



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.

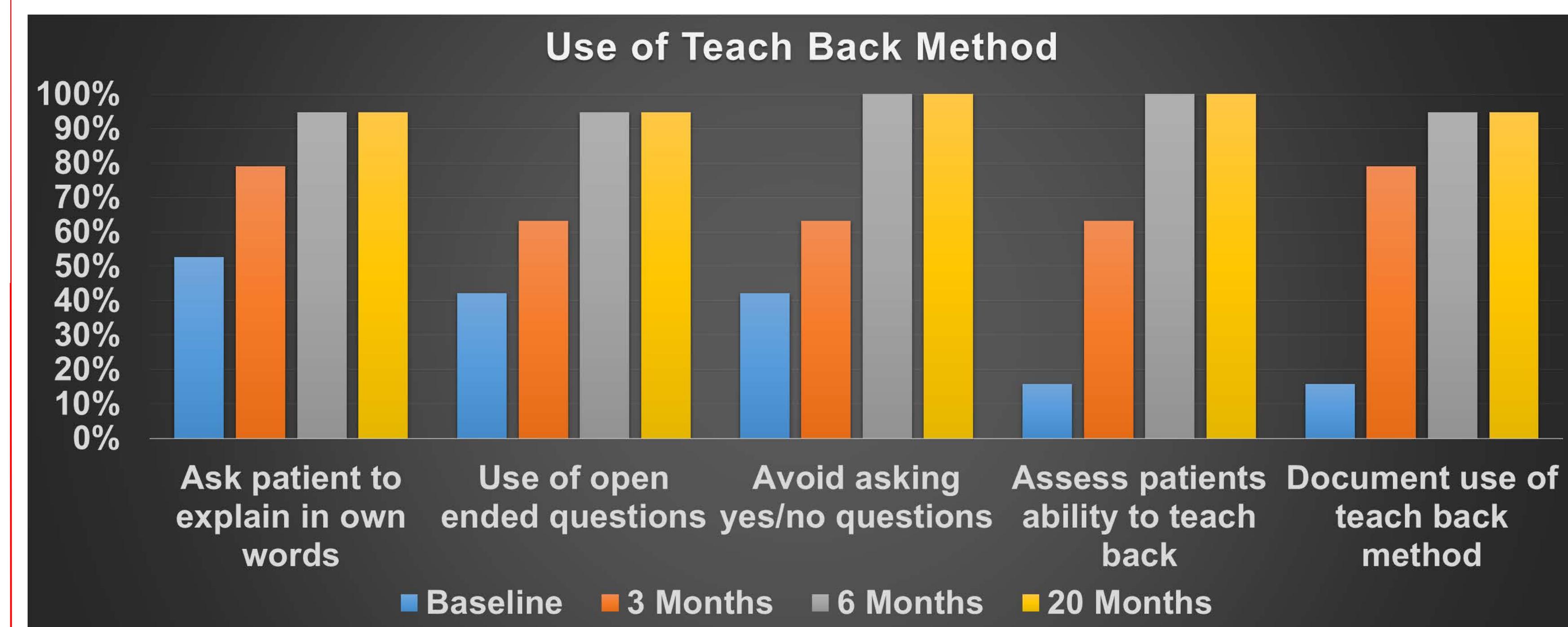
Statement of Successful Practice

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.



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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