

HELP PATIENTS STAY ON TRACK



Use Teach-Back, it's a simple,
quick and effective way to check
patient understanding!



Improving your health, together.

www.swselfmanagement.ca



THIS IS NOT A TEST OF THE PATIENT, BUT HOW WELL YOU EXPLAINED THE INFORMATION!





People remember:

10% of what they read 

26% of what they hear 

30% of what they see 

50% of what they see and hear 

90% of what they repeat back or demonstrate 



Simply asking “is that clear?” or “do you understand?” doesn’t work. Use **Teach-Back** instead. It’s a simple, quick and effective way to check patient understanding!

Here’s how it works:

- Prep the patient - “I am going to explain XYZ, then ask you to explain it back to me or show me.”
- Chunk and check- review 2-3 main points at a time. Speak slowly and use plain language.
- Ask patients to explain or demonstrate, in their own words, what you have discussed with them - *for example:*

“ To make sure I explained these instructions clearly, can you tell me in your own words what you understood? ”

OR

“ Can you please show me how you will use your puffer when you get home so I can be sure that I explained things well? ”

- If the patient is not able to restate the information or demonstrate the task correctly, then try explaining again using different, simple words, drawing a picture or demonstrating again.
- Then try again. Don’t move on to next steps or let the patient leave until they are able to teach back confidently. Don’t forget to use **Teach-Back** with caregivers too.

For more information visit:

www.swselfmanagement.ca or call 1-855-463-5692 (toll-free)