



Transitions of Care: MAKE TEACH-BACK AN ALWAYS EVENT!

Teach-Back is a Critical Element of Every Ideal Discharge

Most patients have limited healthcare literacy and have trouble processing complex discharge instructions. Older adults have additional challenges with processing discharge information due to hearing and vision impairment. Teach-back technique provides an opportunity to offset some of these challenges.



Getting Started:

1. Establish a small, time-limited team or assess where your organization is in your Teach-Back journey (*are you currently using consistently across all units, all shifts, or just beginning to plan for implementation?*).
2. Identify which Teach-Back training framework is best for your organization. No-cost toolkits to consider include:

AHRQ Teach-Back	IHI Always Use Teach-Back!
Geared towards the physician setting, but can be applied to any health care setting	Permission to use with attributions as noted on each tool. Originally created as part of the Picker Institute's Always Events Program. An Always Event refers to an aspect of the patient experience that is so important to patients and families that health care providers should reliably implement it 100% of the time
No login is required to access and utilize implementation resources	Requires creating a free IHI account
Training materials, observation tools and conviction and confidence self-assessments	Training materials, observation tools and conviction and confidence self-assessments

3. Define your approach for considering the health literacy of older adults as you craft your implementation strategy. The [AMA Foundation: Help patients understand](#) (23-minute video) is an example of an effective tool for raising awareness of the importance of health literacy. Depending on your audience, the "House Inhaler" (44-second video available on multiple YouTube channels) can create "lightbulb moments" for staff on why Teach-Back is important.
4. Establish your Teach-Back planning and implementation team.

Used effectively, Teach-Back can:

- Improve adherence to a recommended plan of care.
- Improve customer satisfaction.
- Improve patients' understanding of the discharge recommendations.

To learn more about implementation, including measuring effectiveness, contact Melody.Brown@AlliantHealth.org for coaching and mentoring support.