





## **Improve Patient Outcomes Through Teach-Back**

#### Why?



On average, only 54 percent of the country's Medicare patients report they "Strongly Agree" that they understood their care when they left the hospital.

### What can you do?

Use teach-back! Teach-back is asking patients to explain in their own words the information that they need to know or do.

Teach-back is simple, evidence-based, and effective but it requires practice. Practice ways to prompt patients to teach-back.

I want to make sure I explained everything clearly, can you please explain it back to me so I can make sure I did? We covered a lot today about prediabetes, and I want to make sure that I explained things well. Can you tell me how you would describe it to a friend?

**Looking for tools and resources to help strengthen your teach-back skills?** You can find interactive training modules, teach-back pocket cards, plain language resources, videos of clinicians using teach-back, and more at:

#### www.hsag.com/teach-back

Teach-back is endorsed by the Institute for Health Improvement (IHI), the Agency for health Research and Quality (AHRQ), the National Quality Forum (NQF), the American Medical Association (AMA) and more.





# **Promote the Consistent Use of Teach-Back!**

The teach-back and show-me methods are valuable tools for everyone to use with each patient and for all clinic staff to use. These methods can help you:

- Improve patient understanding and adherence
- Decrease call backs and cancelled appointments
- Improved patient satisfaction and outcomes

Teach-back is asking patients to explain in their own words the information that they need to know or do. It is simple, evidence-based, and effective but **it requires practice**.

## There are several great resources available to help you improve your teach-back skills!

- Interactive training modules
- Teach-back pocket cards
- Plain language resources
- Videos of clinicians using teach-back
- Training slides and handouts
- And more!



# Visit <u>www.hsag.com/teach-back</u>

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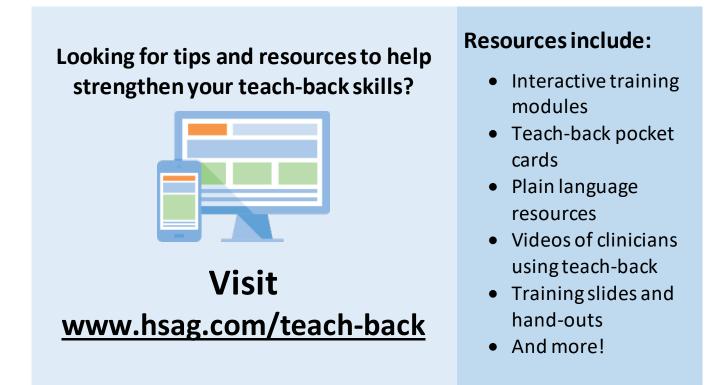
## Are you and your peers always using teach-back?

Did you know that nearly half of the education you provide your patients is retained incorrectly?

Make sure this doesn't happen to your patients by always using teach-back!



Set patients up for success by confirming whether a patient or caregiver understands what is being explained to them. If a patient understands, he or she is able to "teach-back" the information accurately.



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