



Home Health Nurses and the Effect of “Teach Back” on Patient Satisfaction



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PICO Question

Does the use of “Teach Back” by Palomar Home Health Nurses improve the Home Health Consumer Assessment of Health-Care Providers and Systems (HHCAPHS) score on questions about timing, side effects and purpose of medication as compared to current practice?

Background

- Education is an essential part of patient care and is an integral part of our profession. Nurses need to ensure that medication education is appropriate and effective.
- “Teach Back” is an evidence-based clinical tool that has been shown to be an effective teaching method to ensure patient understanding.
- The National Quality Forum identified “Teach Back” as one of the 50 essential “safe practices” to improve health care.
- “Teach Back” is a way to confirm that you have explained to the patient what they need to know in a manner that the patient understands.
- Prochaska and DiClemente’s Transtheoretical Model of Behavior change theory.

Teach 3 about Meds

Teach-Back
Timing

Side Effects
Purpose



Methods

Pre-education interventions:

- Setting: Southern California Health-Care District, Home Health Department.
- Target Participants: Home Health Nurses (28 Registered Nurses [RN’s], 6 Licensed Vocational Nurses [LVN’s]).
- Population: Medicare Home Health patients.
- Project approved by the Investigational Review Committee (IRC) for one year.
- Ten-question anonymous, voluntary pre-survey of nurses to obtain information on current state of nursing medication teaching practice.

Intervention:

- Home Health nurses completion of a 10-minute “Teach Back” online learning module.
- Mandatory one-hour educational workshop on “Teach Back.”
- Revised medication teaching documentation system to reflect “Teach Back.”
- Laminated badge card “Teach 3 about meds.”

Post-education interventions:

- Nursing observation during home visits to validate the use of “Teach Back” on medication timing, side effects and purpose.
- Retrospective chart audits to evaluate the documentation of “Teach Back.”
- Monthly HHCAPHS survey reports.

Results/Findings

Pre-intervention survey of current practice at each home visit with the patient and/or caregiver (N=34):

- 35.7% use “Teach Back” to teach medications.
- 50% always talk about medication timing.
- 50% always talk about medication side effect.
- 61% always talk about medication purpose.
- 100% of nurses attended the mandatory educational workshop.
- 87% of nursing staff observed the “Teach Back” video.

Post-intervention 3 months (July–Sept. 2014):

HHCAPHS scores have shown a:

- 2% decline in talking about timing of medications.
- 7% decline in talking about side effects of medications.
- 7% decline in talking about purpose of medications.
- 45% of home visits with nurses had “Teach Back “observed.”
- 92% of 40 retrospective chart audits revealed “Teach Back” was documented.

Conclusions/Recommendations

- Nurses are in various stages of adopting the “Teach Back” method into their clinical practice.
- Consistent nursing feedback and support is recommended to adopt evidence-based clinical practice changes as nurses are in various stages of adopting “Teach Back.”
- Monitor the HHCAPHS results monthly for changes in patient perception.