

Seattle Children's®
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Patient Education and Communication

To improve health literacy, communication and patient outcomes, Seattle Children's Patient and Family Education and Communication (PFEC) team developed and implemented a multi-pronged approach to educating clinical and non-clinical team members about Teach-Back by disseminating and integrating tools and resources into daily practice.

Teach-Back is a top safety tool where you ask the patient or family to demonstrate a skill or repeat information discussed during the visit in their own words to confirm their understanding.

- Up to 80% of medical information patients and families receive during an office visit is forgotten immediately.
- Nearly half of the information retained by patients is incorrect.
- People retained up to 90% of what they learned by teaching back.

Ha Dinh, TT., Bonner A.; Clark, R., et. al. The effectiveness of the teach-back method on adherence and self-management in health education for people with chronic disease; a systemic review. JBI Database Systematic Reviews and Implementation Reports. 2016; 14(1): 210-247.

Methods

- Nurses review Teach-Back handout content, watch Teach-Back videos, then partner with another nurse to practice using Teach-Back to teach a family how to rotate the use of acetaminophen and ibuprofen. The handout is provided during the monthly General Nurse Orientation for new nurses.

- Developed Teach-Back content for PFEC team's intranet pages.
- Promoted Teach-Back tools and resources through communication blasts to all workforce members as well as targeted groups including nurses, providers and leaders.
- Published article in internal newsletter that goes to about 14,000 workforce members. Article featured 7 team members representing different areas across the organization and how they use Teach-Back.
- Teach-Back was the monthly safety and reliability focus across Seattle Children's in October 2023.
- Added Teach-Back content to annual consults between PFEC team members and teams from clinical and non-clinical areas.

- **Nursing Grand Rounds Presentation** — Included Teach-Back education from the PFEC service and a panel discussion on the importance of Teach-Back with 2 nurses and 2 parents of Seattle Children's patients with chronic medical conditions.
- **Patient Safety Conference Presentation** — Featured Teach-Back education from the PFEC service and real-world examples of how to successfully do a Teach-Back from Home Care Services' team members.
- **Center for Diversity and Health Equity (CDHE) Lunch n' Learn** — Event in October 2023 as part of Health Literacy Month featured a national health literacy expert, Julie McKinney, who spoke about the importance of providing clear communication and easy-to-use resources for children with intellectual and developmental disabilities and their families. Teach-Back was highlighted as a health literacy best practice.

Added the words “Teach-Back” to the Epic documentation for inpatient nursing in the education activity to reinforce the best practice of using Teach-Back with families.

Learnors

☐ Patient ☐ Family ☐ Significant Other ☐ Caregiver ☐ Other ☐ Mother ☐ Father ☐ Guardian 

☐ Faster Parent

Readiness

☐ Eager ☐ Acceptance ☐ Nonacceptance ☐ Declined ☐ Not Applicable-Learner's Not Present 

Method

☐ Experience with Teach-Back ☐ Explanation without Teach-Back ☐ Demonstration with Teach-Back 
☐ Handouts ☐ Interpreters ☐ Video ☐ Class or Group ☐ Not Applicable-Learner's Not Present

Response

☐ Able to Teach-Back Verbal ☐ Verbatalized Understanding without Teach-Back 
☐ Able to Demonstrate a Skill Using Teach-Back ☐ Needs Reinforcement(s)
☐ Needs Repeat - No Evidence of Learning ☐ Not Ready/Declined Teach-Back
☐ Not Applicable-Learner's Not Present ☐ Indicated Understanding in Written/Workbook

Teach by:

Enter a comment for all selected points

 

- **Learning module:** As of April 12, 2024, more than 1,830 workforce members had completed the learning module. The majority are in nursing roles.
- **General Nurse Orientation:** From November 2022 through April 2024, 740 new nurses have gone through General Nurse Orientation and stopped by the Teach-Back peer-to-peer practice station.
- **Teach-Back article in internal newsletter:** The article was viewed nearly 1,300 times.
- **Presentations:** Reached more than 125 workforce members during live, virtual health literacy and Teach-Back events. Recordings available after the event for workforce members unable to attend.
- **Epic data:** Since July 2023, workforce members reported that during patient and family teaching they explained using Teach-Back 78% of the time and the patient or caregiver was able to Teach-Back verbally 76% of the time. This was based on more than 800,000 teaching opportunities.
- **Teach-Back Pocket Guides:** Distributed more than 2,000 Teach-Back pocket guides to care team members across the organization.

- Continue to have Teach-Back peer-to-peer practice station at monthly General Nurse Orientation.
- Promote the Teach-Back learning module to clinical and non-clinical teams.
- Provide Teach-Back trainings and presentations at consults or staff meetings.
- Partner with teams on projects to increase the use of Teach-Back to improve patient outcomes and communication with patients and families.

We would like to thank the following people and teams for their role in making these Teach-Back education efforts possible.

- CDHE Lunch n' Learn speaker: Julie McKinney
- Learning team
- Nursing Grand Rounds panelists: RJ Palania, Lynn Pittsinger, Rachael Satake, Jamie Thompson
- Nursing Informatics team
- Nursing Professional Development team
- Patient and Family Education and Communication team
- Patient Safety Conference: Kim Bahnmillier, Jenna Sander, Patient Safety team
- Teach-Back article or video participants: Kate Agbayana, Sara Chang Bocanegra, Carla Bujnowski, Yolanda Evans, Amy Foster, Dr. Jeff Fotti, Fallon Gallagher, Katherine Hampton, Maria Gruenemay, Diana Navarrete, Brett Niessen, Josh Wilcox, Drew Yancey

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