

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

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Background information: 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 of the project: 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.

Process of implementation: Nurses in the recovery room were given a pre-implementation survey on the use of and confidence in using the Teach-Back method. Education was provided for all nurses using the evidence-based IOWA toolkit, along with a PowerPoint presentation on proper Teach-Back method techniques. Post-implementation surveys were conducted after one month, three 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. The data shows a 63.2% increase in staff confidence in using the Teach-Back method and 65.79 % increase in the use of teach back method, as well as, documentation of the patient's response in the electronic health record. Patient's post procedure follow-up phone call showed an increment from 92% to 100 % compliance of patient satisfaction on discharge instruction by the recovery staff post implementation.

Implications of advancing the practice of peri anesthesia 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 will help patients to fully participate in their treatments and follow-up care.