

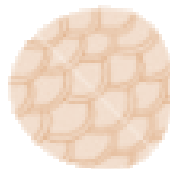
# Teach Back



Use the teach back method of communication to check for and ensure patients understand their situation and choices –once they have been explained to them.

Studies show that patients often leave a healthcare encounter without really understanding what has been said. It is important to ensure that patients and/or their family clearly understood and what has been explained to them. Ask the patient or family to explain back to you – *in their own everyday words*:

- The diagnosis or problem for which they need care.
- The name/type/nature of treatment, service or procedure, including what receiving it will entail.
- The risks, benefits and alternatives to the treatment, service or procedure.



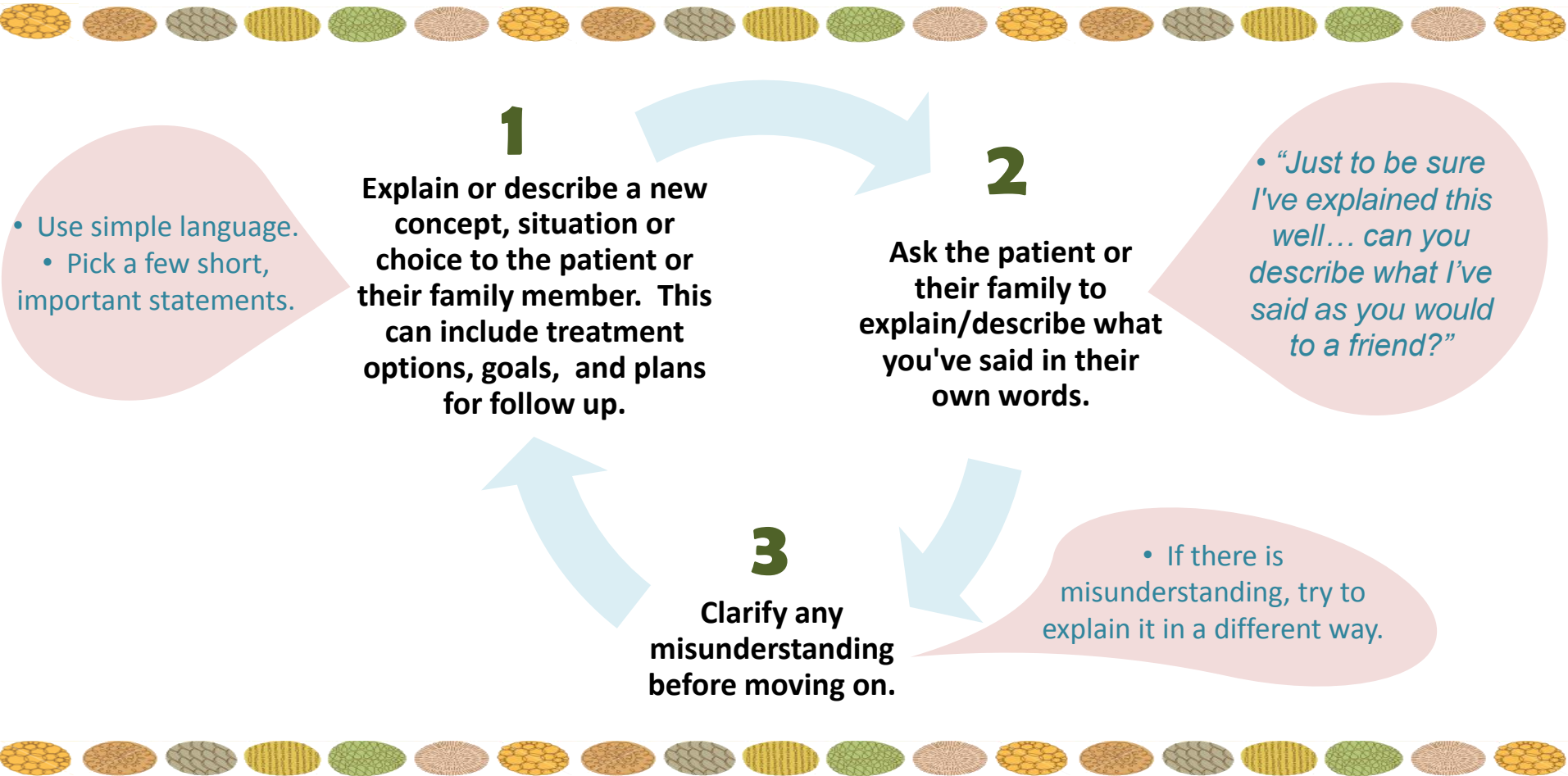
Some questions you could ask your patient ...

*“Just to be sure I've explained this well... can you describe what I've said as you would to a friend?”*

*“Can you show me what you will do when you leave here, so I know if I explained it clearly.”*

# Closing the Loop by Practicing Teach Back

This practice improves patient comprehension and leads to better health outcomes.



## Practical Wisdom Adapted from:

Health Quality Council of Alberta (2008, Autumn). It's okay to ask. Retrieved from <http://www.hqca.ca>

National Center for Ethics in Health Care (2006, April). “Teach Back” A tool for improving provider-patient communication. *In Focus – Topics in Health Care Ethics*. Retrieved from [http://www.ethics.va.gov/docs/infocus/InFocus\\_20060401\\_Teach\\_Back.pdf](http://www.ethics.va.gov/docs/infocus/InFocus_20060401_Teach_Back.pdf)

Schillinger, D., Piette, J., Grumbach, K., Wang, F., Wilson, C., Daher, C., Leong-Grotz, K., Castro, C., & Blindman, AB. (2003). Closing the loop: physician communication with diabetic patients who have low health literacy. *Archives of internal medicine*, 136(1), 83-90. Retrieved from

<http://www.ncbi.nlm.nih.gov/pubmed/12523921>