Teach-Back

Teach-back has been proven to be one of the most successful teaching strategies associated with improving comprehension of discharge instructions. Teach-back is especially successful for patients with low health literacy. This section provides an overview the components of teach-back and tools to improve the quality of teaching.[1]

Overview of Resources

Form	Purpose	Rationale	Page
Practice Using Plain Language	This tool asks staff members to identify medical jargon commonly used and translate those terms into plain language.	Patients often do not comprehend common medical jargon. Translating these elements to plain language aids in comprehension and compliance of material.	5.1
Teach-Back Sentence Starters	This document is used by staff members as they become familiar with using the teach-back strategy.	Incorporating questions into plain language may be difficult for staff. Practicing this strategy will help hardwire the delivery.	5.2
Teach-back Flyers for Self-Training	To provide staff members with an overview of the importance of teach-back and connect them with teach-back resources.	Staff are often aware of teach-back but forget to implement it. These resources can help staff develop the habit of using teach-back in everyday practice.	5.3
Reminder to Use Teach-Back Posters	To provide staff with reminders to always use teach-back.	Teach-back is changing the way providers check for understanding and requires practice and reminders to foster new skill development.	5.4
Teach-Back Training Flyer Template	To promote and create awareness of teach-back training available for staff.	Using the train-the-trainer approach teaches staff to use teach-back and makes teach-back more familiar to everyone.	5.5
Teach-Back Methodology for Patient Education: Employee Competency Validation Checklist	This template may be used as a validation tool when implementing teach-back within an organization.	Ensuring each staff member preforms teach-back appropriately is essential.	5.6

Practice Experiences:
"I decided to do teach-back on five patients. With one mother and her child, I concluded the visit by saying, 'So tell me what you are going to do when you get home?' She could not tell me what instructions I had just given her. I explained the instructions again and then she was able to teach them back to me. I had no idea she did not understand—I was so wrapped up in delivering the message that I did not realize it wasn't being received."

Find more teach-back resources and information at: **www.hsag.com/teach-back**

1. Yen PH, Leasure AR. Use and Effectiveness of the Teach-Back Method in Patient Education and Health Outcomes. *Fed Prac* 2019 Jun;36(6): 284–289. https://www.ncbi.nlm.nih.gov/pmc/articles/PMC6590951/