### Use of TEACH-BACK for COVID-19 Vaccine Education

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# **Objectives**

>At the conclusion of this training, participants will be able to:

- Describe the teach-back method and its application in training vaccine providers
- Implement teach-back strategies in vaccine training programs

# Introduction

- Errors are occurring with storage, preparation and administration of COVID-19 vaccination
- Common errors
  - Incorrect volume of diluent
  - Administration of vaccine to inappropriate population
  - Incorrect cold storage for vaccination
  - Drawing up vaccines at the beginning of the day in preparation for walk-ins
    - Waste
  - Administration of unknown vaccine
    - Unlabeled vaccine administered
      - Follow up regimen problems
  - Incorrect vaccine regimen
    - 2 Janssen

### Why should the teach-back method should be used?

- Many individuals often leave training without understanding or remembering their instructions, even when they say they do.
- The teach-back technique ensures understanding by asking individuals to repeat their instructions in their own words.
- Despite evidence that use of teach-back benefits outcomes, many healthcare professionals do not practice the technique because of a lack of training, concern for time constraints, or fear the trainee will take offense.
- To perform teach-back effectively, you must keep asking your individual to repeat your instructions or demonstration until he or she can describe or demonstrate them accurately.

### (Bodenheimer, 2018)

# Teach-back is used to evaluate the client's understanding



Teach-Back Method was used to confirm understanding that the educator/provider effectively communicated with the patient.

- > Straight-forward approach
- > Educator can determine which areas need more education
- Corrective and behavioral training approaches are most effective in raising awareness, enhancing motivation of patients to better collaborate about the prescribed therapies, and becoming more active in self-care.
- Training increases the knowledge, attitudes, and practices of subjects in terms of nutritional habits and physical activity.

(Raznahal et al., 2018)

#### The five steps of teach-back



Triage: focus on just one topic for teach back. Tools: use a model, a written tool, a poster, graphics, etc. to help you Delivery explain what you want your patient Nurses, to know. pharmacists or The 5Ts for pharmacy tech Take Responsibility: "I want to make **Teach-back** sure I did a good job explaining ..... " Reception Tell Me: ask the patient to tell you, in their own words, what they will do or what they understand. Be explicit about what you want the patient to say back. Try Again: if necessary. (Anderson, K.M., Leister, S. & De Rego, R., 2020, Apr. 9).



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# How do you use teach-back?

#### Verbal

- In your own words tell me about vaccine storage guidelines
- In your own words tell me how you would determine how to reconstitute the vaccine?
- In your own words tell me how your will incorporate what we discussed today in your daily routine.

#### Physical/ Demonstration

- <u>Show me</u> how you will maintain your vaccine at the appropriate temperature
- <u>Show me</u> how you will prepare the vaccine for administration

#### Measured/Recorded

- Let's review your vaccine
  log
  - Doses administered
  - Doses wasted
  - Doses stored
  - Vaccine preparation process
    - No pre drawing
    - Label the syringe
    - Determination of appropriate vaccine



Source: May 2021 Pfizer, Moderna, Janssen, and CDC

![](_page_10_Figure_0.jpeg)

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Released: 5/3/2021 KENTUCKY

## **Pfizer Vaccine - Mixing and Administration**

- > Ancillary kits come with both needles for mixing and administration
- > Kits include a mixture of low dead-volume and non-low dead-volume needles/syringes - a 4:2 ratio
  - Needles for mixing diluent with vaccine are conventional needles (non low dead-volume)
    - 21-gauge to 25-gauge, 1.5 inch needles for mixing
      - 3mL to 5mL syringes for mixing
  - If the conventional needles are used for administration, it can result in not being able to obtain the full 6 doses of vaccine from each vial.
  - Needle gauge and length charts are also included in the kits for reference

# Pfizer Diluent Replacement

- Please be sure to include the diluent vials supplied with your order when redistributing or transporting Pfizer COVID-19 vaccine.
- Diluent is critical to the administration of Pfizer vaccine and must be included to ensure proper administration.

# If the diluent vials have been lost, misplaced, or are no longer useable...

- > CDC recommends the following actions:
  - Determine how the diluent was lost and develop strategies to prevent this from happening again.
    - Replacing diluent must be done at the expense of the provider.
    - Replacement diluent increases the risk of vaccine administration errors and may impact the safety of the vaccine if managed incorrectly.
- > All COVID-19 vaccines are preservative free.
  - When replacing diluent for Pfizer vaccine, only 0.9% preservative-free sodium chloride can be used.
  - **Do not use** bacteriostatic 0.9% Sodium Chloride Injection or any other diluent as they contain preservatives.
  - This information is included in the manufacturer's fact sheet for healthcare providers.

#### > Diluent vials can only be used once and cannot be repeatedly punctured for multiple vials.

- Once diluent has been withdrawn from a vial it MUST be discarded, even if excessive saline is still available in the vial.
- Do not be tempted to re-puncture a diluent vial and withdraw additional diluent. Use only 1 vial of diluent with 1 vial of Pfizer vaccine.
- Failure to follow this practice may impact the safety of the vaccine.
- Additional information may be found at: <u>Questions about Single-dose/Single-use Vials | Injection Safety |</u> <u>CDC</u>

#### **COVID-19 Vaccine Administration**

![](_page_14_Figure_1.jpeg)

![](_page_15_Picture_0.jpeg)

# Conclusion

>Use of teach-back for vaccine preparation, storage and administration can:

- Improve confidence
- Improve interactions with providers
- Lead to the individuals seeking additional information
- Decrease errors
  - (Hong, et. al, 2020)

# References

- Anderson, K.M., Leister, S. & De Rego, R., (2020, Apr. 9). The 5Ts for teach-back: An operational definition for teach-back training. Health Literacy Research and Practice, 4(2) <u>https://doi.org/10.3928/24748307-20200318-01</u>
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- Raznahan,R., Farahaninia, M., Jalal, E. J., & Haghani, H. (2018). The effect of teach-back method on health promoting lifestyle of patients with type 2 diabetes. *Journal of Client-Centered Nursing Care*, 4(2), 88-95. <u>http://jccnc.iums.ac.ir/article-1-172-en.html</u>