

Always Use Teach-back! Toolkit

Readings and Resources

To learn more about health literacy and teach-back, the following readings and resources are recommended. Those with an asterisk [*] may be most helpful.

American Medical Association Foundation and American Medical Association. *Health Literacy and Patient Safety: Help Patients Understand: Reducing the Risk by Designing a Safer, Shame-Free Health Care Environment*. Chicago, IL: 2007. Available at: http://www.ama-assn.org/ama1/pub/upload/mm/367/hl_monograph.pdf. Accessed: June 29, 2012.

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Berkman N, Sheridan S, Donahue K, et al. **Health Literacy Interventions and Outcomes: An Updated Systematic Review**. Evidence Report/Technology Assessment No. 199. Executive Summary. Prepared by RTI International–University of North Carolina Evidence-based Practice Center under contract No. 290-2007-10056-I. AHRQ Publication Number 11-E006. Rockville, MD. Agency for Healthcare Research and Quality. March 2011. Available at: <http://www.ahrq.gov/clinic/tp/lituptp.htm>. Accessed: June 29, 2012.

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Doak CC, Doak LG, Root JH. **Teaching Patients with Low Literacy Skills. Second Edition**. Philadelphia, PA: J.B. Lippincott Company; 2007. Available at: <http://www.hsph.harvard.edu/healthliteracy/resources/doak-book/>. Accessed: June 29, 2012.

Institute for Health Care Improvement. **How to Improve. Plan-Do-Study-Act Cycle**. Available at: <http://www.ihc.org/knowledge/Pages/HowtoImprove/ScienceofImprovementTestingChanges.aspx>. Accessed: June 29, 2012.

Institute of Medicine Committee on Health Literacy. *Health Literacy: A Prescription to End Confusion*. Nielsen-Bohlman L, Panzer AM, Kindig DA, eds. Washington, DC: The National Academies Press; 2004. Available at: <http://www.nap.edu/catalog/10883.html>. Accessed: June 29, 2012.

Institute of Medicine Committee on Identifying Priority Areas for Quality Improvement. *Priority Areas for National Action: Transforming Health Care Quality*. Adams K and Corrigan, JM, eds. Washington, DC: The National Academies Press; 2003. Available at: http://www.nap.edu/openbook.php?record_id=10593&page=1. Accessed: June 29, 2012.

Joint Commission. *Advancing Effective Communication, Cultural Competence, and Patient- and Family-Centered Care: A Roadmap for Hospitals*. 2010. Available at: <http://www.jointcommission.org/assets/1/6/ARoadmapforHospitalsfinalversion727.pdf>. Accessed: June 29, 2012.

Joint Commission. *What Did the Doctor Say? Improving Health Literacy to Protect Patient Safety*. 2007. Available at: http://www.jointcommission.org/assets/1/18/improving_health_literacy.pdf. Accessed: June 29, 2012.

Kirsch I, Jungeblut A, Jenkins L, Kolstad A. *Adult Literacy in America: A First Look at the Results of the National Adult Literacy Survey*. Third Edition. April 2002. Washington, DC: National Center for Education Statistics.US Department of Education. Office of Educational Research and Improvement. Available at: <http://nces.ed.gov/pubs93/93275.pdf>. Accessed: June 29, 2012.

Koh HK, Berwick DM, Clancy CM, et al. **New federal policy initiatives to boost health literacy can help the nation move beyond the cycle of costly ‘crisis care’**. *Health Affairs*. 2012;31(2). Available at: <http://content.healthaffairs.org/content/early/2012/01/18/hlthaff.2011.1169.abstract> . Accessed: June 29, 2012.

Kutner M, Greenberg E, Jin Y, Paulsen C. *The Health Literacy of America’s Adults: Results from the 2003 National Assessment of Adult Literacy*. National Center for Education Statistics.US Department of Education. 2006. NCES Publication No. 2006-483. Available at: <http://nces.ed.gov/naal/health.asp>. Accessed: June 29, 2012.

Ley P. **Communicating with Patients: Improving Communication, Satisfaction, and Compliance**. Croom Helm; 1988. Available at: <http://psycnet.apa.org/psycinfo/1989-97003-000>. Accessed: June 29, 2012.

