

Teach Back Tool:

MSK Physiotherapy Team Scottish Improvement Foundation Skills Project





Aim statement

In line with realistic medicine and the NICE guidelines, the MSK physiotherapy QI team aim to implement the Teach Back Tool with 30% of new patients by October 2024, as a method of improving patient's understanding of their condition.

Rational

- Up to 80% of medical information given to patients is forgotten immediately
- Almost half of the information retained is incorrect
- Teach back Tool has a sound evidence base

∑- Change Ideas

- 5 Physio's, Test use of teach back tool with new patients
- Develop staff and patient questionnaires, for feedback

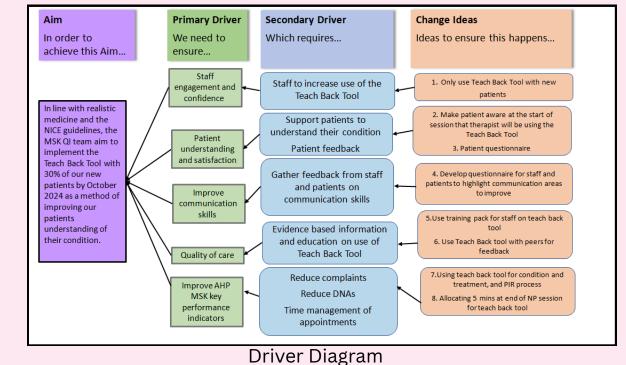
• Share at AHP community lunch & learn, Educate through teach back tool

training module

Some of the

QI Tools used

Results



Able to explain management plan again to improve clarity

| Highlighted when patient was not clear or misunderstood information

| Staff | feedback on using Teach | Back Tool |
| Expectations from | Physiotherapy were highlighted |
| Helpfut and encouraging to know the patients eedback |
| Opportunity for patient to ask questions and summarise |
| Challenging to ask if patient understood |
| Unsure of words to use for teach back tool |
| Having to reexplain to patients who misunderstand - Time |
| Forcefield Analysis

Forces for change

Teach-back technique

Improving patient safety

Improving health literacy

SCOTLAND

Forces against

Improving communication

health problems.

everything?' doesn't work.

check patient's understanding.

Improving self management

Clear communication is essential for effective healthcare

relationships and patient safety. Yet patients remember and understand less than half of the information they are given.

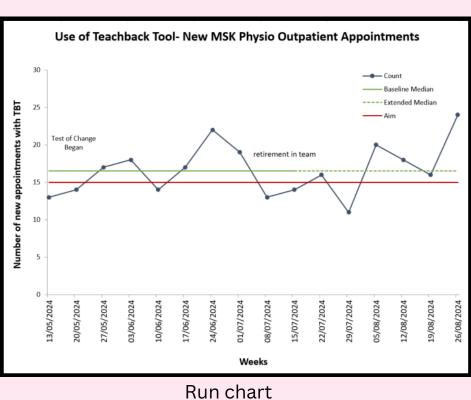
Poor understanding can lead to serious

Simply asking 'is that clear?' or 'have you understood

Use teach-back, it's an easy and effective way to

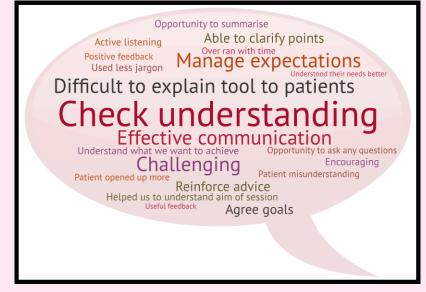
As a new initiative, our baseline was zero, our data shows our 30% aim, (15 new appointments weekly) and a median of 16.5 based on the first 10 data points, there is random variation as would be expected as we learn & develop towards spread up & scale. Patient & staff feedback data is invaluable as tells us staff are confident in use of the tool and patients value the opportunity to

feel better informed or ask relevant questions.





Patient Feedback



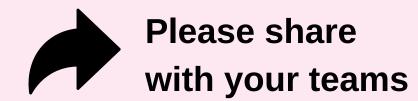
Staff Feedback



Next Steps



- Teach Back is a valuable evidence based tool for patients and staff
- The Teach Back tool is universal in any situation and in all services to aid communication with patients and colleagues - THINK REALISTIC MEDICINE
- Data, whilst challenging enables learning & drives improvement
- Test recording of Teach back within TOPAS notes to identify patients
- Track patient journey to explore correlation between less appointments required and better outcomes moving forward
- Implement tool into daily practice through scale up and spread







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