

Teach-Back

How To Use the Training Toolkit

What is the teach-back strategy?

Teach-back is an evidence-based health literacy intervention that promotes:

- Patient engagement.
- Patient safety.
- Treatment adherence.
- Improved patient outcomes.

The goal of teach-back is to ensure that you have explained information clearly so that patients and their families understand what you have told them. In teach-back, you ask patients or family members to explain in their own words what they need to know or do. It is more than repeating what they heard – you ask them to teach it back.

What is the training toolkit?

The training toolkit:

- Helps you understand the teach-back strategy.
- Gives you the tools to help you train your practice to adopt teach-back.
- Includes:
 - Training slides with speaker notes.
 - An interactive learning module.
 - A handout with teach-back tips.
 - Role play scenarios for practice.

How should I train my practice?

1. Customize the slides and role play scenarios to reflect the decisions you have made about how you will implement the strategy.
2. Decide who within the practice will receive training. For teach-back, training for clinical staff is recommended.
3. Schedule a training meeting (or several meetings). If possible, try to schedule training meetings of at least 15 minutes.

4.

