

# Easy Ways to Use Teach-Back to Help your Patients

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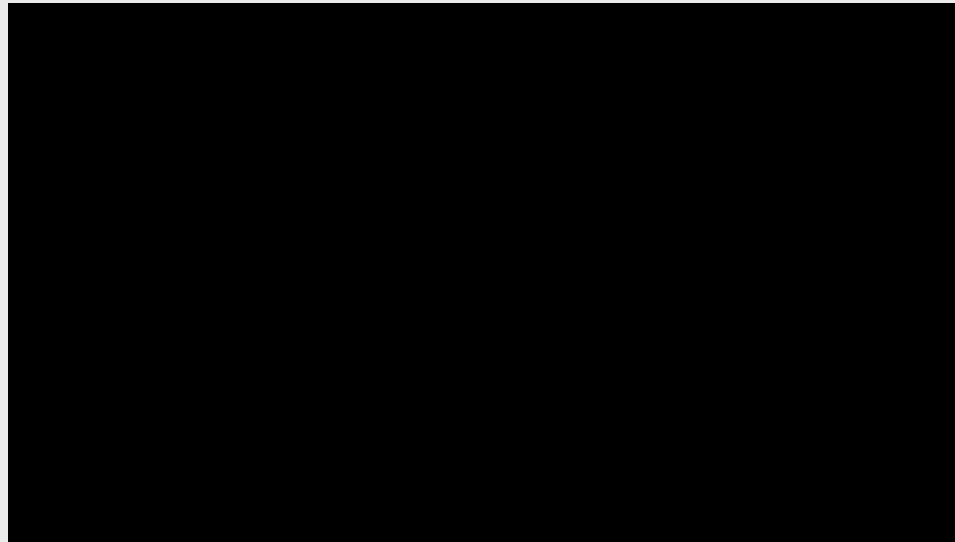
# Objectives

1. Overview of Teach-back
2. Demonstrate the application of Teach-back in a variety of settings.
3. Provide opportunities to practice Teach-back

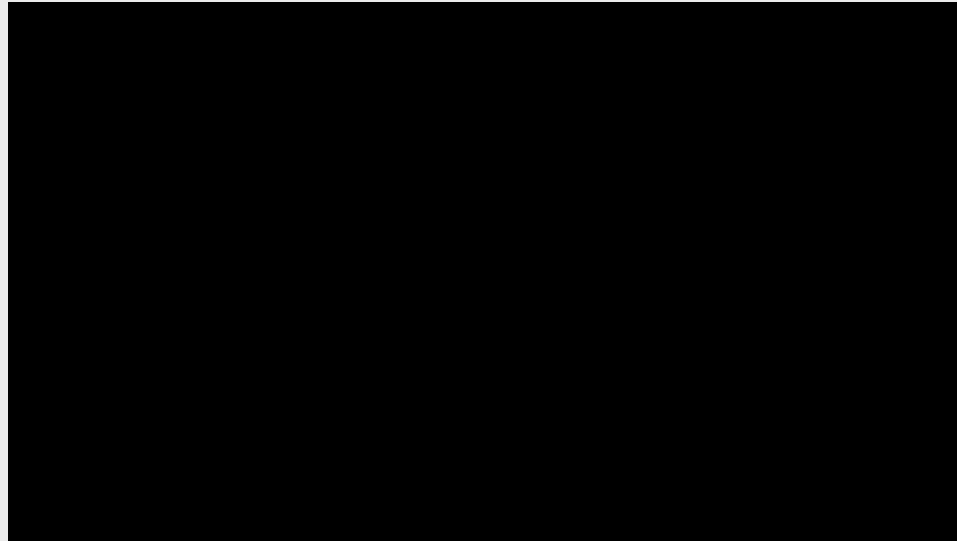
# What is Teach-back?

