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 clinicians is recommended.
3. Schedule a training meeting (or several meetings). If possible, try to schedule training meetings of at least 15 minutes.

4. Present the training.
5. Introduce the interactive learning module.
6. Conduct role play scenarios to give your clinicians practice opportunities.

How should I use the training slides?

Training slides are provided to help you train your practice to use teach-back. You can customize slides, remove slides, or create additional slides – whatever you think is appropriate. You will need to customize one slide to reflect how your practice will implement the strategy. The training slides include speaker notes to help you present the training.

How should I use the interactive learning module?

The interactive learning module is an online self-paced training that takes about 10 minutes to complete. The learning module is most effective when done individually, so you can send your care team members the link to the module and ask them to complete it. Alternatively, you can work through the module as a group in a training meeting. You can project the module for all to see and have a facilitator direct the pacing.

How should I use the handout?

A handout with teach-back tips is available. You can provide the handout to clinicians during the training to serve as a reminder as they begin to use teach-back.

How should I use the role play scenarios?

Three role play scenarios are provided to allow your care team members to practice using teach-back. The scenarios should be conducted during group training so both participants and observers can benefit. A facilitator should play the role of the patient; it is best if the facilitator is already familiar with teach-back. A volunteer should play the role of the clinician.

The role play scenarios include:

- A description of the patient and the situation. This should be provided to everyone in attendance. It may be projected on a slide, handed out to everyone to read individually, or read aloud to the group.

- Additional information about the patient for the facilitator. This should be read only by the facilitator and will help the facilitator respond to the clinician during the role play.

- Prompts for the facilitator to use after the role play to engage the entire group in a learning discussion on what went well and what could be improved.

The scenarios are examples. They can be customized to fit your practice or used as models to develop additional scenarios.