

Teach-Back Method: An Evidence-Based Approach to Improve Comprehension of Treatment Plans for Opioid Use Disorder

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BACKGROUND

- Teach-Back Method
 Communication technique to assess understanding and perception of care plan.
- Opioid Use Disorder (OUD)
 Lifelong disorder that can result from extended, unsupervised, or unintended use of opioids.
- Gloucester Family Health Center (GFHC)
 178 patients under the Nurse Care Management model for medications for OUD (MOUD) treatment.

OBJECTIVES

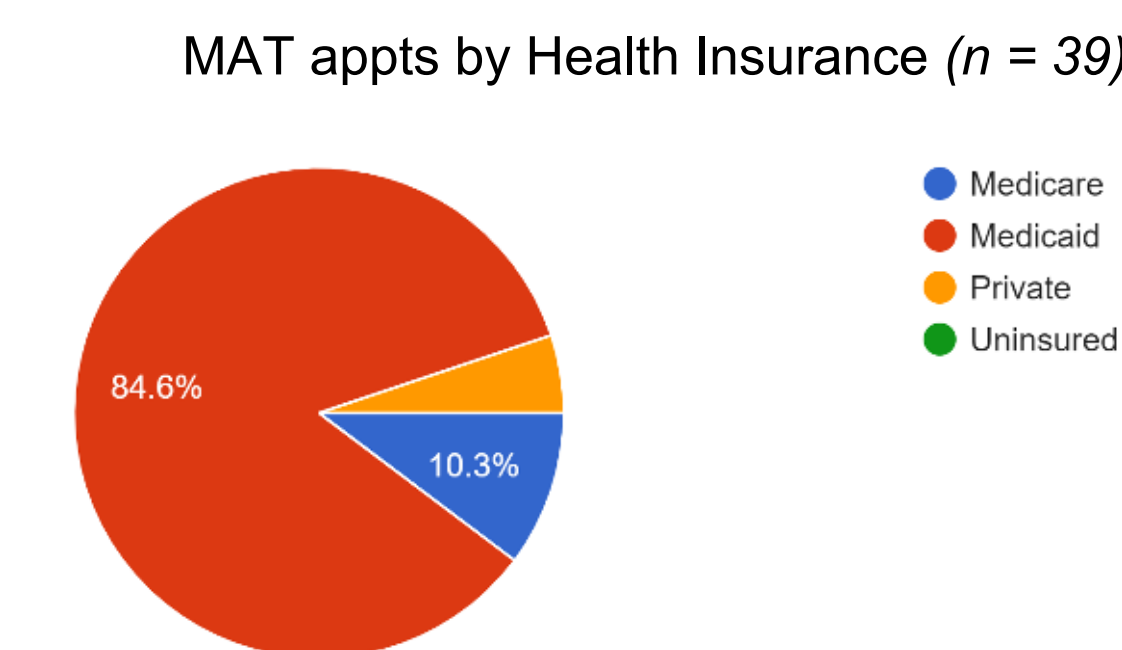
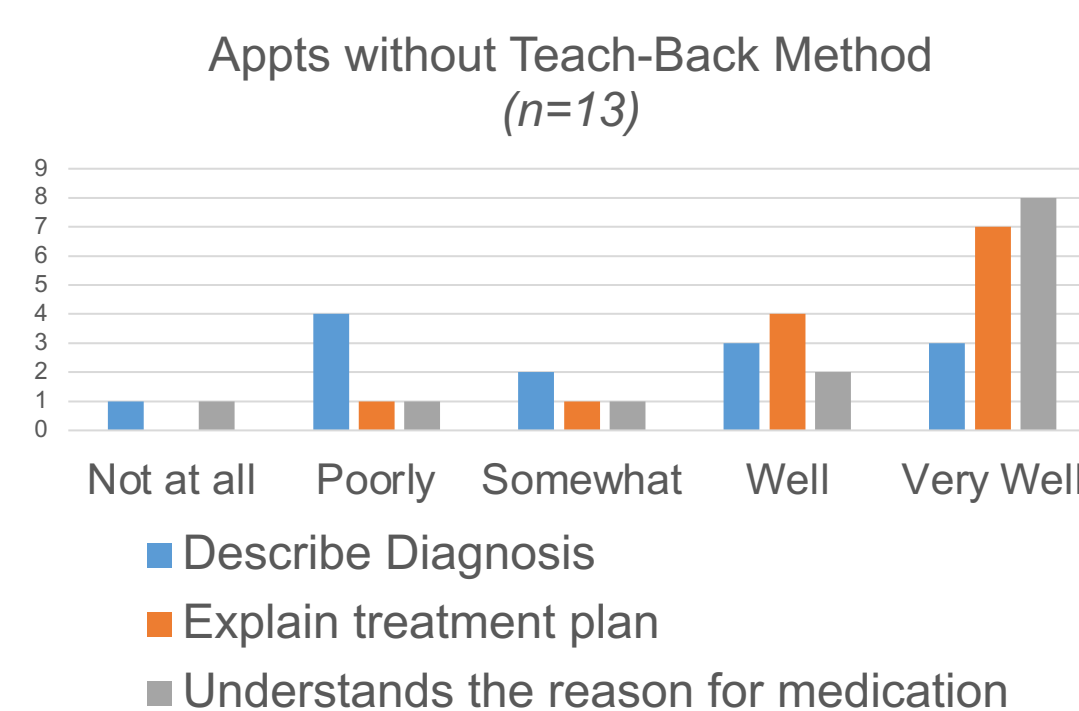
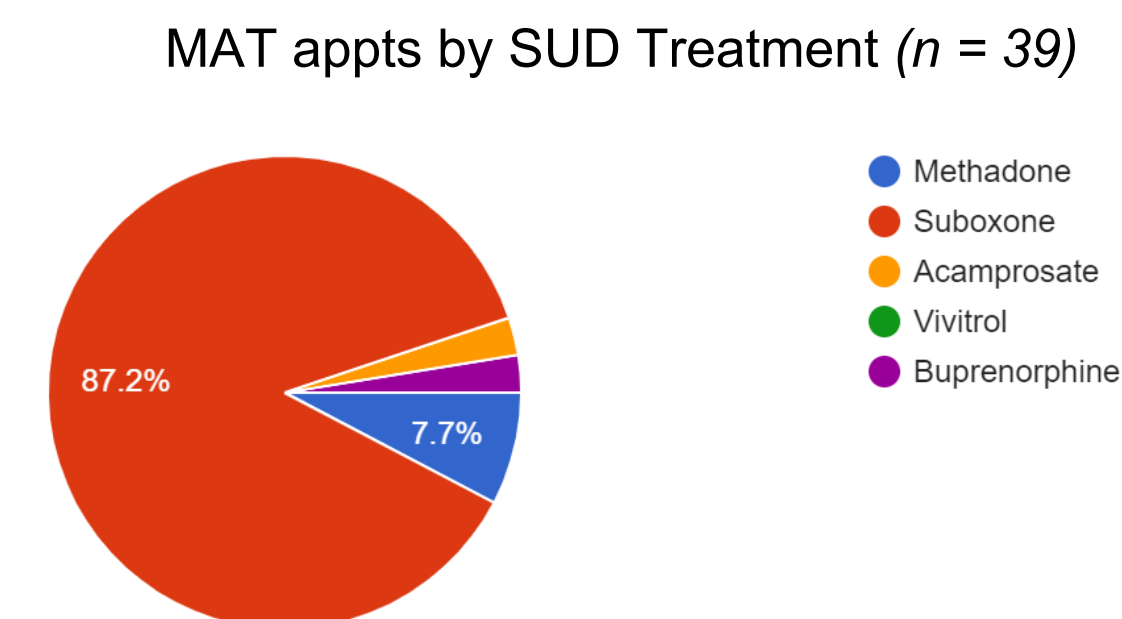
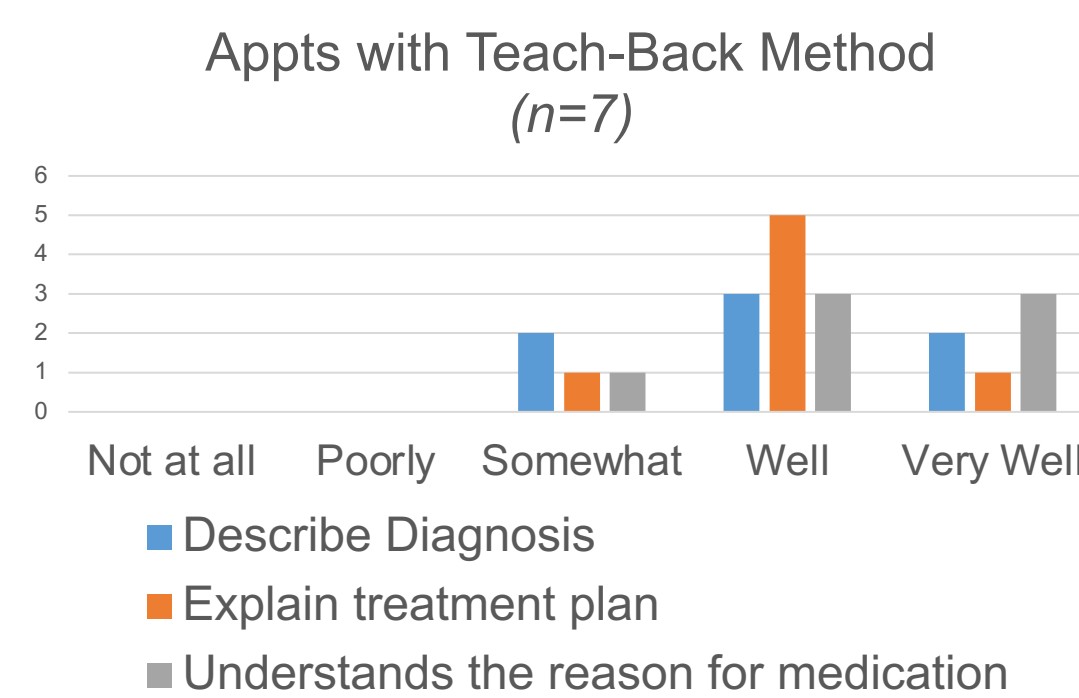
- To determine if the teach-back method would improve comprehension of and adherence to MOUD.
- To assess prescription and treatment modalities for patients by gender, ethnicity, and insurance coverage.

