

Teach-Back method

Studies have shown that 40-80 percent of the medical information patients receive is forgotten immediately; nearly half of the information patients do retain is incorrect. One of the easiest ways to close the gap of communication between clinician and patient is to employ the "Teach-Back" method. **Teach-Back is a way to confirm that you have explained to the patient what they need to know in a manner that the patient understands.** Patient understanding is confirmed when they explain it back to you.

Try the Teach-Back method

- ▶ **Start Slowly.** Initially, you may want to try it with a few patients a day.
- ▶ **Plan your approach.** Think about how you will ask your patient to teach-back information based on the topic you are reviewing.
- ▶ **Chunk & Check.** When giving the patient a lot of information, teach 2 – 3 main points and check for understanding before moving on.
- ▶ **Use handouts.** Reviewing written materials to reinforce the teaching points can be very helpful for patient understanding.
- ▶ **Clarify.** If patients cannot remember or accurately repeat what you asked them, clarify your information or directions and allow them to teach it back again. Do this until the patient is able to correctly describe, **in their own words**, what they are going to do.
- ▶ **Practice.** It may take getting used to, but studies show that once established as part of a routine it does not take longer to perform Teach-Back.

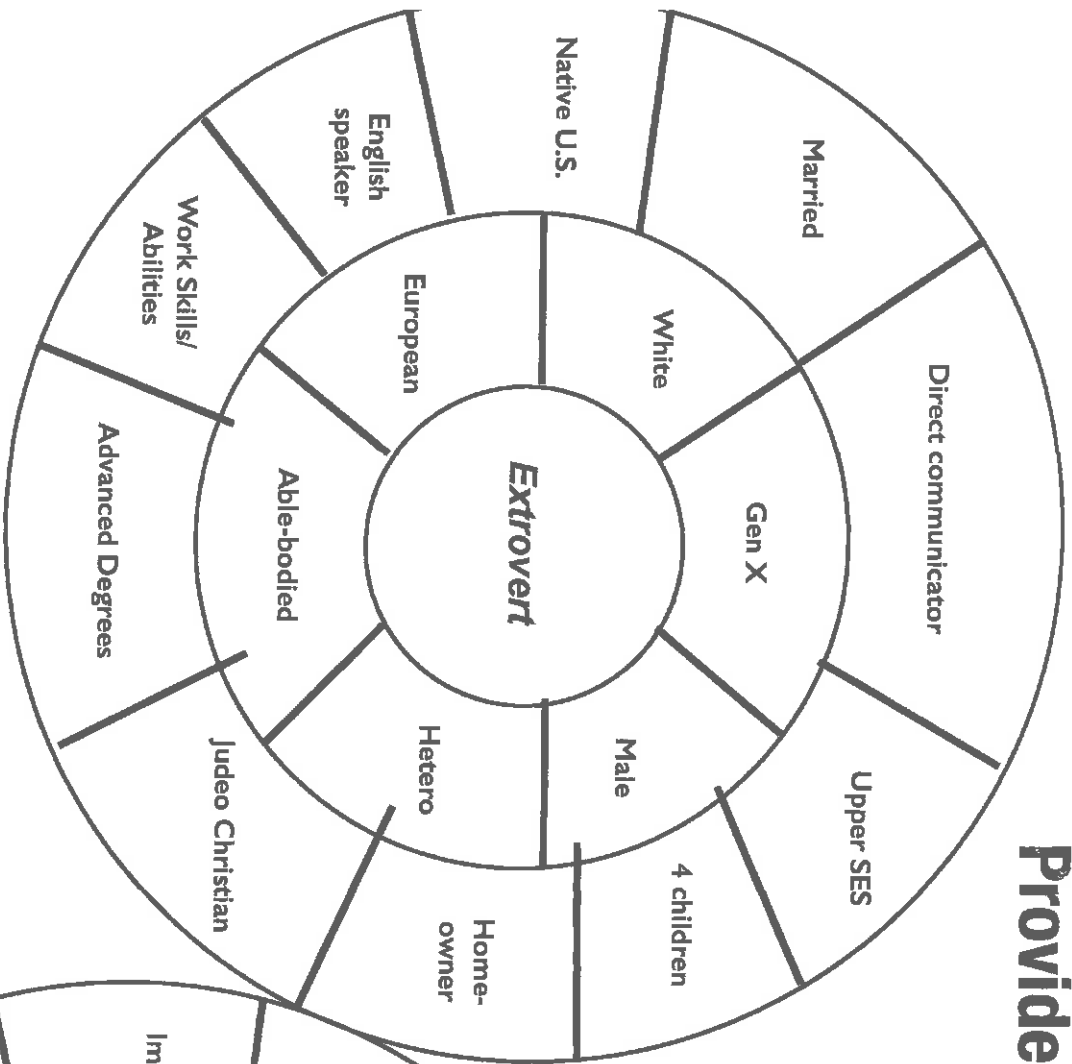
Teach-Back prompts

- ▶ *"I want to be sure that I explained your medications correctly. How are you going to take your medications when you get home?"*
- ▶ *"We covered a lot today. What are some things you can do that will help control your diabetes?"*
- ▶ *"Please show me how you are going to change your dressing when you are home."*
- ▶ *"I shared a lot of information today. Please tell me how you are going to explain what you learned to your spouse?"*

