

EPT Teach Back Study Guide

History

Expedited partner therapy (EPT) is the practice of treating the sex partners of persons with sexually transmitted disease (STD) without an intervening medical evaluation or professional prevention counseling (Centers for Disease Control, 2006).

In 2012, the Arkansas Medical Board, the Arkansas Board of Pharmacy, and the Arkansas Nursing Board all changed their position statement and/or rules and regulations to allow EPT in the state of Arkansas.

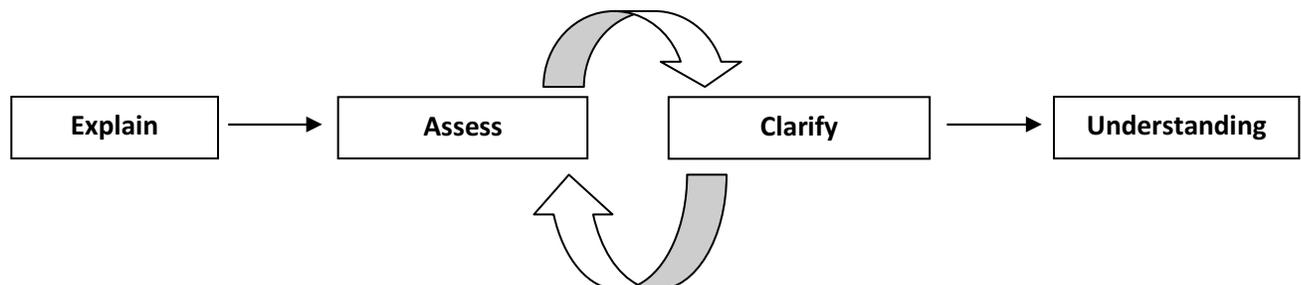
Teach Back Method

Studies have shown that up to 80 percent of medical information that patients receive is forgotten almost immediately, and about half of the information that is retained is incorrect (Agency for Healthcare Research and Quality, 2010).

The teach-back method of communicating with the source case related to EPT will be used in all ADH clinics to confirm that you have explained to the patient what they need to know in a manner that the patient understands. The teach-back method is not a test of the patient's knowledge, but rather a means to determine how well you explained what the patient needs to know.

The teach-back method consists of four major steps that need to be covered with the patient.

1. Explain – Provide the patient with the information you want them to have such as reviewing handouts, reviewing medications and what they are for, how to take the medication, any side effects or contraindications, what to do in case of emergency, and when to return for a follow-up visit.
2. Assess – Ask the patient to state back to you in their own words what you explained to them. This allows you to assess the patient's recall and comprehension.
3. Clarify – Restate anything that the patient may have misunderstood. You may have to tailor your explanation and/or re-phrase using different words than previously used. After this step, go back and reassess.
4. Understanding – this step is reached when the patient can correctly restate in their own words the instructions that you provided to them.



Tips to Ensure Understanding

Healthcare providers have the responsibility to present information to their patients using plain language that is clear and simple, and assess the patient's understanding of the information before the conversation has ended. Some tips to help ensure understanding are:

1. Use the teach-back method of providing information.
 - a. Explain
 - b. Assess
 - c. Clarify
 - d. Understanding
2. Do not ask yes or no questions such as
 - a. Do you understand?
 - b. Do you have any questions?
3. Ask open ended questions.
 - a. I want to make sure I explained your medications to you clearly. Tell me how you are going to take your medications.
 - b. Tell me what questions you have.
4. Use plain non-medical language.
 - a. Say, "You are to take this medication twice a day, once in the morning and again in the evening." Do not say, "You are to take this medication BID q 12 hrs."
 - b. Say, "Stop taking this medication if you start to have pain when you urinate or pee." Do not say, "Discontinue medication if you begin to have dysuria."
5. Limit Content.
 - a. If you have a lot of information to provide to the patient, provide information for 2 or 3 main concepts first, and use the teach-back method. Once understanding is achieved, then move on to the next 2 or 3 concepts.
6. Use graphics or draw pictures to help explain information.
7. Allow enough time during your session for the patient to ask questions.
8. Make sure any handouts are on an acceptable readability level such that most patients can read them with comprehension.
9. Focus on what the patient "needs to know" and "needs to do", and avoid providing any additional unnecessary or unsolicited information.

Using the teach-back method is one of many ways to effectively communicate with patients, as "we must close the gap between what healthcare professionals know and what the rest of America understands" (Dr. Richard Carmona, Former US Surgeon General).

NOTE: This study guide is to be used in conjunction with the teach-back video and the EPT policy found in the HIV/STD policies and procedure manual when answering test questions.