

Idea to Test:

Conversations for engaging patients/clients

Owner:

Venita

Date:

7/13/23

PLAN: Describe the change you are testing and state the question you want this test to answer (If I do 'x' will 'y' happen?).

We will test use of teach-back by one newly-trained staff member.

What do you predict the result will be?

We will learn about what matters to a service user when they need to learn something new that is important to know or do. We will also learn how hard or easy it is to use teach-back, and find something that needs improvement.

What measure will you use to learn if this test is successful or has promise?

Was the service user willing and ready to have the teach-back conversation?
Did the staff member feel comfortable using teach-back?

Plan: who, what, when, where

On Monday morning, Venita will use teach-back with two service users who need to know or do something critical after the office visit. She will ask questions afterward to get input from service users and reflect on her own experience.

Data collection plan: who, what, when, where

Venita will ask the two service users what they thought of this teach-back conversation. Were both willing to talk with her at that time? She will ask: 1) what matters most to them when learning something new? 2) is there anything that would make this process better/easier for them? 3) was there anything that seemed hard to understand or questions they wanted to ask? She will ask herself: 1) How long did it take? 2) Is she willing to use teach-back with a few more clients on Tuesday using what she learned on Monday? 3) Is there anything she needs or wants to change in the tests for Tuesday?

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DO: Run the test. What happened? Describe observations, findings, problems encountered.

Venita was able to use teach-back with both service users on Monday. One was able to teach back completely on the first try. The other needed to have teach-back twice and said she appreciated that Venita was interested in helping her understand what she needed to do at home.

STUDY: Compare your results to your predictions. What did you learn? Any surprises?

Predictions vs reality: Venita is willing to test again the next day. The time it took in both teach-back sessions was less than anticipated. The two service users made positive remarks about the process. Though both sessions went well, we did learn something to improve with the second service user who looked uncomfortable and wasn't able to teach back in sufficient detail. It surprised Venita that in her nervousness, she spoke too fast for this person. Next time she will remember to slow down, take responsibility, and be ready to use different wording when she needs to re-explain and check again.

ACT: What will you do next? Adopt, adapt, or abandon the change?

Venita will test with more clients on Tuesday using the same process as Monday. She will pay attention to talking more slowly and being sure she takes responsibility for being clear by saying "I want to be sure I did a good job explaining this to you. To make sure, could you explain it back to me in your own words?" She wants to talk with four service users, if possible, during the morning session.