Teach-back Method

Start Slowly. Initially, you may want to try it with the last patient of the day.

Plan your approach. Think about how you will ask your patient to teach-back information based on the topic you are reviewing. Keep in mind that some situations will not be appropriate for using the teach back method.

Use handouts. Reviewing written materials to reinforce the teaching points can be very helpful for patient understanding.

Clarify. If patients cannot remember or accurately repeat what you asked them, clarify your information or directions and allow them to teach it back again. Do this until the patient is able to correctly describe **in their own words** what they are going to do, without parroting back what you said.

Practice. It may take some getting used to, but studies show that once established as part of a routine, it does not take longer to perform.

Tips

Suggested Approaches When Using Teach-back

"I want to be sure that I explained your medication correctly. Can you tell me how you are going to take this medicine?"

"We covered a lot today about your diabetes, and I want to make sure that I explained things clearly. So let's review what we discussed. What are three strategies that will help you control your diabetes?"

"What are you going to do when you get home?"

Track Your Progress

Assess results of the teach-back method with staff and patients.

The Teach-Back Self-Evaluation and Tracking Log provides a method for staff to document their experience using the teach-back method. Encourage staff to use the logs, and hold a discussion about their experience. This will allow people to share teach-back strategies that worked best. In addition, it is helpful to ask patients if they find the teach-back interaction positive and helpful during the patient encounter.

Assess how often the teach-back is used.

A few weeks after first trying the teach-back, track how many clinicians or staff members are using it. Have each individual keep a log of when and how it was used over the course of a few days.

Teach-Back Self-Evaluation and Tracking Log

Name:	Start/end date:	/
14ame.	Start cliu date.	

Patient ID	# items to do or remember	Teach- back used?		Results – Clarification needed? Patient perceptions? Your assessment?	What to do differently next time	
		Yes	No			
	 Increase evening insulin dose to 26 units. Start Enalapril 5mg, take 1 pill every morning 	X		I asked the patient to tell me his medication changes. He understood the addition of Enalapril and the dose, but he forgot how much I asked him to increase his insulin does by. I clarified and he actually expressed his appreciation for my confirmation	If I find that many patients can't recall their medication changes, I may use a form to write them down for all patients.	