

# **Newton Wellesley Hospital Teach Back**

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# Teach Back Goals

- Long Term
  - All health care providers will use teach back as the primary method for teaching patients and evaluating level of understanding.
- Short Term
  - 2 Pilot units (Medical, Surgical)
    - Staff champions for each unit
    - PDSA (tools, testing)

# PDSA (Plan Do Study Act)

- Attended IHI STARR Conference September 2010
- Unit based team weekly meeting
- Developed paper tools with champion input
- Staff Champions tested tools on patients
- Continuous evaluation and feedback from both patients and staff champions lead to multiple revision of the tool
- Champion lead education to all staff
- Transitioned from paper to documentation in electronic record
- Multiple audits and re-education led to the development of an online documentation tool

# What we learned...

- From Staff
  - Staff Champions did a great job teaching!
  - Staff were overwhelmed by lack of time and duplication of efforts using paper tool
  - Staff champions frustrated with low compliance of peer documentation on paper tool and inconsistency with identification of primary learner in electronic record
- From Patients
  - Felt like they were being “quizzed”
  - Did not like primary learners name on white board
  - Not always ready to learn

# Where we are and where we are going

- Pre-op patients receive a teaching tool in pre-test
- Compliance with narrative documentation on teach back in change of shift note inconsistent
- Creation of electronic teach back documentation - prints teach back evaluation and identified learner on change of shift note and discharge referral form
- Teach Back Re-Education Rollout March 2011  
-90 minute class includes purpose, theory, education on electronic teach back documentation, simulation DVD and role playing by staff