

## The problem is:

Research has shown that 40-80% of medical information patients receive is forgotten immediately and nearly half of the information retained is incorrect.

Source: Health Services Advisory Group

## You need to know:

Teach-back enhances healthcare communication, especially for patient education like discharge instructions. It uncovers misunderstandings for immediate correction, improving healthcare safety and quality.

## Teach-back benefits:

### Patients

Understand the next steps, their concerns are answered, and they are more likely to be compliant

### Caregivers

Reduce calls and portal messages, provide patients peace of mind because they understand, there's no extra work- it's just a different way, and it reduces no-shows

### Organizations

Implement a standard, reliable approach that ensures follow-through and consistency

Source: PubMed



## Track your progress

Each day track how many teach-backs you requested against the total number of patients seen.

### Maximize improvements

Action items and tactics are intended to improve patient experience, safety, preventive screening, quality indicators and health outcomes.

# Talking about Medications



## Here's what you need to do...

End each visit with teach-back and provide an after-visit summary (AVS). Then prioritize crucial actions like new or changed medications and repeated labs.

### Sample teach-back questions:

- We've covered many topics, including medication instructions. Can you repeat them to be sure I was clear?
- When you talk to your husband later, what will you tell him about our conversation today?
- Could you demonstrate how you'll use your inhaler to confirm my instructions were clear?
- Summarize what you heard in your own words so I can fill in any gaps.