

Teach-back in Pre-Endoscopy Assessment

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SITUATION

- Inadequate understanding of bowel prep instruction may result in poor bowel preps and repeat call backs for educational reinforcement
- The patient may require a second colonoscopy if the bowel prep is inadequate



ACTIONS

- IRB-approved quasi-experimental design used to compare effects of teach-back to current educational standard of care
- Three nurses including primary investigator were trained in teach-back method which was practiced with role-play
- Tools were created to aid in 6-week data collection effort
- Outcome measures included:
 - Number of return calls (education reinforcement)
 - Repeat colonoscopy secondary to poor prep

SIGNIFICANT FINDINGS

- There was no statistically significant difference between those who received teach-back (n=13) and those who did not receive teach-back (n=19) in terms of calls for further instructions ($\Phi = .059$, $p = .692$)
- There was no clinically significant difference in the number of repeat colonoscopies



BACKGROUND

- The Vanderbilt Digestive Diseases G.I. Lab uses assessment nurses to call patients prior to endoscopy procedures to perform a history and educate patients about prep instructions
- Traditionally, patient understanding confirmed by verbal acknowledgment which may encourage missed learning barriers, low health literacy, and cognitive deficits
- Teach-back has been a useful method in perioperative settings, emergency room discharge, and in behavioral modification techniques

DATA

- Total N = 656
 - 216 (32.9%) received teach-back
 - 160 (74.1%) were colonoscopy related
 - 123 (56.9%) had received prior teaching
 - 13 (6.02%) sought more information after teach-back
 - 209 (96.8%) found teach-back helpful
 - 4 (1.9%) required repeat colonoscopy
 - 440 (67.1%) received current standard of care
 - Unknown # of colonoscopies
 - 19 (4.31%) sought more information

RECOMMENDATIONS

- Care must be taken to explain that teach-back is used to test the healthcare worker's quality of education ensuring nothing important was left out
- Teach-back is useful for complicated colon prep regimen
- Phone call length and health literacy data were not recorded and should be part of future data collection