



Teach-Back

AHRQ

Guide to Improving Patient Safety in
Primary Care Settings by Engaging
Patients and Families



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Speaker



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Key Threats & Promising Interventions

Threats to Patient Safety

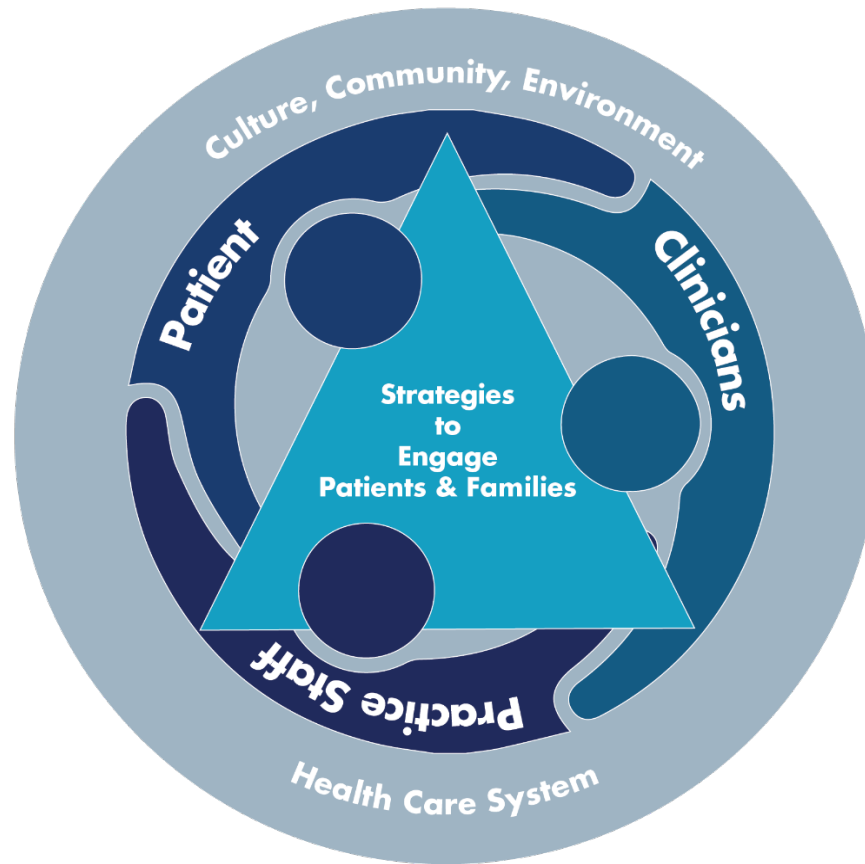
- Breakdowns in communication
- Medication management
- Diagnosis and treatment
- Fragmentation and environment of care

Promising Interventions

- Shared Decisionmaking
- Patient and Family Advisory Councils (PFAC)
- Team-based Care
- Medication Management
- Family engagement in care
- Structured communication tools



Patient & Family Engagement in Care



What is Teach-Back?

“I want to make sure we are on the same page. Can you tell me...”

“Can you show me how you would use your inhaler at home?”

“I want to make sure I explained things clearly. Can you explain to me...”

Why is it important?



80%

of information shared in a primary care visit is *immediately forgotten* by patients

