

Health Services Advisory Group (HSAG)

Invites You to No-Cost

Teach-Back Training · August 21

First, you need to blah, blah-blah...and then blah, blah-blah.

I have no idea what she means. I'm embarrassed to ask. I hope my spouse is getting this.

I wonder what she's saying? I'll never remember everything. I hope my spouse is getting this.



Who should attend

Hospital and post-acute providers, especially:

- Anyone providing discharge information to the patient, families or caregivers
- Discharge planners in all settings
- Case managers in all settings
- Home health nurses and liaisons
- Nursing home frontline staff members and discharge planners

Do you ever sense that your discussions with patients and/or their family members might be going like this? If so, consider HSAG's no-cost 45-minute training on teach back. Teach back is a way to confirm that the patient understands the information that he or she needs to know because it is "taught back" to the provider in the patient's own words. It is an evidence-based communication technique that helps improve patient care, outcomes, and satisfaction.

Continuing Education (CE)

Health Services Advisory Group, Inc., is the CE provider for this event. Provider approved by the Board of Registered Nursing, Provider Number 16578, for 1 contact hour, pending approval. There is no charge for attendance of this event.

WHEN

Tuesday
August 21, 2018
1 – 3 p.m.

WHERE

St. John's Regional Medical Center
1600 N. Rose Avenue
Oxnard, CA 93030

REGISTRATION

Registration is required. Go to:

<https://goo.gl/3By1eD>

TAKE ACTION—LEARN HOW YOU CAN INCORPORATE TEACH-BACK INTO YOUR PRACTICE TODAY.

For more information, contact: Gina Fleming ✉ gffleming@hsag.com ☎ 818.265.4677