



The Teach Back Method

Enhancing Patient Understanding

Presenter:

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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.