
<td>June – Dec  2014</td>
<td>72.3% (59)</td>
<td></td>
<td>63.8% (90)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Jan – Dec  2015</td>
<td>73.1% (100)</td>
<td>t(157)=0.11, p=.913</td>
<td>67.2% (131)</td>
<td>t(219)=0.524, p=.601</td>
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<tr>
<td>Information re: symptoms problems to look for</td>
<td>June – Dec  2014</td>
<td>89.0% (51)</td>
<td></td>
<td>81.2% (76)</td>
<td></td>
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<tr>
<td></td>
<td>Jan – Dec  2015</td>
<td>86.9% (86)</td>
<td>t(135)=0.362, p=.718</td>
<td>85.2% (121)</td>
<td>t(195)=0.739, p=.461</td>
</tr>
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<td>Good understanding managing health</td>
<td>June – Dec  2014</td>
<td>45.0% (54)</td>
<td></td>
<td>38.1% (82)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Jan – Dec  2015</td>
<td>48% (72)</td>
<td>t(124)=0.334, p=.739</td>
<td>50.5 % (125)</td>
<td>t(205)=1.752, p=.081</td>
</tr>
<tr>
<td>HCAHPS Question</td>
<td>Timeline</td>
<td>Intervention Group Reporting Always</td>
<td>t-scores</td>
<td>Control Group(C) Reporting Always</td>
<td>t-scores</td>
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<tr>
<td>Tell you what new medicine was for</td>
<td>June – Dec 2014</td>
<td>53.2% (21)</td>
<td></td>
<td>58.8% (41)</td>
<td></td>
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<tr>
<td></td>
<td>Jan – Dec 2015</td>
<td>78.5 (71)</td>
<td>t(90)=2.2</td>
<td>59.6% (82)</td>
<td>t(121)=0.085, p=.932</td>
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<td></td>
<td></td>
<td></td>
<td>87, p=.025**</td>
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<td></td>
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<tr>
<td>Understood purpose of taking medications</td>
<td>June – Dec 2014</td>
<td>55% (53)</td>
<td></td>
<td>44.6% (80)</td>
<td></td>
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<td></td>
<td>Jan – Dec 2015</td>
<td>55.2% (128)</td>
<td>t(179)=0.025, p=.980</td>
<td>58% (124)</td>
<td>t(202)=1.872, p=.063</td>
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<tr>
<td>Staff describe medicine side effect</td>
<td>June – Dec 2014</td>
<td>43.4% (54)</td>
<td>t(73)=0.024, p=.981</td>
<td>47.4% (467)</td>
<td>t(95)=0.338, p=.736</td>
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<td></td>
<td>Jan – Dec 2015</td>
<td>85.9% (68)</td>
<td>t(119)=0.512, p=.610</td>
<td>80% (107)</td>
<td>t(189)=0.453, p=.651</td>
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<td>Discharge Information</td>
<td>June – Dec 2014</td>
<td>82.5% (53)</td>
<td></td>
<td>77.3% (84)</td>
<td></td>
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<tr>
<td></td>
<td>Jan – Dec 2015</td>
<td>85.9% (68)</td>
<td></td>
<td>80% (107)</td>
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Example of one Open-ended Question

- What are your thoughts about the technique of “teach-back”? State any positive or negative comments.
  “Allows patient to feel more confident at discharge”, “Great idea”, “A good way to make sure patients understand instructions”, “May need more time to set aside for education”
Limitations and Recommendations

- One hospital site only
- Small sample of nurses (N=24) and small number of HCAHPS respondents from both units
- Other factors not controlled: staff, patient acuity, health literacy of patients
- More studies in a variety of settings are needed to evaluate effectiveness of teach-back.
Conclusions

- Nurses demonstrated significant improvement in knowledge of teach-back after one month.
- HCAHPS scores were not consistently and significantly correlated with the use of teach-back.
References


QUESTIONS

Thank you