

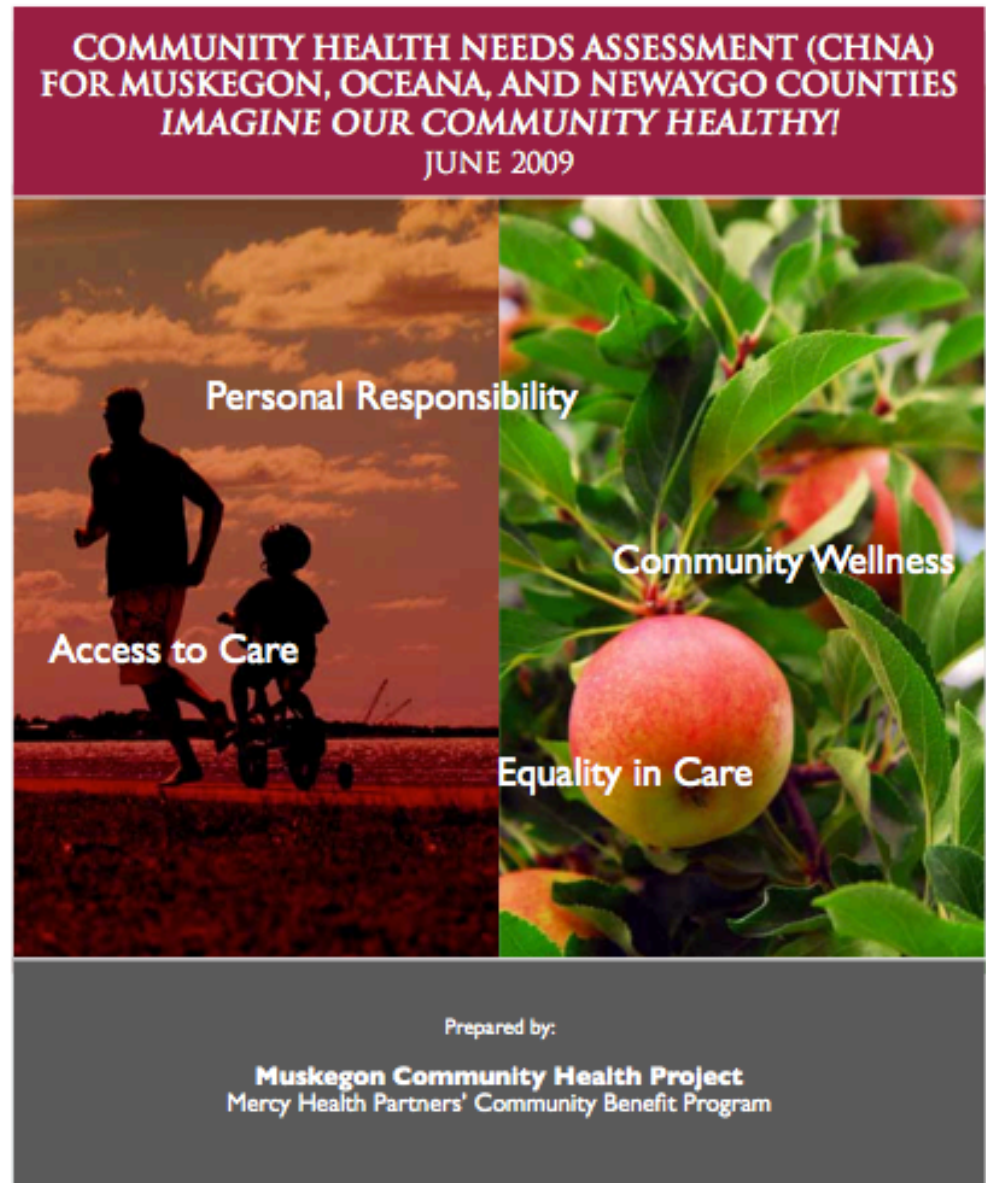


Effectiveness of the Teach Back method in improving health literacy in a primary care practice

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- Low levels of health literacy identified as a barrier
- Lack of understanding of risk and benefit for medical options
- Inability of public to make informed decisions regarding their care
- Identified by both community residents & health care providers



- Multi-faceted intervention grounded in the principles of CBPR



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Health Literacy Research Project

Phase I:

- Comprehensive assessment of a primary care office
- Identified barriers in provider-patient communication

Phase II:

- Use of the Teach Back Method to improve communication
- March-May 2013
 - Pre-implementation phase
 - Researcher-developed survey administered to 865 patients
- June-July 2013
 - Implementation of the Teach Back method
 - Utilized “Health Literacy Champions”
- January-March 2014
 - Researcher-developed survey administered to 806 patients

	Intervention		
	Pre	Post	p-value
When you were told something about your/your child's health or medical condition, were you asked if you understood? – Answered "Always"	57.5%	62.9%	0.002
Did the provider give you easy to understand instructions about what to do to take care of your/your child's illness or health condition? – Answered "Always"	77.2%	79.3%	0.002
Were you asked during your appointment to describe how you were going to follow instructions to take care of your/your child's illness or health condition? – Answered "Always"	43.5%	51.1%	0.000
Were you asked during phone calls to describe how you were going to follow instructions to take care of your/your child's illness or health condition? – Answered "Always"	28.7%	39.7%	0.000

- Likert scale – never, sometimes, usually, always, and not applicable
- Chi-square test with significance set at the 0.05 levels

	Intervention		
	Pre	Post	p-value
Did you leave the office knowing what you need to do for your/your child's health? – Answered "Always"	73.8%	78.9%	0.000
Did the provider ask you if you have any problems doing what is needed to take care of your/your child's illness or health condition? – Answered "Always"	52.4%	61.5%	0.000
Did you feel the provider understood any difficulties you had in following the plan for your/your child's illness or health condition? – Answered "Always"	60.7%	69.6%	0.000

- Likert scale – never, sometimes, usually, always, and not applicable
- Chi-square test with significance set at the 0.05 levels

	Intervention		
	Pre	Post	p-value
Were you asked to repeat back in your own words information or instructions that you were given?			0.000
Never	37.1%	26.9%	
Sometimes	16.1%	17.7%	
Usually	13.3%	17.6%	
Always	28.8%	24.7%	42.3%
Not Applicable	18.0%	13.0%	

- Effectiveness of the Teach Back Method
 - Increase in patient's understanding of their illness