METHODOLOGY

- Provide teach-back method information to clinicians participating in the project (2 physicians, 2 RNs, 1 NP).
- After CDM/MAT appointment, ask patient to recall information about their diagnosis and treatment.
- Conduct EMR chart reviews to collect coverage, prescription, and demographic information of the MOUD patients at the GFHC scheduled in 3-week survey period.

RESULTS

- Patients could recall at least three symptoms or criteria for medication, treatment, and plan with teach-back method.
- In-person OUD/MAT appointments were suboxone prescription management. All other SUD management were telephone encounters.
- Insurance coverage and SUD therapies demonstrate Suboxone is a popular choice of OUD treatment in Medicaid patients at GFHC, especially when methadone is intolerable. There is no apparent disparity in access in this population.



CONCLUSION

- Teach-Back method proves to be an effective tool for improving health literacy and patient comprehension of diagnosis and treatment plan.
- Patients emphasized that nonjudgmental tone and plain language are most beneficial to treatment adherence.
- Patients in support groups and talk therapy had the strongest understanding of their diagnosis, treatment plans, and prescriptions.

RECOMMENDATIONS

- Establish team member(s) for appointment wrap-ups or follow-up calls.
- Conclude the appointments with brief recall questions for patients to test their knowledge of diagnosis, treatment plan, and medication.

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