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50/50

chance

that what is remembered is correct

chance

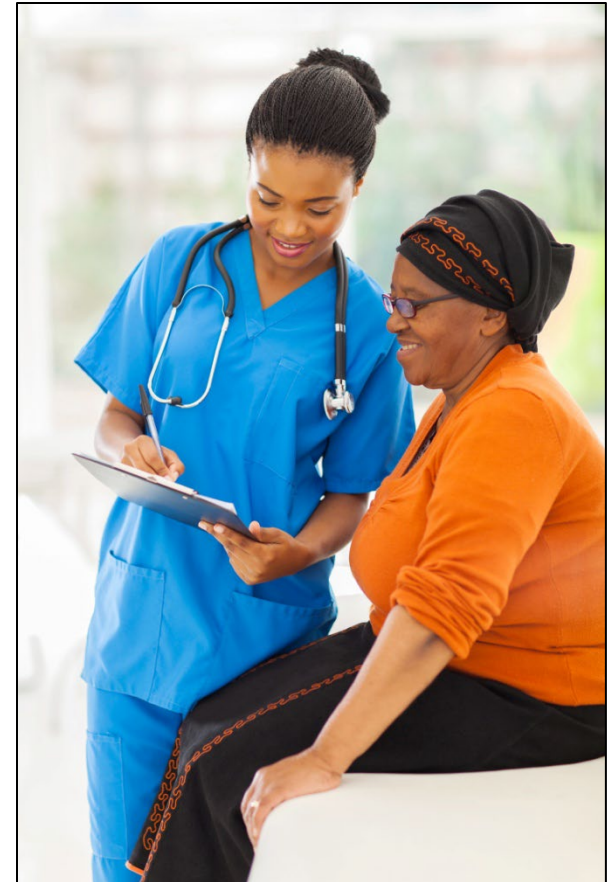
that what is remembered is correct

How can it help me?

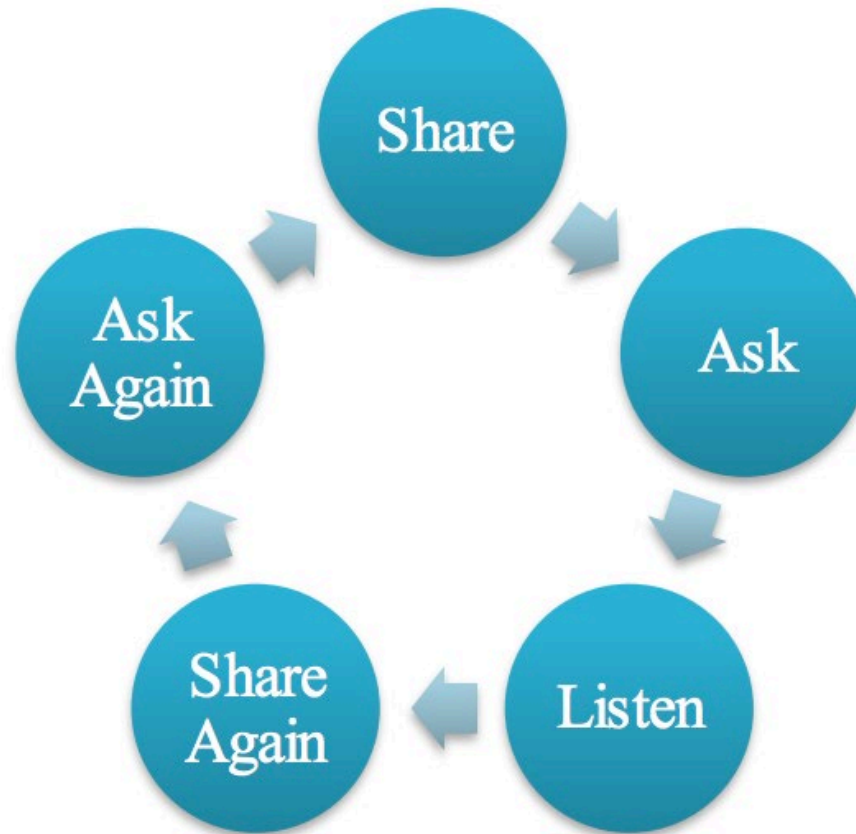
- Confirm that your patients have a **clear understanding** of what you have told them.
- Prevent misunderstandings that would affect **treatment adherence**.
- **Minimize** postvisit clarifying phone calls and emails.

When should I use it?