National Quality Forum. Safe Practices for Better Healthcare – 2010 Update: A Consensus Report. 2010. Washington, DC: National Quality Forum. Available at: http://www.qualityforum.org/Publications/2010/04/Safe_Practices_for_Better_Healthcare_-_2010_Update.aspx. Accessed: June 29, 2012.

NIH Plain Language Initiative. What is Plain Language? Available at: <http://execsec.od.nih.gov/plainlang/guidelines/what.html>. Accessed: June 29, 2012.

Parikh NS, Parker RM, Nurss JR, Baker DW, Williams MV. **Shame and health literacy: the unspoken connection.** *Patient Educ Couns.* 1996;27:33-39. Available at: [http://www.pec-journal.com/article/0738-3991\(95\)00787-3/abstract](http://www.pec-journal.com/article/0738-3991(95)00787-3/abstract). Accessed: June 29, 2012.

Rost K, Roter D. **Predictors of recall of medication regimens and recommendations for lifestyle change in elderly patients.** *Gerontologist.* 1987;27:510-515. Available at: <http://gerontologist.oxfordjournals.org/content/27/4/510.abstract>. Accessed: June 29, 2012.

Rudd RE. **Improving Americans' health literacy.** *N Engl J Med.* 2010;363:2283-2285.

Schall M, Coleman E, Rutherford P, Taylor J. **How-to Guide: Improving Transitions from the Hospital to the Clinical Office Practice to Reduce Avoidable Rehospitalizations.** Cambridge, MA: Institute for Healthcare Improvement; June 2012. Available at: www.IHI.org. Accessed: June 29, 2012.

* Schillinger D, Piette J, Grumbach K, et al. **Closing the loop: physician communication with diabetic patients who have low health literacy.** *Arch Intern Med.* 2003;163(1):83-90. Available at: <http://archinte.ama-assn.org/cgi/content/full/163/1/83>. Accessed: June 29, 2012.

* U.S. Department of Health and Human Services, Office of Disease Prevention and Health Promotion.(2010). **National Action Plan to Improve Health Literacy.** Washington, DC. Available at: http://www.health.gov/communication/hlactionplan/pdf/Health_Literacy_Action_Plan.pdf. Accessed: June 29, 2012.

* Weiss BD. **Health Literacy and Patient Safety: Help Patients Understand: Manual for Clinicians.** Second Edition. American Medical Association Foundation and American Medical Association. Chicago, IL:2007. Available at: <http://www.ama-assn.org/ama1/pub/upload/mm/367/healthlitclinicians.pdf>. Accessed: June 29, 2012.

To learn more about coaching, the following readings are recommended:

Lally P, Wardle J, Gardner B. **Experiences in habit formation: a qualitative study.** *Psychol Health Med.* 2011;16:484-489. Available at: <http://www.ncbi.nlm.nih.gov/pubmed/21749245>. Accessed: September 4, 2012.

Miller NH. **Motivational interviewing as a prelude to coaching in healthcare settings.** *Journal of Cardiovascular Nursing.* 2010;25:247-251.

Attachment F: Institute for Healthcare Improvement Always Event Poster Abstract

Title: Always Use Teach-back! (Picker Always Event Grant)

AIM:

Ensure reliable use of teach-back across the care continuum to help assure patient/family understanding.

Description:

Using health literacy and behavior change principles, we developed the Always Use Teach-back! Toolkit. The purpose of this Toolkit is to help all health care providers use teach-back— every time it is indicated—to support patient and family understanding throughout the care continuum, especially during transitions between health care settings.

Actions taken:

- Conducted current-state front-line observations of patient teaching.
- Assessed current teach-back training, tools, resources.
- Developed and tested interactive, online education module.
- Designed and tested supportive coaching content based on learning from testing.
- Created complementary components based on observations and testing.
- Developed evaluation and dissemination plans

Summary and Results:

We observed ongoing provider use of teach-back and a significant increase in use of teach-back questions following this intervention. An “Always Use Teach-back!” Toolkit with an interactive learning module and supporting coaching and behavior change tools builds competence in and consistent use of teach-back and can help assure patient/family understanding.