

Readmissions Quality Collaborative June 7, 2013

Panel: Teach-back

Ask Me 3 / Teach-back

Debra J. Livingston, RN, MS,

Nurse Executive, Board Certified (NE-BC)

Assistant Vice President, Patient Care Services, Psychiatry

Bronx-Lebanon Hospital Center

Ask Me 3/Teach-back

- Ask Me 3[™] is a registered trademark licensed to the National Patient Safety Foundation
- Ask Me 3/Teach-back is a state-wide initiative supported by the Iowa Medical Society
- The Indian Health Service has adopted
- Studies at University of Texas, and American Association of Family Physicians demonstrate visit satisfaction and improved communication
- Focus on Health Literacy and empowerment

Ask Me 3/Teach-back

- Recently implemented at Bronx-Lebanon Psychiatry
- Strategy across all clinical programs
 - Inpatient units – Adult Psychiatry, Child and Adolescent Psychiatry, Detoxification, Rehabilitation
 - Outpatient
 - Comprehensive Psychiatric Emergency Program
 - By Disciplines – Social Work, Nursing, Doctors

Ask Me 3/Teach-back

- Health Literacy:
 - Definition: the ability to read, understand and act on health information
 - Literacy skills are a stronger predictor of an individual's health status than age, income employment status, education level or racial/ethnic group
 - A disproportionate number of minorities, immigrants and older adults have literacy problems

*National Patient Safety Foundation

Ask Me 3/Teach-back

- What it does and what it does not do:
 - Provides an easy to understand and implement framework for teaching patients
 - Gives patients a framework to use in any healthcare setting

- Does not take more time or prolong time spent with a patient.

Ask Me 3/Teach-back

- What is my main problem?
- What do I need to do about it?
- Why is it important for me to do this?

Ask Me 3/Teach-back

- Teach-back is essential to measuring patient/family level of understanding
 - Frame as your chance to see if you were successful at teaching
 - Tell me in your own words *What, What, Why...*
 - *How* will you explain this to your family member who asks you what you need to do to get better?

Ask Me 3/Teach-back

- Making this work for you...
 - Select by discipline and setting who do you intend to train?
 - Use simple handouts and examples
 - Reinforce with each other, designated coaches, direct observation, rounding
 - Place brochures, handouts, posters on units, in exam rooms and waiting areas

Ask Me 3/Teach-back

QUESTIONS?????