

Abstract

Heart failure is a growing worldwide problem. The growing burden of managing this progressive chronic disease is expensive. Effective management of this chronic debilitating disease requires vigilant patient and caregiver engagement. Self-management is complicated and requires patient understanding of the importance of adhering to medication regimens, monitoring fluid and sodium intake, daily monitoring of weight, and symptom management. Teach-back information exchange is associated with higher levels of information retention and improved health literacy. The focus of this quality improvement project was to reinforce the importance of the teach-back method and improve consistent documentation of education provided to patients on the IPOC. The Donabedian model provided the framework used for this project. A paired-samples t-test determined that there was a significant improvement in the Conviction and Confidence of the nursing staff in using the teach-back method. Pre and Post intervention chart audits demonstrated a significant increase in the documentation of the use of the teach-back method. Optimizing the use of the teach-back method provides benefits to patients and their family members by improving their understanding of HF compliance with treatment regimens and self-management activities. The correct and consistent use of the teach back method can contribute to positive health outcomes.

Keywords: heart failure, patient education, nurse education, self-management