

Do your patients really understand?

Using the teach back method to improve patient engagement

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Community Healthcare Network

- Not-for-profit FQHC with 11 health centers in NYC
- Provide wide range of health care services
- See 75,000 patients annually and consists of over 500 employees

We have 11 health centers in NYC:

BRONX

Bronx Health Center ■ 975 Westchester Avenue ■ 718-320-4466

Tremont Health Center ■ 4215 Third Avenue ■ 718-294-5891

BROOKLYN

Dr. Betty Shabazz Health Center ■ 999 Blake Avenue ■ 718-277-8303

Caribbean House Health Center ■ 1167 Nostrand Avenue ■ 718-778-0198

CABS Health Center ■ 94-98 Manhattan Avenue ■ 718-388-0390

MANHATTAN

Catherine M. Abate Health Center ■ 150 Essex Street ■ 212-477-1120

Helen B. Atkinson Health Center ■ 81 West 115th Street ■ 212-426-0088

Community League Health Center ■ 511 West 157th Street ■ 212-781-7979

QUEENS

Queens Health Center ■ 97-04 Sutphin Avenue ■ 718-657-7088

Long Island City Health Center ■ 36-11 21st Street ■ 718-482-7772

Family Health Center ■ 90-04 161st Street ■ 718-523-2123

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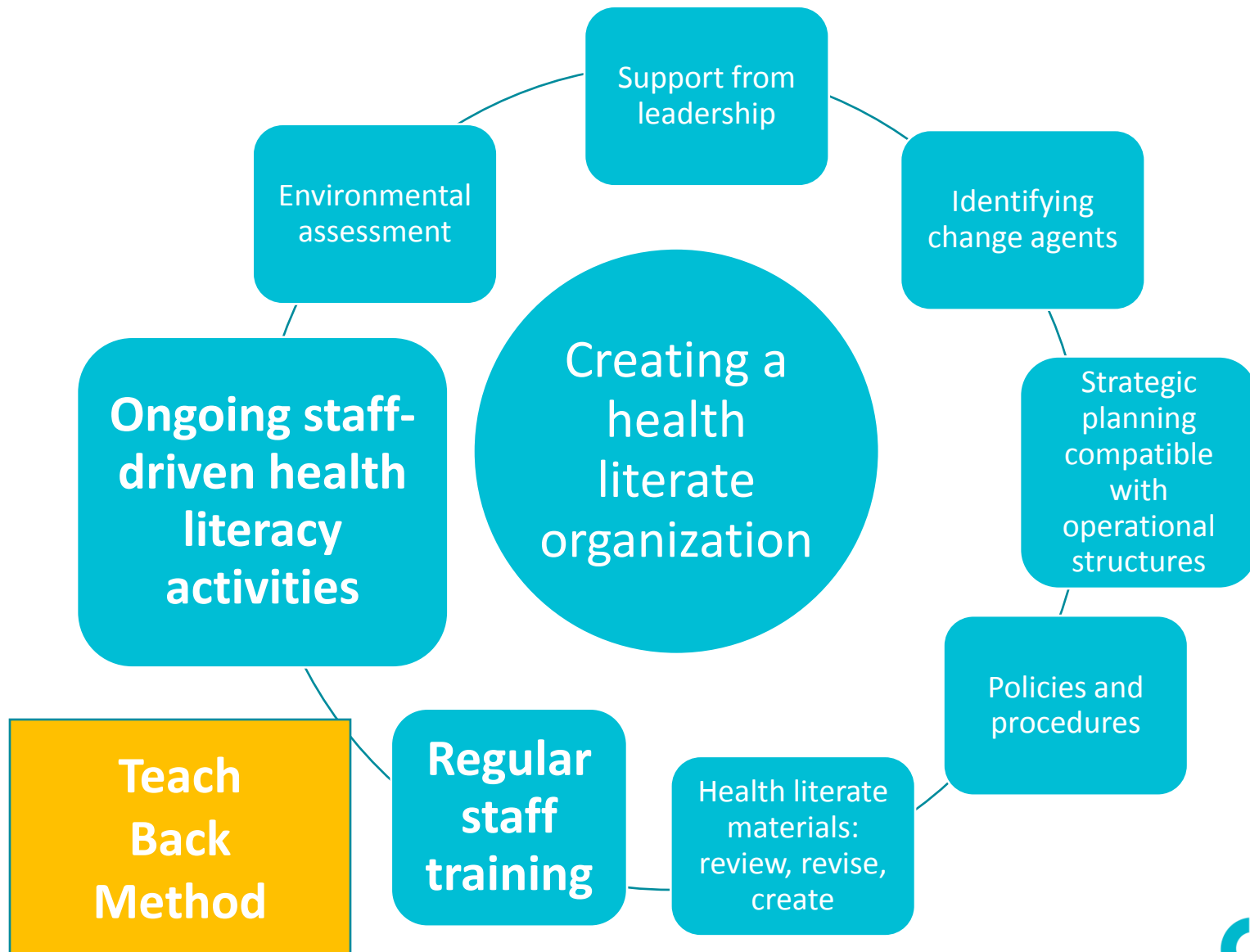
www.chnnyc.org

