

Start Date: 8/24/2020 9:00 AM

The Teach Back Method:
Enhancing Patient Understanding

Monday, August 24, 2020
9:00 a.m.–12:00 p.m.
(3-hr workshop)
RWHC Office & Training Center
880 Independence Lane, Sauk City
Registration Deadline: August 3rd

RWHC Member & Affiliate Member: \$125
Non-RWHC Member: \$150

Fee includes program handouts and refreshments.
0.3 CEUs

RWHC is a CEU provider through the Wisconsin Society for Healthcare Education & Training
(WISHET)

Instructor: Erin Smital, RN, RWHC Nursing Professional Development Educator

Target Audience: Nurses and other healthcare providers that are responsible for education of patients in hospital or clinic settings.

Program Description: Did you know that 40-80% of medical information patients are given is forgotten immediately? Combine that with the fact that ½ of the information they retain is actually incorrect, and you have a huge problem on your hands. By using the Teach Back Method you can ensure that you are communicating with your patient in a way they understand. You can feel confident that the education you have provided will be retained and utilized by the patient far after discharge.

Participants will learn to:

- Identify the 4 basic ways patients take in information
- Increase patient satisfaction
- Create an environment that feels safe for the patient
- Improve outcomes and meet patient needs
- Use the “Chunk and Check” method for educating the patients

Consider taking this workshop if the following are mostly true for you:

You find that your department has increased call backs, re-admissions or multiple unnecessary patient appointments