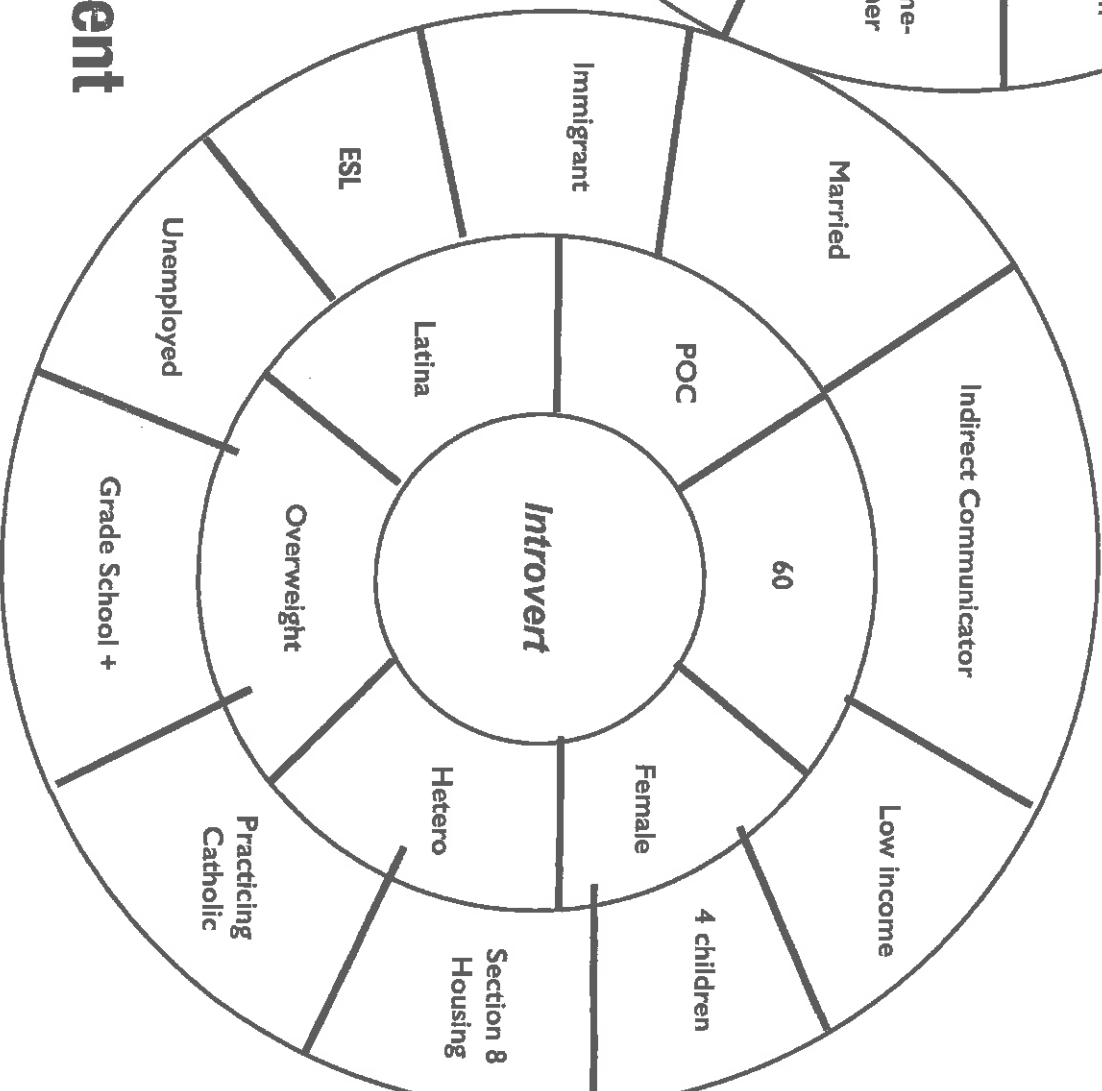
Keep in mind

- ▶ **This is not a test of the patient's knowledge:** this is a test of how well you explained the concept.
- ▶ **Use with everyone:** Use Teach-Back when you think the person understands and when you think someone is struggling.

Provider



Patient



Better Late Than Never

The clinic staff has tried multiple times to emphasize the need for Inez Raul to be on time for appointments. Despite staff efforts, Senora Raul continues to arrive late, sometimes by as much as an hour. One time she failed to show up for her follow-up appointment. Senora Raul, in her mid-thirties, is from the Dominican Republic. She never explains why she is late nor why she failed to keep her appointment. When asked about these instances, she smiled and said, “ Yes, I have many relatives here.” When asked to explain further, she offers nothing else.

What could she have meant?

How might you interpret her response?

How could you get more information? What questions might you ask?

What specific cultural influences could be at play?



Figure 8 Consulting LLC

Organizational Profile:

The Figure 8 knot is a metaphor for one of our foundational principles: by creating connections with others, we are able to do together what we could not do alone. Our work is grounded in the belief that relationships are the foundation for cultural agility, and that cultural humility makes communication and connections across differences possible. Our vision is a world where all people are valued for who they are and where life's possibilities are available to everyone. Our mission is to make a difference by helping organizations create a more welcoming and inclusive work environment; provide the best possible service; build highly functioning teams; capitalize on the skills of all employees; build better relationships within organizations... and have fun at the same time. We believe that the best intercultural work comes from the connections between the head, the heart, and the hand: what we know, how we feel, and what we do.