Quality Improvement Organizations
Sharing Knowledge. Improving Health Care.
CENTERS FOR MEDICARE & MEDICAID SERVICES

HSAG HEALTH SERVICES ADVISORY GROUP

Improve Resident Outcomes Through Teach-Back

Why?

On average, only 54 percent of the country's Medicare residents 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 residents 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 residents 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 resident and for all clinic staff to use. These methods can help you:

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

Teach-back is asking residents 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!

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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 residents is retained incorrectly?

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

50%

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

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