- A research-based *health literacy* intervention that promotes adherence, quality, and patient safety.
- A way for us (providers) to ensure information is clearly explained.
- A way to check for understanding, re-explain if needed, and check again
- Asking a patient to explain – *in their own words*.
- It is not a test or quiz for patients

# What is Teach-back?



# A Teach-back Example



# Why Teach-Back?

- Best Practice
- A research-based *health literacy* intervention that promotes adherence, quality, and patient safety.
- <https://vimeo.com/48471644>

# Health Literacy

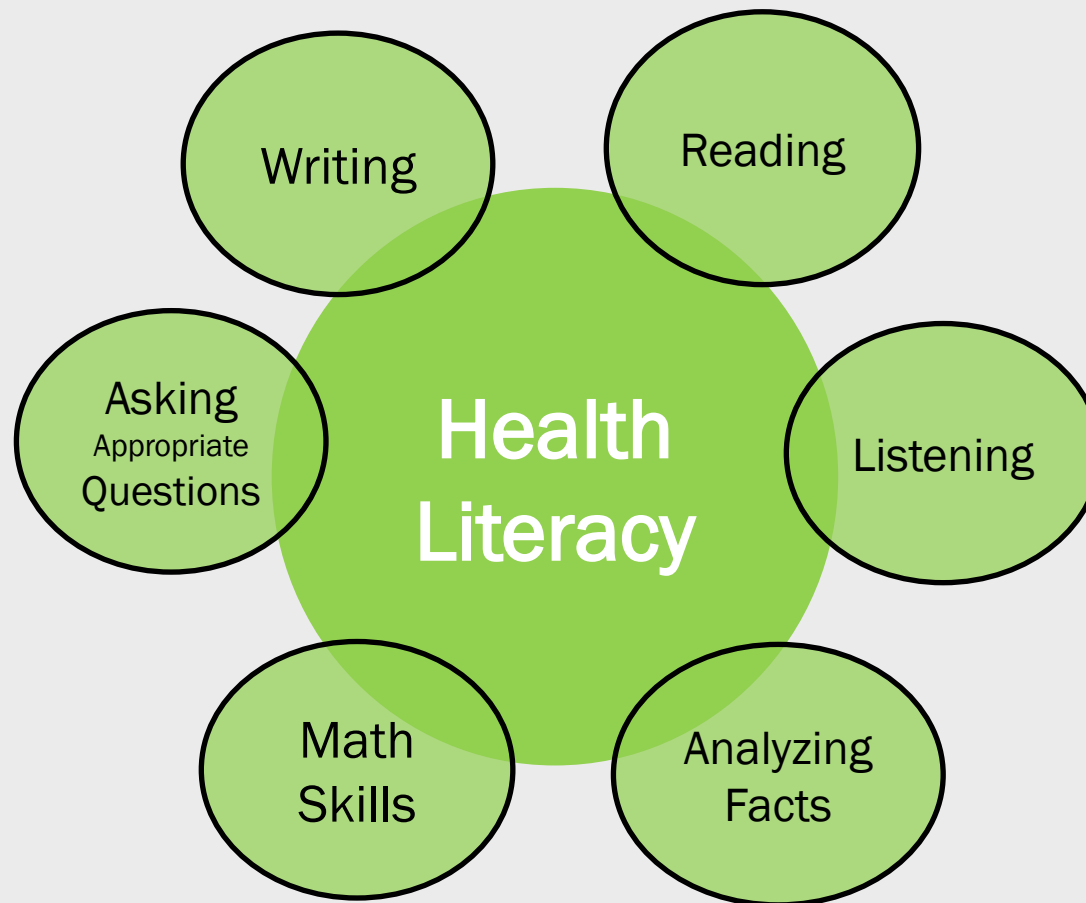
The degree to which individuals can obtain, process, and understand basic health information and services needed to make appropriate health decisions.

