



**GIPPSLAND HEALTH LITERACY
SHORT COURSE
GIPPSLAND PRIMARY CARE
PARTNERSHIPS**

**Module 4: Approaches
for good practice**

BEHAVIOURS TO LOOK OUT FOR...

Some behaviours to look out for:

- Inaccurate or incomplete forms filled in
- Frequently missed appointments
- Non compliance with medication / treatment regimens
- Client says they are following instructions but tests and follow ups indicate otherwise.



TWO USEFUL TOOLS

- **Ask-Me 3**
 - **Developed by National Patient Safety Foundation**

- **Teach-Back**



ASK ME 3

- **Ask Me 3™** is a patient education program designed to promote communication between health care providers and patients in order to improve health outcomes. The program encourages patients to understand the answers to three questions:
 - **What is my main problem?**
 - **What do I need to do?**
 - **Why is it important for me to do this?**



ASK-ME 3 RESOURCES

Video (3.45mins)

- <http://www.npsf.org/for-healthcare-professionals/programs/ask-me-3/>

ASK ME 3

- Encourages clients to ask their providers these three simple but essential questions in every health care interaction. Likewise, providers should always encourage their patients to understand the answers to these three questions.
- Studies show that people who understand health instructions make fewer mistakes when they take their medicine or prepare for a medical procedure. They may also get well sooner or be able to better manage a chronic health condition.

TEACH-BACK

- Why do I use it?
- What is it?
- How do I use it?
- When do I use it?

- http://www.youtube.com/watch?v=_d-dtYTpdCw&feature=related



TEACH-BACK IS...

- Asking service users to repeat in their own words what they need to know or do, in a non-shaming way
- It is not testing service users; rather, it tests how well you explained a concept
- Using Teach-Back provides an opportunity to check for understanding and, if necessary, re-teach the information



ASKING FOR A TEACH-BACK: EXAMPLES

Ask service users to demonstrate understanding, using their own words:


- “I want to be sure I explained everything clearly. Can you please explain it back to me so I can be sure I did?”
- “What will you tell your husband about the changes we made to your blood pressure medicines today?”
- “We’ve gone over a lot of information, a lot of things you can do to get more exercise in your day. In your own words, please review what we talked about. How will you make it work at home?”

TEACH-BACK CREATES...

An opportunity for dialogue in which service providers give information, then ask service users to respond and confirm understanding before adding any new information

- Re-phrase if a patient is not able to repeat the information accurately
- Ask the service user to teach back the information again, using their own words, until you are comfortable they really understand it
- If they still do not understand, consider other strategies

TEACH-BACK: ADDITIONAL POINTS

- Do not ask yes/no questions like:
 - ❖ “Do you understand?”
 - ❖ “Do you have any questions?”
 - For more than one concept – ‘Chunk and Check’:
 - ❖ Teach the 2-3 main points for the first concept and check for understanding using teach-back...
 - ❖ Then go to the next concept
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SUMMARY

- Enhancing health literacy does not always require additional resources.
 - Teach-Back and Ask Me 3 are methods for improving the effectiveness of the work we are already doing.
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