SHARE YOUR CARE - TEACH-BACK!

TEACH-BACK – WHAT IS IT?
- Gives effective clinician-patient communications.
- Patients/caregivers explain back their education using their own words about their health and what they need to do to get better.

**Goal:** Educate patients, families and caregivers then have them Teach-Back to see how well you, the clinician, explained health education in a way they could understand. It is not a test of their knowledge but a test of your ability to communicate effectively!

TEACH-BACK – ADVANTAGES:
- Makes for shared responsibility for clinician and patient/caregivers.
- Helps patients/caregivers understand and remember.
- Raises patient satisfaction.
- Helps patient feel more relaxed.
- Helps you gain patient’s/caregiver’s trust
- Can take as little as 1-2 minutes.
- Saves time and potential misunderstandings, phone calls, and readmissions.

TEACH-BACK – HOW TO SAY IT:
- Use ICARE – Introduce, Connect, Acknowledge, Review, Educate.
- Speak slowly and make eye contact.
- Show genuine interest with voice and facial expression.
- Relax and sit with the patient for education.

TEACH-BACK – TOOLS AND WHAT TO SAY:
- Use our Upstate tools: The Upstate Patient Education Website (internally created documents, Krames, Lexicomp, Patient and Visitor Website with videos, Upstate’s handouts, booklets, brochures and video resources (TIGR, Patient Channel Now, website).
- Use plain language, avoid medical jargon and slang.
- Stress important points and be specific.
- Ask open questions (not “yes” and “no” questions).
- Start with “what” and “how”.
- Use demo’s when able “Show me how you would check a blood pressure”. “Try the inhaler once now so we can see how you do.”

Try different approaches if more education is needed, use pictures *(Krames A&P)*, demonstrations, videos, different words. *(The Share Approach – www.AHRQ.gov)*