# Health Literacy

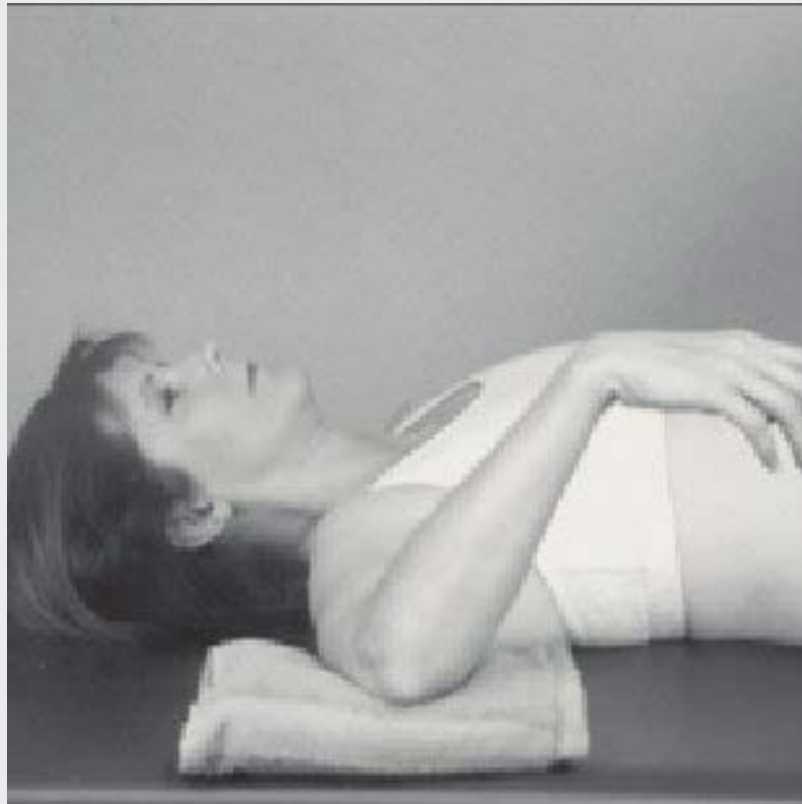
- Nearly half of all American adults (90 million people) have basic or below basic health literacy skills, leading to difficulty understanding and acting on health information
- Cultural, language and communication barriers – together or alone – lead to misunderstandings between patients and their health care providers

<http://www.nationalacademies.org/hmd/Reports/2004/Health-Literacy-A-Prescription-to-End-Confusion.aspx>





# My Health Literacy Story



# Health Literacy-Undetected

- Low health literacy is often undetected.
- People may have difficulty with printed materials as well as verbal communication.
- Patients with inadequate health literacy may feel ashamed.
- Patients may hide understanding to maintain their self-respect (agreeable).

# How to Use Teach-back Effectively

- Use a caring tone of voice and attitude
- Display comfortable body language and make eye-contact
- Ask the patient to explain back, using their own words
- Use non-shaming, open-ended questions.

# How to Use Teach-back Effectively

- Avoid asking questions that can be answered by a simple yes or no.
- Emphasize that the responsibility to explain clearly is on us, the provider.
- If the patient is not able to teach back correctly, explain again and recheck.
- Use plain language (written and verbal)

# Plain Language Use

- Patients have the right to understand health care information that is necessary for them to safely care for themselves, and to choose among available alternatives.

# Plain Language Use

- Health care professionals have a duty to provide information in simple, clear and plain language, and to check that patients have understood the information before ending the conversation.

# Elements of Plain Language

- Common words
- Keep it short
- Active voice
- Positive tone
- Logical organization
- Easy-to-read design features

<https://www.nih.gov/institutes-nih/nih-office-director/office-communications-public-liaison/clear-communication/plain-language>

<https://www.cdc.gov/healthliteracy/developmaterials/plainlanguage.html>

<https://www.archives.gov/open/plain-writing/10-principles.html>

<http://www.coveringkidsandfamilies.org/resources/docs/stylemanual.pdf>



# Plain Language Examples

- Hypertension
- Modify
- Fracture
- Oral
- Optimal
- Diet
- Flex/Extend
- High Blood Pressure
- Change
- Broken bone
- By mouth
- Best way
- What you eat
- Bend

# The Therapist



# Practice

Plain Language

Open Ended Questions

Responsibility of understanding is the providers'

# Practice and Participation



