Presenter:
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, readmissions or multiple unnecessary patient appointments
• Your patients are often not adhering to the treatment plan
• There is a disconnect between discharge instructions/after visit summaries and patient understanding
• You feel as though you are not connecting with your patients

If you would like more information about the RWHC Leadership Series, please email Education Services Manager, Carrie Ballweg, or call 608-643-2343.