مستشفى الملك فيصل التخصصي ومركز الأبحاث
King Faisal Specialist Hospital & Research Centre
Gen. Org. مؤسسة عامة

Strategic Priority: SP2- KFSH&RC Experience

Project Name
Enhancing patient and family education thru Teach-Back Method.

Site	Department
Riyadh	Nursing Affairs

Project Status	Project Start Date	Project End Date
Completed	07-01-2018	10-31-2018

Problem: Why the project was needed?

Based on our data: the total nursing workforce who completed the Teach-Back Course thru I-Learn in 2017 are (36 nurses) 1.7%. Moreover, KFSHRC Riyadh-HCAHPS Benchmark Report for 1st Q 2018 result was below 50th Percentile US Benchmark. Therefore, this project was selected, to enhance patient and family education thru Teach-Back Method.

Aims: What will the project achieve?

Increase the number of nurses who completed the Teach-Back I-Learn Module by 50% from baseline of 36 nurses by end of October 2018.

Benefits/Impact: What is the improvement outcome?
(check all that apply)
☐ Contained or reduced costs
☒ Improved productivity
☐ Improved work process
☐ Improved cycle time
☐ Increased customer satisfaction
☐ Other (please explain)
  Click or tap here to enter text.

Quality Domain: Which of the domains of healthcare quality does this project support?
(Select only one)
Patient Centred

Measures: Performance metrics to be evaluated	Targets: Expected outcomes
Number of Nurses completed the Teach-Back Module	50% increase from baseline.

Interventions:
- Conduct a Hospital-wide Teach-Back Awareness Campaign.
- Promote education and training by collaborative team efforts (ND7S/HITA/Health Educators/Unit UBC)
- Mandate Teach Back Module in I-Learn for all nurses.

2nd Phase of the Project:
- Start comprehensive education and training for the staff nurses to apply Teach-Back in real-time to enhance the competency of the staff in Teach-Back.
- Establish appropriate scripts to enhance patient engagement with teach-back.
- Establish a close and open relationship with the patient and family, to promote their well-being and happiness in their journey.
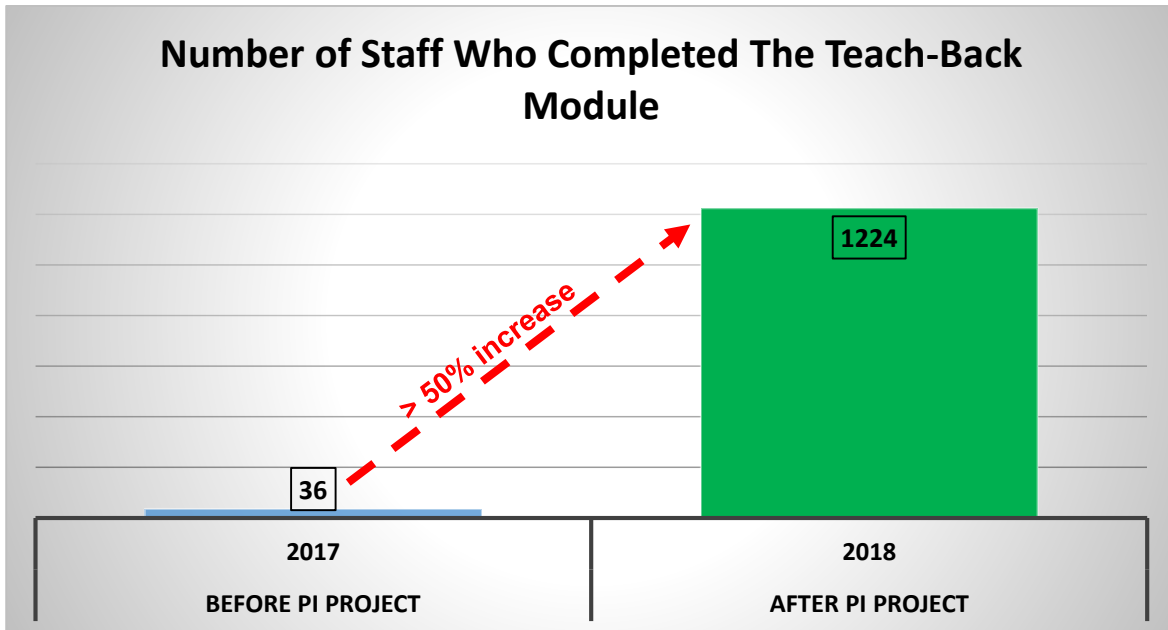
Results: Insert relevant graphs and charts to illustrate improvement pre and post project
(insert relevant graphs, data, charts, etc.)

Pre Project Data:
36 Nurses completed Teach-Back I-Learn in 2017.

Post Project Data:
1,224 Nurses completed the Teach-Back I-Learn by October 31, 2018.

Number of Staff Who Completed The Teach-Back Module

Project Lead	Team Members
Name *(person accountable for project)* Alina Articulo, AEDNA, NA	**Names** *(persons involved in project)* Chrisitine Rawlinson, PD, ND&S Karen Pompey, Program Director Mohammad Odeh, Clinical Health Education Speclalist Mohammed Meqdadi, (a) Program Director, Perioperative Nursing