

# Using Teach-back to Educate About New Medications

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# Using Teach-back to Educate About New Medications

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## BACKGROUND

- Patients who are prescribed new medications during their acute course of treatment often cannot state the name, use, and adverse effects of their medications. This was the case of a pre-intervention sample of 25 5K and 6K patients.
- This lack of knowledge can lead to improper self-administration, adverse/non-therapeutic effects, interactions, progression of illness, or readmission to the hospital.

## PICO

- **P-** Alert and oriented medical-surgical patients prescribed a new medication
- **I-** Using teach-back
- **C-** No explanation
- **O-** Patient states new medication's name, use and adverse effects accurately

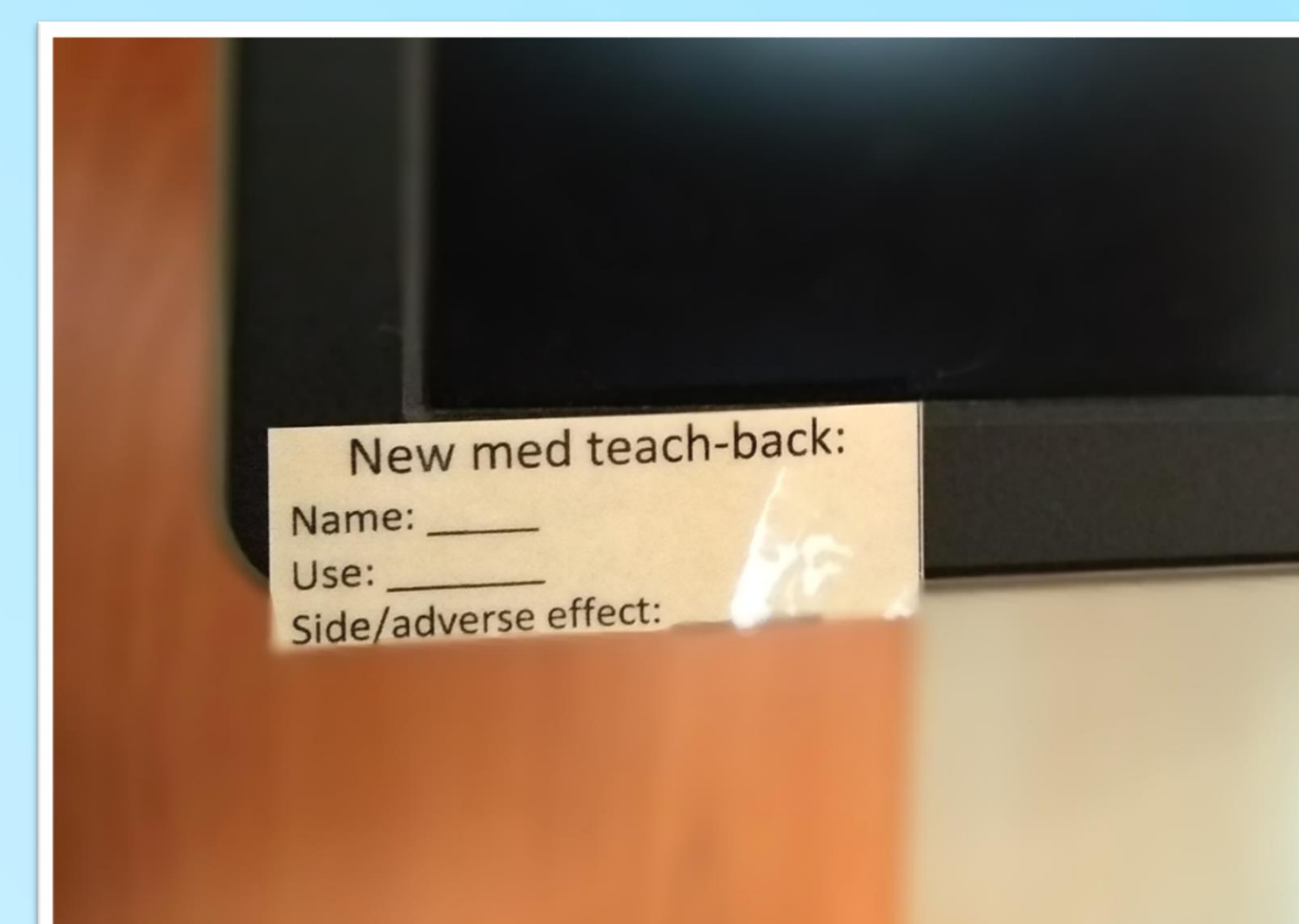
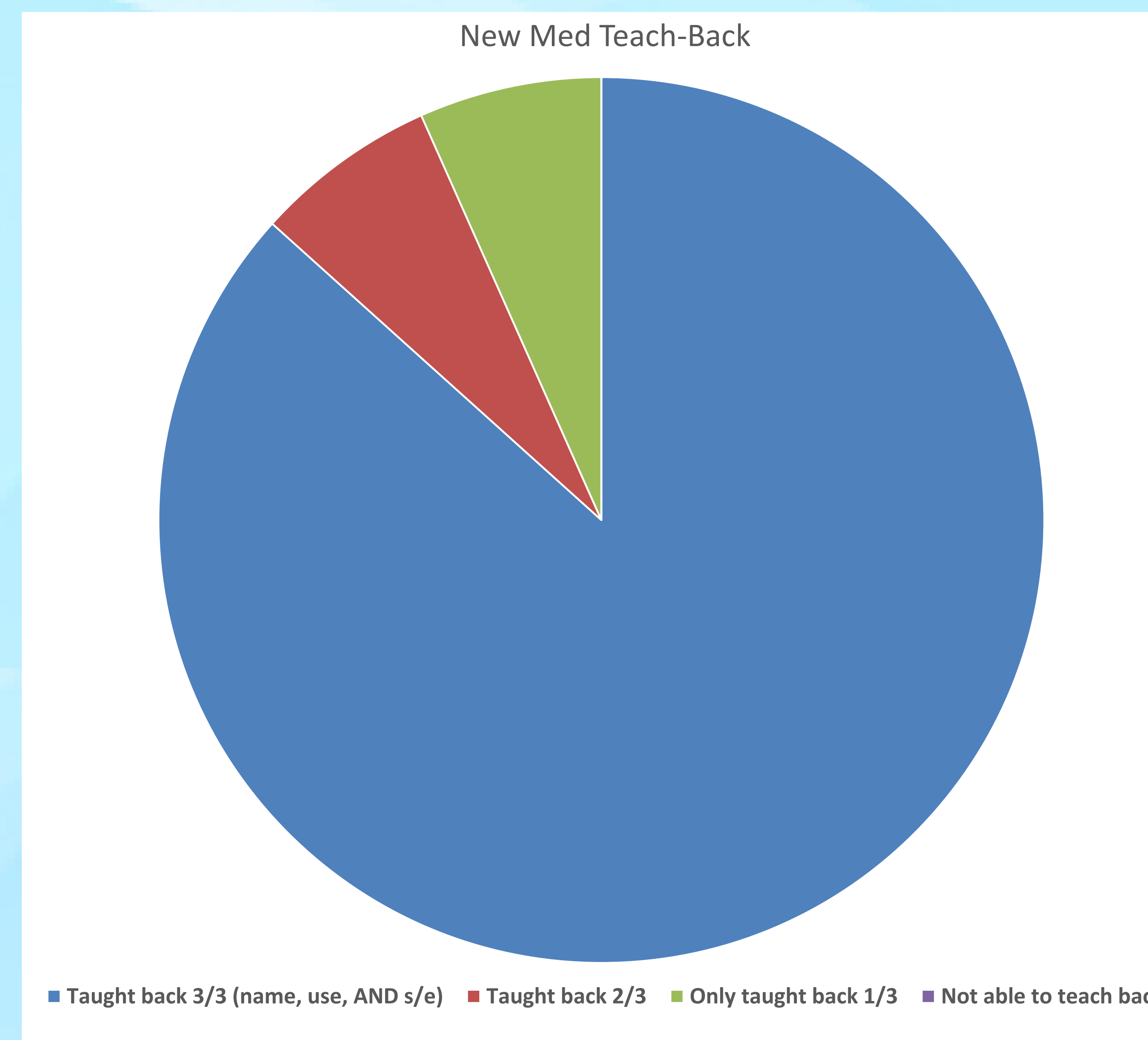
## EVIDENCE

