

Standardizing the Teach-Back Method for Post Procedure Discharge Instructions to Improve Patient Satisfaction

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Background

The Teach-Back method is an evidence-based strategy identified as a cornerstone intervention for improving communication during patient encounters. Evidence supports that the use of this method improves understanding of discharge instructions and supports self-management in post procedure patients. The follow-up phone call data identified a need to improve patient satisfaction with discharge instructions received in the recovery room.

Objective

The aim of the project was to implement the Teach-Back method as a standardized communication tool for providing discharge instruction in the post procedure recovery unit.

Implementation

- ❑ A baseline survey was given in June 2019 on the use of and confidence in using the Teach-Back method.
- ❑ Education was provided using the evidence-based IOWA toolkit, along with a PowerPoint presentation on proper Teach-Back method techniques.
- ❑ Post-implementation surveys were conducted after 3 months, 6 months and 20 months to monitor improvement and sustainability.
- ❑ Patient satisfaction data in post procedure follow-up phone calls was used to measure the outcome of the project.

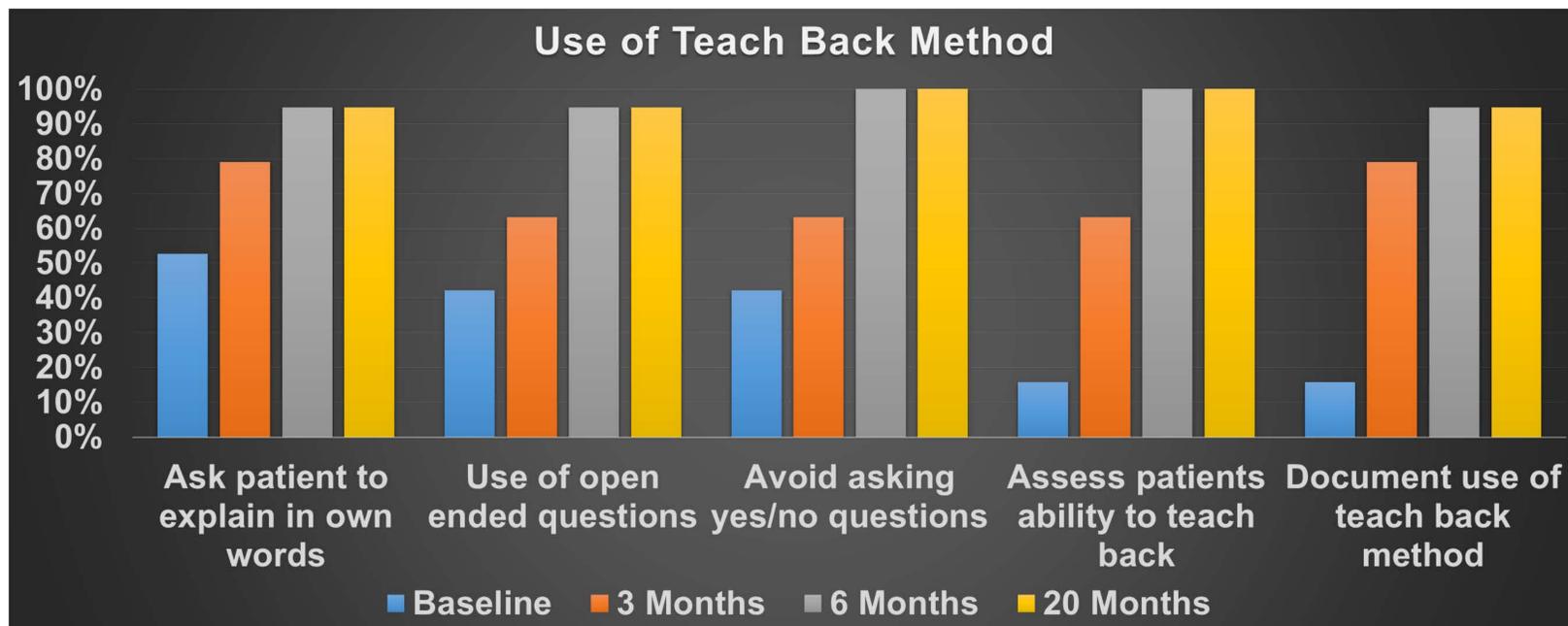
Statement of Successful Practice

Implementing the Teach-Back method helped standardize practice and the education helped to improve staff confidence in using this method when giving discharge instructions.

After 3 months implementation, the data showed a 63% increase in staff confidence in using the Teach-Back method and 68% increase by 6 months post-implementation.

After 3 months implementation, the data showed a 47% increase in staff using the Teach-Back method and 63% increase by 6 months post-implementation.

Post procedure follow-up phone calls showed an increase from 92% to 100% patient satisfaction with recovery staff discharge instructions during post implementation.



Conviction and Confidence Scale

- On a scale of 1 to 10, how convinced are you that it is important to use teach-back (ask patients to explain key information back in their own words)?
- On a scale of 1 to 10, how confident are you in your ability to use teach-back (ask patients to explain key information back in their own words)?
- How often do you ask patients to explain back, in their own words, what they need to know or do to take care of themselves?

Implications for Perianesthesia Nursing

The confidence of the staff in providing effective patient education using the Teach-Back method can have a significant impact on quality of care, patient safety, and overall patient satisfaction.

Successful practice of Teach-Back method in providing post-procedure discharge instruction can help patients to fully participate in their treatments and follow-up care.

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