



VIDANT HEALTH™

Teach Back – a tool to improve Health Literacy



Bunny Pounds, MSN, FNP, BC, Quality Nurse Specialist III
Rose Ann Simmons, MPH- Director, Patient Education & Health Literacy

Objectives

- Define health literacy
- Define teach back
- Discuss tips & cautions when using teach back
- Share a provider's perspective

Health Literacy Overview

- Definition-

Health Literacy is the degree to which we obtain, process, and understand basic health information and services needed to make appropriate health decisions.

- <https://www.youtube.com/watch?v=ubPkdpgHWAQ>
- All of us are at risk of misunderstanding information about our health.

Teach Back

(what, who, when, where, how)

What is teach back?

- An interactive communication method
- A way to check how well you did explaining health information to the patient or caregiver.
- Asking the patient or caregiver to repeat in their own words what they need to know or do, in a non-shaming way
- Teach Back is not a test for the patient!

Teach Back (what, who, when, where, how)

Who do I use teach back with?

- Every patient

When do I use teach back?

- Every encounter

Where do I use teach back?

- Every setting of care

Teach Back (what, who, when, where, how)

How do I use teach back?

- Use a loop process
 - Introduce the concept, ask patient to teach back, clarify / tailor another explanation if needed, ask patient to teach it back again
- Use open ended questions
 - avoid asking “Do you understand?”
- Always chunk and check
 - Summarize throughout, do not wait until the end

Teach back –Open Ended Questions

- What are the signs and symptoms of low blood sugar that you want to watch for?
- We covered a lot today. Can you tell me what your next steps are when you get home?
- I want to be sure I explained your medication correctly. Can you show/tell me how you are going to take this medicine and what you take it for?
- Your doctor would like you to see the specialist. When your daughter asks why you need to go what will you tell her?
- Tell me in your own words how this medicine helps your condition.

A Provider's Perspective



Teach Back Chunk & Check

- Organize your messages in chunks
 - Easy to understand
 - A strategy for organizing your thoughts is the Ask Me 3 framework.
 - Your main problem is...
 - The next step in your care is for you to....
 - It's important for you to do this because...
- Check how well you explained each concept

Your Experience / Questions

- What is your experience using teach back?
- How did it go?
- Have you ever experienced someone using teach back with you when you were the patient?
- What questions do you have?

Teach Back Resources

- Health Literacy Universal Precautions at:
<http://nchealthliteracy.org/toolkit/>
- www.alwaysuseteachback.com
- The Teach Back Technique,
Communicating Effectively with Patients,
Merck

Bunny.pounds@vidanthealth.com

rsimmons@vidanthealth.com