Implementation of an Educational Teach-Back Program: A Quality Improvement Project in a Thrombectomy-Capable Stroke Center

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Abstract

**Background:** Secondary stroke risk increases after the primary stroke event. Evidence-based recommendations to help mitigate this threat include tailoring stroke-specific education. Education delivery via the teach-back method lowers readmission rates and is endorsed by the Joint Commission, the certifying body of the stroke center of interest.

**Local Problem:** Documentation of stroke risk factor education was inadequate at a Thrombectomy-Capable Stroke Center. Root causes include low staff confidence in providing education and the absence of expected educational requirements.

**Purpose:** This quality improvement project sets to improve upon stroke risk factor education delivery via utilization of the teach-back method, as well as promotion of RN knowledge and confidence in using this method.

**Methods:** The theoretical model utilized is the Iowa Model of Evidence-Based Practice to Promote Quality Care, with Dorothea Orem’s Self-Care Deficit Nursing Theory as the theoretical framework. Research pertaining to the identified problem was reviewed, along with appraisal of documentation interfaces of stroke risk factor education.

**Intervention:** An evidence-based teach-back program was implemented on an acute care neurology unit. 53 RNs attended in-services showcasing use of the teach-back method, and an educational binder and poster were available showcasing where to chart the education within the electronic medical record throughout project duration.

**Results:** Education charting compliance improved to 95%. A 77% increase in teach-back method knowledge was seen, as well as a 79% increase in teach-back method confidence.

**Conclusion:** Teach-back method in-services increased RN knowledge and confidence with using the teach-back method, as well as aiding in increasing education charting compliance.
Keywords: Stroke, teach-back method, health literacy, patient education, nurse education