



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.

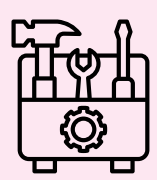
Rational

- 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

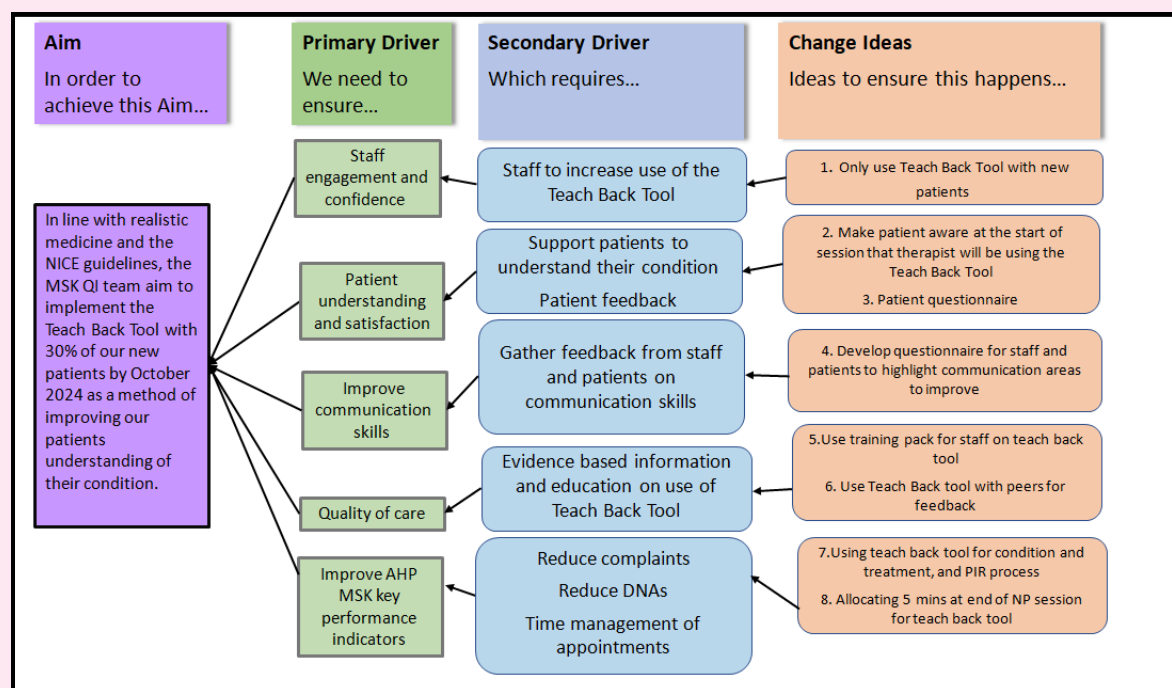


Change Ideas

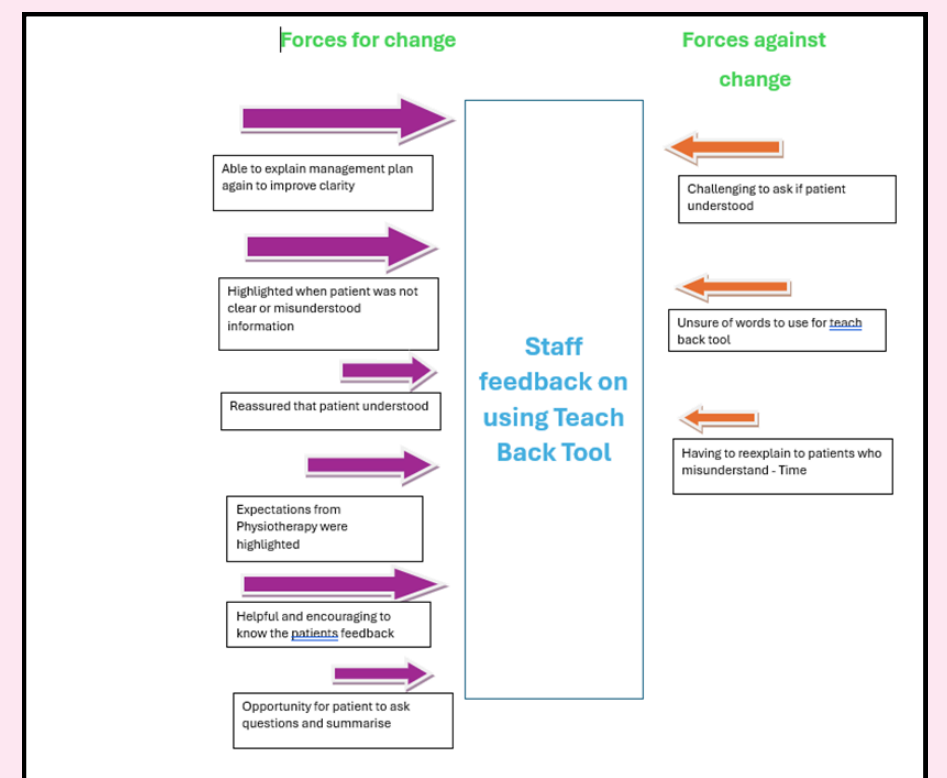
- 5 Physio's, Test use of teach back tool with new patients
- Develop staff and patient questionnaires, for feedback
- Share at AHP community lunch & learn, Educate through teach back tool training module