2011:

we launched our health literacy initiative

Goal: improve patient outcomes by creating an organizational culture based on health literacy principles

CHN's Health Literacy Initiative



Teach Back Method

Patient explains your instructions back to you **in his or her own words**. The teach back method is **our best way to assess patient understanding**.

Teach back method can:

- Uncover health beliefs¹
- Reinforce health messages¹
- Open a dialogue with patients¹

Why teach back method?

- Patients forget **40-80%** of medical information received during an appointment²
- Nearly **50%** of the information they remember is incorrect²
- Providers **often overestimate** how well they communicate³
- Teach back can improve:
 - patient understanding of disease⁴
 - readmission rates⁴
 - patient satisfaction⁴

Why teach back method?

Health Literacy:

“...the degree to which individuals have the capacity to obtain, process, and understand basic health information and services needed to make appropriate health decisions.”

“...the capacity of professionals and institutions to communicate effectively so that community members can make informed decisions and take appropriate actions to protect and promote their health.”

Why teach back method?

“It is neither just, nor fair, to **expect** a patient to make appropriate health decisions and safely manage his/her care **without first understanding** the information needed to do so.”

Teach Back Method

Patients should view teach back as you checking to see how well you explained information - not as a test.

- "I want to be sure that I did a good job explaining your medicines today. Can you tell me how you're going to take your new cholesterol medicine?"
- "What foods are you going to avoid while you're taking this medicine?"
- "Which papers are you going to bring when you go to see the eye doctor?"

Questions to avoid:

- "Do you understand?"
- "Does that make sense?"
- "Do you have any questions?"

Teach Back Method

Teach back tips:

- Use plain language
- Ask open-ended questions
- Ask patient to explain using their own words
- Have a positive, welcoming attitude
- Teach back is cyclical
- Use pictures/props when appropriate

Teach Back Videos



Teach Back Method

How do we train our staff to use teach back method?

- Education
 - Health literacy training for all new employees
 - Dedicate time at monthly center meetings to new health literacy information



Teach Back Method

How do we train our staff to use teach back method?

- **Practice, practice, practice:** trainings, center meetings, all-staff meeting

Scenario: You change your patient's hypertension medication regimen. He will now take one lower-dose pill twice a day instead of one higher-dose pill once a day.

Directions: Use plain language and teach back method to ensure the patient understands:

- how to take his medicine
- what he should do if he forgets to take his medicine

Let's Practice!


- Find a partner.
- Choose one person to be the CHN staff member and one person to be the patient. Use the scenario that is handed to you when you play the CHN staff member.
- We will rotate so each partner has a chance to play the CHN staff member.
- Use plain language and teach back method.

Teach Back Method

How do we train our staff to use teach back method?

- Teaching tools

Teach Back Method
pocket card



Teach back method is having your patient explain your instructions back to you in their own words.

1. allows you to confirm patient understanding
2. can help you identify areas of need
3. should be used in every patient interaction

Phrasing your teach back questions:

What have you heard about... (diabetes, asthma, etc.)?
What questions do you have for me?
What are you going to do if you miss a dose of medicine?
I know this was a lot of information. I want to make sure I explained everything clearly, **so can you tell me...** (how you are going to take this medicine when you get home)?
Let's pretend that I'm the patient and you're the doctor, how would you explain how to... (take this medicine, use this inhaler, check your blood sugar, etc.)?
That was a lot of information. **What can I go over again?**
We've talked about the changes we're going to try out with your diet to lower your blood pressure. **What are the 3 most important things you'd tell your spouse** about changes to your diet?
What are your next steps after you leave the center?
Can you show me how you're going to take this medicine? What time will you take this medicine?
Who would you call if...(your arm swells, you get a rash from the medicine, etc.)?

healthliteracy@chnyc.org



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Things to do after my visit:

Helen B. Atkinson Health Center

My next visit is on _____ with _____

Teach Back Method

Challenges:

- “re-learning” how to interact with patients
- time constraints
- language barriers

Benefits:

- enhance patients’ learning
- increase appointment keeping
- increase “compliance” with regimens
- improve patient safety
- remove barriers to accessing care
- **improve patient outcomes**

Teach Back Method

Provider Quotes:

Thank you!

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