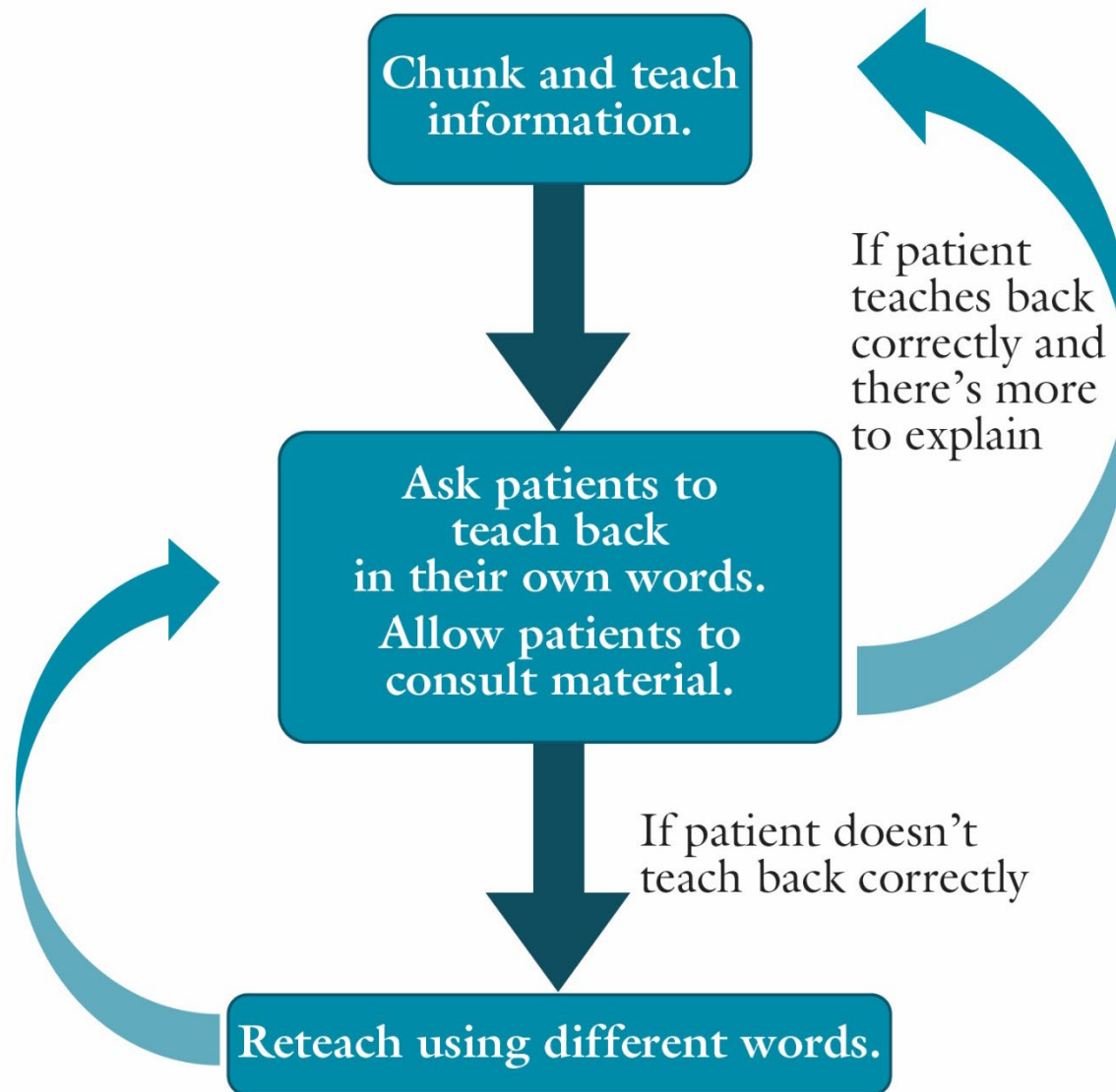
- A new diagnosis
- Medication need and proper use
- Home care instructions
- Recommended behavior changes
- Treatment options
- Treatment plan
- Use of a new device
- Next steps




Teach-Back Process



How do I use it?



