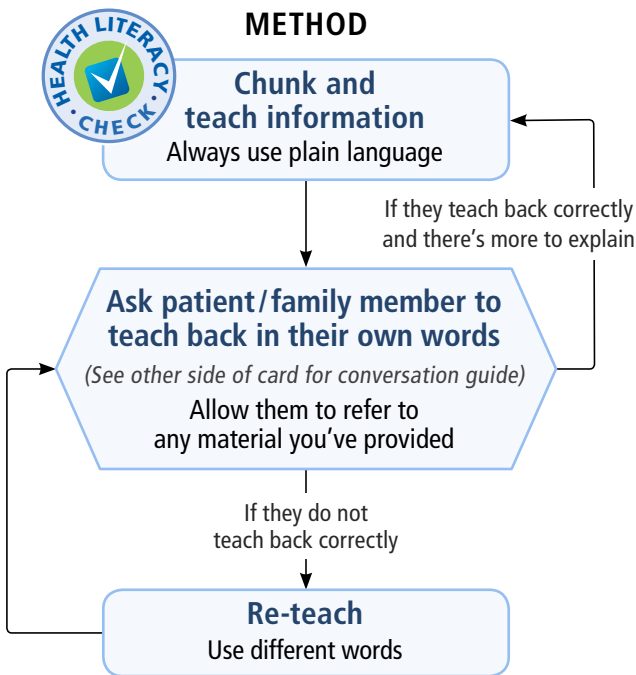


# Teach-back



## Teach-back supports Zero Harm

- Teach-back is a form of **CLEAR AND COMPLETE RESPECTFUL COMMUNICATION**.
- It gives you and the patient or family a chance to ask **CLARIFYING QUESTIONS**.

# Teach-back

## CONVERSATION GUIDE

### ASK patient or family member to teach back in their own words

When asking a patient or family member to teach back, it can help to break the prompt into two parts:

#### 1. Express personal responsibility for clarity.

Examples:

- I want to make sure I've explained this well.
- We've covered a lot here. I want to make sure I was clear about what's most important.
- I want to make sure I'm clear and I answer your questions.
- For your safety, I want to make sure we're on the same page.

#### 2. Ask the patient or family member to explain or demonstrate what they understood.

Examples:

- Tell me what you heard in your own words, and then I'll know what I left out.
- How will you explain this to your wife when you get home?
- Show me how you plan to take all these different medicines when you get home.

**Remember:** Avoid questions that can be answered with yes/no.

With practice, teach-back becomes a natural part of the conversation and does not require extra time.

When patients can show they understand, outcomes improve.