Our literature review strongly suggests that using teach-back to educate patients leads to:

- Improved outcomes in disease-specific knowledge, adherence, self-efficacy, and self-administration (Ha Dinh, Bonner, Clark, Ramsbotham & Hines, 2016)
- Improved patient's recall of information (Slater, Huang, Dalawari, 2017), (Send, Schwab, Gauss, Rudofsky, Haefeli, Seidling, 2014)
- Improved comprehension of care and self-management (Griffey, Shin, Jones, Aginam, Gross, Kinsella, Williams, Carpenter, Goodman, Kaphingst, 2015), (Mollazadeh, Hemmati Maslakpak, 2018)
- Improvement in the 30-day readmission rate and length of stay of the second hospitalization (Peter, Robinson, Jordan, Lawrence, Casey, Salas-Lopez, 2015)

## OUTCOMES

- An email was sent to all RNs explaining the project. Color reminder cards were placed at each patient room computer.
- From Aug. 1-15, the 2 RN champions stated name, use, and most relevant adverse effect of a new medication to 20 patients and asked each patient to teach-back. The RNs kept track of the data on a spread sheet. Of the 20 patients, 18 were able to teach back all name, use, and side effect. 1 was only able to say the name.



## IMPLEMENTATION

- Over a week, two RN champions identify a new medication education opportunity using the icon in the MAR
- RN states name, use, and most relevant adverse effect of medication and asks patient to teach-back
- RN documents on new medication education icon on the MAR whether the patient (or primary learner) was able to teach back medication information
- To make all the staff aware of the initiative, an email will be sent to all RNs explaining the project. Color reminder cards were placed at each patient room computer
- Chart audits were completed to determine how many patients effectively taught-back

## NEXT STEPS

- Implement teach-back as gold standard for new medication education network-wide.

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