

## TEACH-BACK AND HEPATITIS B – A TOOL FOR PRACTITIONERS

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**Background:** More than 75% of people with chronic hepatitis B (CHB) in Australia are refugees, migrants, or are Aboriginal or Torres Strait Islanders. The diversity in the affected communities presents specific challenges in communicating complex medical information. Different cultural understandings of the body, health and CHB are important factors to consider. Many affected communities have experienced highly disrupted lives where health services have been non-existent and CHB has not been a priority.

Limited health literacy in these communities is a safety and quality issue that increases adverse health outcomes. Clinicians need support, resources and professional development to increase their capacity to respond to communities with low health literacy.

### Objectives

1. Increase health sector's awareness about health literacy, cultural competence and hepatitis B.
2. Increase health professional's skills to using the teach-back method and responding to people with limited health literacy.

### **Methods:**

- Partnership formed – St Vincent's Melbourne, Centre for Ethnicity, Culture and Health, North West Melbourne PHN.
- Developed audio visual teaching resource *Teach-back and hepatitis B– a tool for practitioners* to demonstrate the use of “teach-back” within a hepatitis B consultation. CHB experts were filmed sharing their views about the usefulness of teach back based on their experiences with patients.
- A 2.5 hour learning package was developed to build the capacity of primary care nurses to respond to hepatitis B and low health literacy and to learn “teach-back”.

### **Outcomes:**

- The evaluation demonstrated that the video is useful, clear and a highly successful tool.
- The video has been circulated widely and used beyond expectations.
- The Australasian Nursing and Midwifery Federation sought permission to embed the video in an online learning package in refugee health.
- The video *Teach-back and hepatitis B– a tool for practitioners* is available on youtube.