Making Teach-Back Successful

- 
- Use teach-back on patients as needed
 - Start with the most important message
 - Focus on 2 to 4 key points
 - Use plain language. No medical jargon.

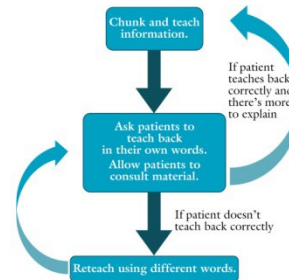
What tools are available?



Teach-Back Tips

All patients can benefit from teach-back.

- Ask patients to teach information back to you in their own words, not just repeat your words.
- Use plain language (blood thinner for anticoagulant, heart doctor for cardiologist).
- Rephrase your message until the patient understands.



Examples of Teach-Back Starters

- “I want to make sure we are on the same page. Can you tell me...?”
- “I want to make sure that I explained things clearly. Can you explain...?”
- “Can you show me how you would use your inhaler at home?”



Teach-back

Role Play Scenario 1

Facilitator Instructions

1. As facilitator, play the role of the patient.
2. Request a volunteer to play the role of the clinician. The clinician will engage in Teach-back with the patient.
3. Provide the volunteer and the training group with information about the scenario. Page 2 contains the basic patient information.
4. Read silently the additional patient information (page 3) to be able to respond to the volunteer during the role play.
5. Role play the scenario with the volunteer. Assume that the clinician has told the patient the plan of care and the visit is now ending. Ask the volunteer to engage in Teach-back to ensure the patient understands.
6. As the patient, react to the clinician's tone, message, and body language in the same way you might if you were the patient.
7. Using the discussion prompts (page 3), engage the training group in a learning discussion on what went well and what could be improved.

Getting Started with Teach-back



The Guide to Improving Patient Safety
in Primary Care Settings by Engaging Patients
and Families

Implementation Quick Start Guide Teach-back

Step 1

- Identify a Champion and get Leadership Buy-in

Step 2

- Train all team members

Step 3

- Begin Implementation

Step 4

- Introduce teach-back to patients

Step 5

- Evaluate and refine

Introduce Teach-back to Patients

- Reinforce the message “this is not a test” but a “safety check”

- Use patient materials and underline or circle important points.

- Use pictures or draw diagrams.

- Ask open ended questions & use plain language

A Patient's Guide to Teach-Back "

What is teach-back?

Teach-back is a way for you to tell your provider (a doctor, nurse, or other person you see at your health care visit) **in your own words** what you understood.

Teach-back IS—

- A way to make sure you and your provider understand each other.
- A chance for you or your family to ask questions during your visit.
- A safety check that your provider wants to do with you.

How does it work?

Your provider will ask you or your family to tell him or her in your own words what they have told you (to *teach it back* to him or her).

Teach-back IS NOT—

- A test of what you know.
- Something to be nervous about.

When is teach-back used?

Teach-back is used whenever you get important new health information. For example, it may be used with—

- A new medicine or changes to your old medicine.
- Home care instructions.
- Instructions for use of a new device.
- Next steps in your care.
- Other important health information.



Using Plain Language

USE THIS

~~NOT THAT~~

- | | |
|-----------------------|-----------------|
| ✓ High blood pressure | χ Hypertension |
| ✓ Not cancer | χ Benign |
| ✓ Heart doctor | χ Cardiologist |
| ✓ Skin doctor | χ Dermatologist |

Considerations with Older Adults



- Mild or moderate hearing impairments
 - Use a lower voice pitch
 - Speak naturally and distinctly
 - Minimize background noise
- Decline in information processing speed
 - Slow down the rate of delivery
 - Limit new information given at each visit

Considerations with Children

- Include the child in developmentally appropriate conversations
- Ensure both the child and the caregiver understand
- Use visual aids to support communication



Considerations with Language Diversity

- Offer medical translation services
- Use both verbal and nonverbal cues
- Use visual aids to support



Questions?

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