

Chunk and Check: The Fundamentals of Teach Back



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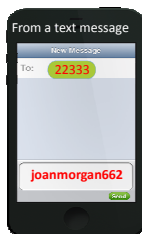
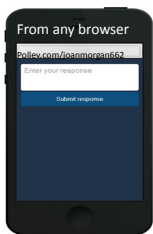
Learning Outcomes

- Understand concept of health literacy as it relates to the role of the nurse
- Describe and apply concepts of teach back



Participating with Poll Everywhere

How to vote via the web or text messaging



Participating with Poll Everywhere



How to vote via texting

What is the main barrier you face when trying to educate families?

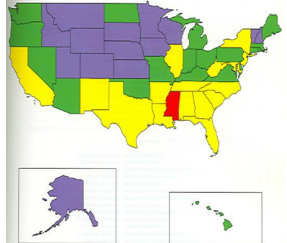
Respond at PollEv.com/psanmorgan62 Text a CODE to 22333

Don't have the tools I need for teaching	44852
We have the right knowledge/skill set to teach	45155
Family motivation to learn is low	45157
Helped with all I have to do - teaching is just my job	45932

Powered by Poll Everywhere Live Audience Polling



Low Literacy Rates By State




21% U.S. Adults are Level 1

% Adults with Level 1 Literacy Skills

- > 30%
- 20% to 30%
- 15% to 20%
- < 15%

National Institute for Literacy 1998



What does health literacy mean to you?



Your poll will show here



1
Install the app from pollev.com/app

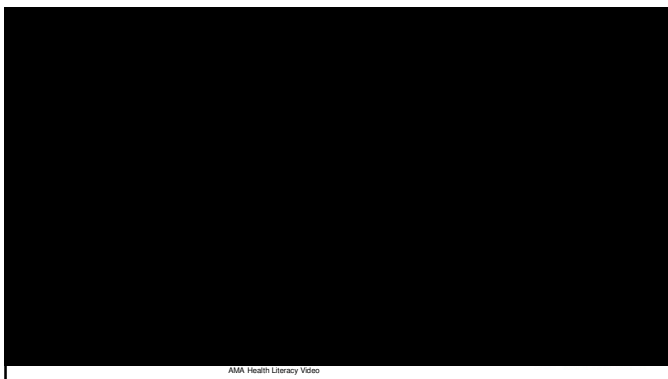
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What is Health Literacy?

- The ability to read, understand and act on health care information





AMA Health Literacy Video

Why Should We Care Whether Families Understand?

- Increased hospitalizations
- Increased medication errors
- Inability to effectively self-manage their care



Are You a Good Communicator?

- **Clear**
 - Easy to understand what you say
- **Effective**
 - Families know what to do with the information
- **Respectful**
 - Families feel part of team and know their opinions, knowledge and experience are valuable in learning process




Teach-Back





Tell meI forget
Teach meI may remember

Involve me and I learn.

-Benjamin Franklin-



What does Teach Back mean to you?



Your poll will show here

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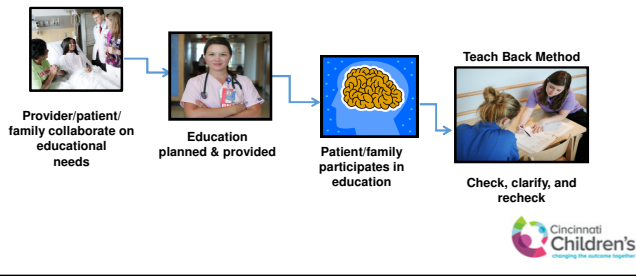
Teach Back

Having patients/families state in their own words what they **need to know and do** to manage their health care at home.

Must be able to problem solve using their new knowledge.



Communication Cycle



Teach-back



Is It Worth the Time?

Nationwide Children's Hospital researchers in Columbus, Ohio, found 63,000 children under the age of six experienced out-of-hospital medication errors annually between 2002 and 2012. One child is affected every eight minutes, usually by a well-meaning caregiver unintentionally committing a medication error. The most common medication mistakes occur in the home or another residence and school. The most common medicines involved are painkillers and fever-reducers. Instances where these mistakes occur include caregivers giving one child the same medication twice, misreading dosing instructions, or administering the wrong medication.

From childrenshospital.org

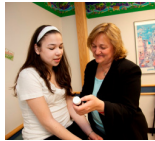
From January 2015 Nationwide Study

- **Every 8 minutes a child is affected by an out-of-hospital medication error**
 - Same medicine twice
 - Misread dosing instructions
 - Wrong medicine administered

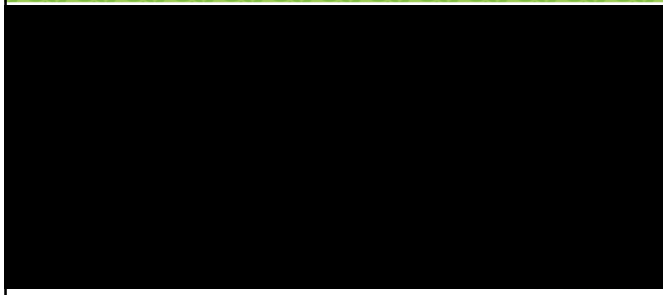


Benefits of Teach Back

- Improve understanding
- Decrease call backs/readmissions
- Improve satisfaction and outcomes



Why Teach Back is Important



The Teach Back Method

- Plan your approach
- Chunk information into small segments
- Validate understanding
 - Repeat information as needed
 - Incorporate scenarios that use problem solving skills
- Check, clarify, and check again
- Reinforce with written materials



Plan your Approach

- **Who** to teach?
- **When** to teach?
- **What** to teach?



Chunk Information

- **Knowledge questions**
 - Name of meds, when to call their provider
- **Attitude questions**
 - Tell me why it is important to
- **Behavior questions**
 - How will you/How do you plan to...



Validate understanding : Check, clarify, and check again

- Create shame-free teaching environment
- Focus on key teaching points
- Validate understanding
- Use scenarios based on home setting



Using Scripts to Assess Understanding

Present a real life situation:

- You are going to buy food for the family meals this week.

Raise the questions:

- What kinds of food are you going to want to look for?
- What kind of foods should be considered "occasional"?
- What types of meals can you prepare that you think will taste good?
- What ingredients will you need?

Incorporate show back:

- What will your grocery list include?



Preparing for Teach Back

Example: Newly diagnosed Type 2 diabetic

What are 3 instructional topics that you should provide to the patient/family?

- Nutrition
- Administering medication
- Signs of hypoglycemia



What information should we teach?

- **Changes in foods they eat**
 - How to read a nutrition label
 - Counting carbs
- **Medication**
 - How to take
 - When to take
- **Signs of hypoglycemia**
 - Signs
 - What to do



Present a real life situation

- Let's go over a typical work day for you...



Raise the Question

Questions you might ask:


- What will you prepare for breakfast? Why did you choose those foods?
- How will you decide the amount of insulin to give?
- What will you do about lunch – pack or buy?
- What would the challenges be if you bought lunch?
- What signs will you tell your classmates/co-workers to watch for?
- What will you tell them to do if they see these signs?



Incorporate 'Show Me'


Ways to assess skills through 'show me' technique

- Have patient select some food labels from a box that they might use to create a meal.
- Have them figure out the amount of carbs and determine how much insulin to give.
- Have patient demonstrate how to draw up medicine.




Summary


- Plan your approach
- Chunk information into small segments
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Questions?



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References

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