Teach-Back

1 — Review intervention and training materials

- Understand the purpose, use, and benefits of teach-back.
- Review the training toolkit.
- Complete the interactive learning module.

2 Make decisions for your implementation

Set scope

with all patients, who will your initial focus be? Patients with new medications? Patients with necessary followup? Patients with certain diagnoses, such as asthma or diabetes?

Establish workflow
- Where will you document teach-back in the EHR?

Identify champions
- Who will champion the strategy within your decisions.

- Select and/or customize role play scenarios.

4 Train team members

- Use staff meetings and huddles.
- Strive for training meetings of at least 15 minutes.

6 — Evaluate your progress

Evaluate effectiveness

- How many followup questions (calls and emails) do you get pre-and post-implementation?
- Measure an outcome of relevance for your target patient population (e.g., HbA1C for patients with diabetes) pre-and post-implementation.
- What is patient satisfaction with teach-back?
- What is clinician satisfaction with teach-back?

Evaluate implementation success

- Do clinicians report using teach-back?
- Do patients report the use of teach-back?