Some of the QI Tools used



Driver Diagram

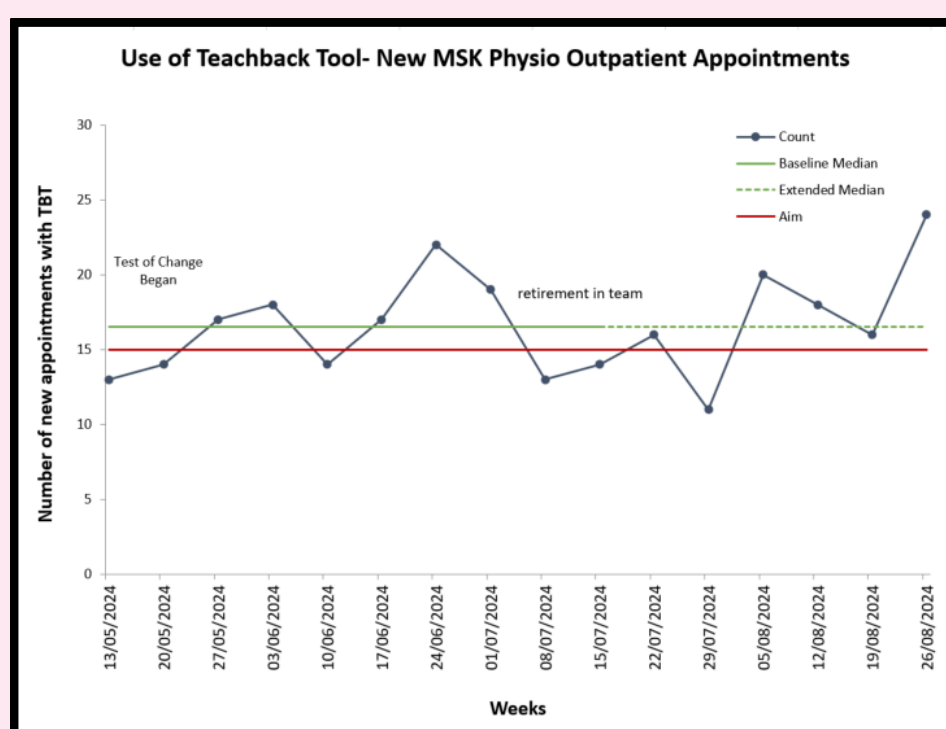


Forcefield Analysis



Results

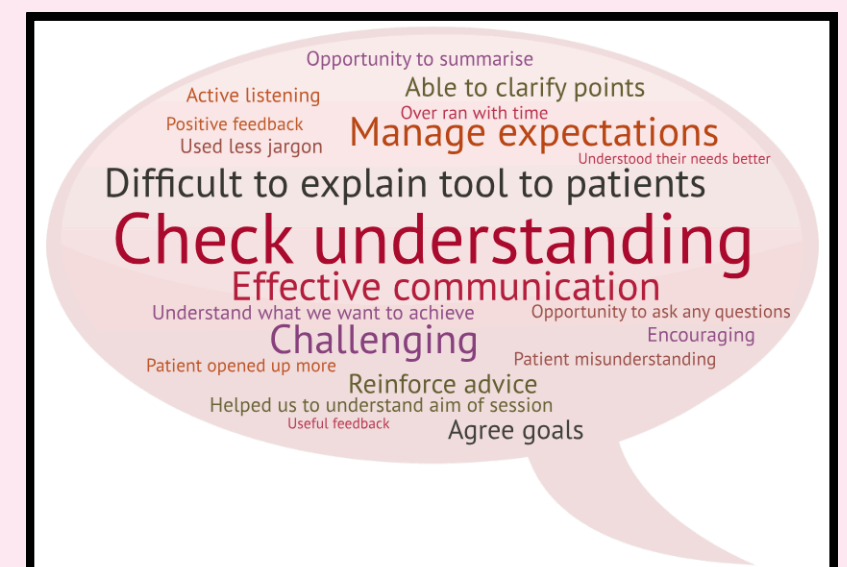
As a new initiative, our baseline was zero, our data shows our 30% aim, (15 new appointments weekly) and a median of 16.5 based on the first 10 data points, there is random variation as would be expected as we learn & develop towards spread up & scale. Patient & staff feedback data is invaluable as tells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



Run chart



Patient Feedback



Staff Feedback



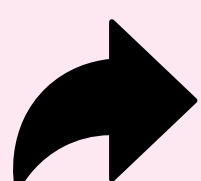
Next Steps

- 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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with your teams



<https://teachback.org>