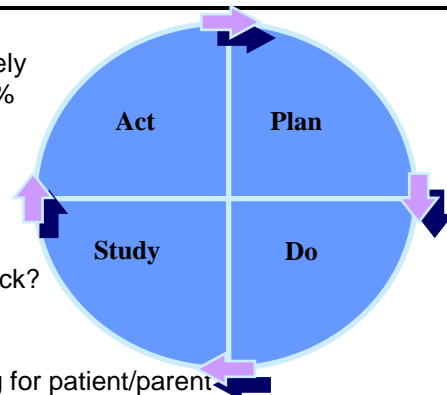


Plan a Test of Change

Cycle #: 1 Start Date: 7/1/16 End Date: 7/2/16**Objective for this PDSA Cycle (Aim):**

By July 31, 2016, our practice will use the Teach Back Method as a strategy to actively Engage patients and their families with their Asthma Actions Plan so that at least 80% have documentation in their record of the use of this patient engagement tool at their most recent appropriate acute or well-care visit.

**PLAN:**

QUESTIONS Do Dr. Green and the clinical staff know how to conduct Teach Back? Can this strategy be incorporated into the visit? Can it be documented in the EHR?

PREDICTIONS It will take some practice for Dr. Green to feel comfortable asking for patient/parent to share in own words what she explained regarding when to use which asthma medications.

PLAN FOR CHANGE OR TEST: WHO, WHAT, WHEN, WHERE

Task: Prior to 7/1, Dr. Green and clinical staff will review the Teach Back toolkit (<http://www.nchealthliteracy.org/toolkit/tool5.pdf>) and the "Always Use Teach Back" resources (<http://www.ihl.org/resources/Pages/Tools/AlwaysUseTeachBack!.aspx>)

Dr. Green will conduct teach-back with the last patient scheduled tomorrow who has a diagnosis of asthma and a newly created or updated asthma action plan. Dr. Green will review the plan with the patient and/or parent/caregiver and then will ask "I want to be sure that I explained the medications correctly. Can you tell me how and when you are going to take/give these medicines?" This process will be repeated until the patient/parent or caregiver can explain it properly in own words. At end of visit, Dr. Green will ask patient and/or parent/caregiver for their feedback about the usefulness of the technique.

PLAN FOR COLLECTION OF DATA: WHO, WHAT, WHEN, WHERE

Documentation of feedback from patient and/or parent/caregiver about the usefulness of the method. Dr. Green will also give feedback and her reflections about using the teach-back method.



DO: CARRY OUT THE CHANGE OR TEST; COLLECT DATA AND BEGIN ANALYSIS. REPORT THE RESULTS OF YOUR TEST HERE. Describe observations, problems encountered, and special circumstances.

STUDY: COMPLETE ANALYSIS OF DATA; SUMMARIZE WHAT WAS LEARNED

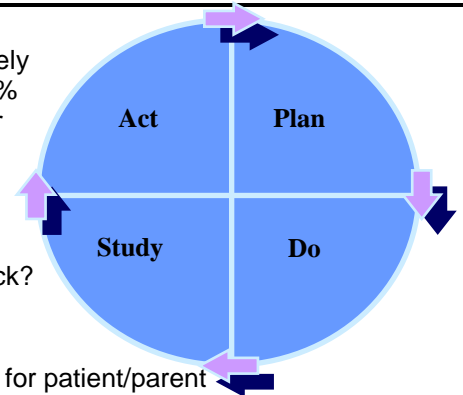
ACT: ARE WE READY TO MAKE A CHANGE? Modifications or refinements to the test? PLAN FOR THE NEXT CYCLE

Plan a Test of Change

Cycle #:_1_ Start Date: 7/1/16 End Date: 7/216

Objective for this PDSA Cycle (Aim):

By July 31, 2016, our practice will use the Teach Back Method as a strategy to actively Engage patients and their families with their Asthma Actions Plan so that at least 80% have documentation in their record of the use of this patient engagement tool at their most recent appropriate acute or well-care visit.



PLAN:

QUESTIONS Do Dr. Green and the clinical staff know how to conduct Teach Back? Can this strategy be incorporated into the visit? Can it be documented in the EHR?

PREDICTIONS It will take some practice for Dr. Green to feel comfortable asking for patient/parent to share in own words what she explained regarding when to use which asthma medications.

PLAN FOR CHANGE OR TEST: WHO, WHAT, WHEN, WHERE

Task: Prior to 7/1, Dr. Green and clinical staff will review the Teach Back toolkit (<http://www.nchealthliteracy.org/toolkit/tool5.pdf>) and the "Always Use Teach Back" resources (<http://www.ihl.org/resources/Pages/Tools/AlwaysUseTeachBack!.aspx>)

Dr. Green will conduct teach-back with the last patient scheduled tomorrow who has a diagnosis of asthma and a newly created or updated asthma action plan. Dr. Green will review the plan with the patient and/or parent/caregiver and then will ask "I want to be sure that I explained the medications correctly. Can you tell me how and when you are going to take/give these medicines?" This process will be repeated until the patient/parent or caregiver can explain it properly in own words. At end of visit, Dr. Green will ask patient and/or parent/caregiver for their feedback about the usefulness of the technique.

PLAN FOR COLLECTION OF DATA: WHO, WHAT, WHEN, WHERE

Documentation of feedback from patient and/or parent/caregiver about the usefulness of the method. Dr. Green will also give feedback and her reflections about using the teach-back method.



DO: CARRY OUT THE CHANGE OR TEST; COLLECT DATA AND BEGIN ANALYSIS.
REPORT THE RESULTS OF YOUR TEST HERE. Describe observations, problems encountered, and special circumstances.

Dr. Gordon conducted the teach-back method, as planned. She found she talked too fast and needed to slow down so she could explain the plan clearly to the patient's mother.

STUDY: COMPLETE ANALYSIS OF DATA; SUMMARIZE WHAT WAS LEARNED

The parent reported she felt intimidated at first that she was going to have to explain what she heard but said the way Dr. Gordon explained that *she* wanted to make sure *she* had explained it well made her feel better. Dr. Gordon said she learned to keep the instructions simple and not rush through them. She felt it will take some practice to get better at doing it, as well as to remember to do it routinely.

ACT: ARE WE READY TO MAKE A CHANGE? Modifications or refinements to the test?

Plan for next cycle: Dr. Gordon will use the teach-back method for the first 2 patients scheduled tomorrow with a diagnosis of asthma and will ask patients/families for feedback again. She will share what she's learned with her colleagues at the staff meeting later in the week.