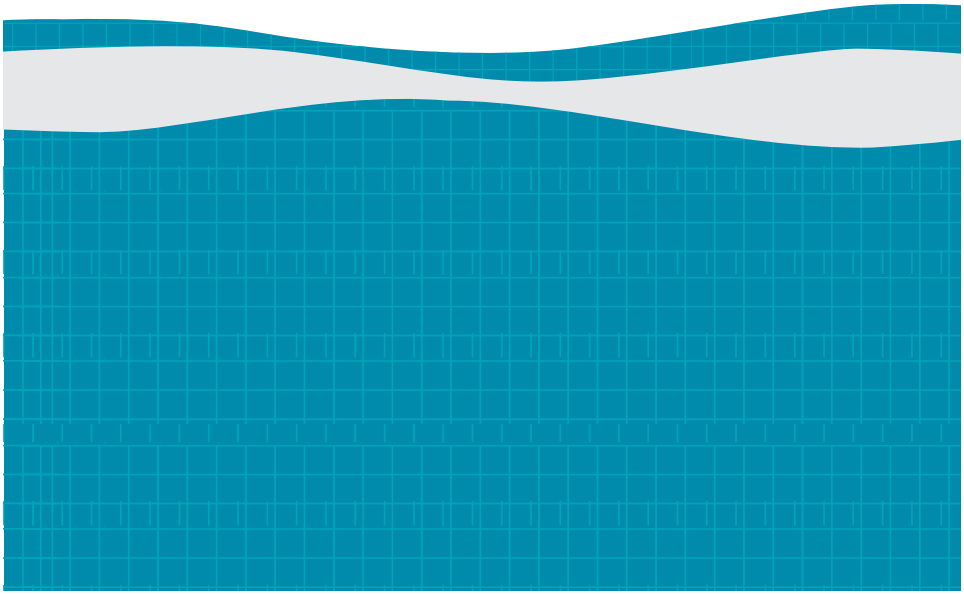


Tab C

What Is Teach-Back? 1

Why Use Teach-Back? 1

Tools for Teach-Back 2

Resources Needed To Implement Teach-back 3

Implementing Teach-Back 4

Step 1. Obtain leadership buy-in, and identify a champion. 4

Step 2. Train all team members on the teach-back method. 4

Step 3. Strategize on how and when teach-back will be used, and then begin implementation. 5

Step 4. Inform patients and families that teach-back is being used in your practice, and explain its importance. 5

Step 5. Evaluate the implementation of teach-back, and ref ne your processes. 5

References 7

Implementation Notes 8

Implementation Notes 9

Material	Uses	Description and format

- Time. Clinicians and practice staff need time to become familiar with the teach-back concept and tools. Skilled teach-back users report that it adds about 1 minute to the office visit, but the gain in patient understanding and compliance can save time in the long run. Minimal additional time is needed for the periodic assessment.

Implementing Teach-Back

Specific implementation of the teach-back strategy will depend on individual characteristics of your practice. The following steps are recommended.

Step 1. Obtain administrative buy-in and add teach-back champion.

Strong leadership and staff engagement are important to successful implementation. Identifying a teach-back champion within your practice can help guide you in implementing, evaluating, and refining processes to integrate teach-back seamlessly.

Step 2. Train all staff in teach-back.

S 3. S a a d ac -bac b d, a d b a .

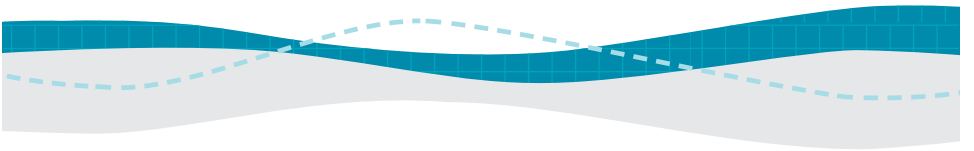
You may want to start small and build. For example, initially clinicians could try teach-back with the last patient of the day or with patients at off-peak times. Staff might at f rst use teach-back in specif c situations, such as when they schedule followup activities. Work toward expanding the use of teach-back to all patients whenever they are given important information.

To grow the use of teach-back, compliment team members when teach-back is used, recognize successes, and share tips for successful teach-back. A Teach-Back Job Aid is available for clinicians and contains tips and reminders for using teach-back.

S 4. I a a d a a ac -bac b d ac c , a d a 21 a1 -2.5 .411 1.1-1

The Are You Using Teach-Back? survey is provided to allow you to anonymously assess the use of teach-back throughout the practice. This short (four questions) survey can be given to all members of the practice (clinicians and staff) periodically (e.g., quarterly). You may also ask patients and families for feedback about the use of teach-back in the practice. This may be done by individual clinicians to obtain feedback on their own teach-back skills or may be added to any existing patient satisfaction surveys.

Use the data to identify opportunities to improve both individual and practicewide processes. The teach-back champion can serve as an expert resource for team members to improve individual strategies. The team can work collaboratively to remove barriers and challenges and to improve processes across the practice.

I a N

I a N