

Teach-Back – An ‘Always’ Event: Resources

Health Literacy

[Everyday Words for Public Health Communication](#). Centers for Disease Control and Prevention. Lists frequently used terms in public health materials and their common, everyday alternatives in plain language. May 2016.

[Health Literacy Universal Precautions Toolkit](#) (2nd Edition) Agency for Healthcare Research and Quality. Step-by-step guidance for assessing your practice and making changes to connect with patients of all literacy levels. January 2015.

[Plain Language Medical Dictionary](#). The Plain Language Medical Dictionary widget is a project of the University of Michigan Taubman Health Sciences Library as part of the Michigan Health Literacy Awareness project.

Implementation

[Always Events® Blueprint for Action](#). [Picker Institute](#). A roadmap to assist healthcare organizations in using Always Events as a transformational tool to make rapid, dramatic advances in patient-centered care. December 2012.

[Always Events® Toolkit](#). Institute for Healthcare Improvement (IHI). Designed to support leaders and point-of-care teams in partnering with patients/individuals and family members to co-design, reliably implement and spread care processes to dramatically improve care experiences for patients/individuals and family members. June 2016.

[Making Teach-back an Always Event](#). Always Use Teach-back!

[Teach-Back: Implementation Quick Start Guide](#). The Guide to Improving Patient Safety in Primary Care Settings by Engaging Patients and Families. Agency for Healthcare Research and Quality.

Clinicians/Healthcare Professionals

[Interactive Teach-back Learning Module](#). Always Use Teach-Back! Computer-based, self-study education explaining the steps of the teach-back process, the role and value of teach-back in improving patient safety and strategies for implementing teach-back.

[Teach-Back A Guide for Staff](#). Agency for Healthcare Research and Quality. Explains the goal of teach-back, the teach-back process and the role of staff.

Teach-Back Measurement

[Conviction and Confidence Scale](#). Fill this out before starting to use teach-back - and one and three months later. Use the results to identify things that can help build conviction about the importance of, and confidence in using, teach back and to track progress.

[Observation Teach-Back Tool](#). Record your observations as staff build their knowledge, convictions, skills and confidence. Use the findings to guide coaching, additional learning and establishing consistent habits.

Patients and Families

[A Patient's Guide to Teach-back](#). Agency for Healthcare Research and Quality. A 1-page handout explains the goal of teach-back, the teach-back process, and the patient and family role in teach-back.

Always Use Teach-back! [Videos](#)

- *Manager Perspective on Coaching*
- *Coaching Keys*
- *Coaching Overview*
- *Coaching: Overcoming Obstacles*
- *Coaching a Nurse to Always Use Teach-back*

- *Coaching a Physician to Always Use Teach-back*

[Keep It Simple for Safety – Don't Use Jargon](#). University of Arkansas for Medical Sciences Center for Rural Health. A video for healthcare professionals illustrating the importance of using plain language when speaking with patients.

[Teach-back Demonstration](#). Demonstration of the use of teach-back by a nurse reviewing follow-up care of a patient after a clinic visit for asthma.

Web site

[Always Use Teach-back training toolkit](#). The purpose of this toolkit is to help all healthcare providers learn to use teach-back—every time it is indicated—to support patients and families throughout the care continuum, especially during transitions between care settings. The toolkit combines health literacy principles of plain language and using teach-back to confirm understanding, with behavior change principles of coaching to new habits and adapting systems to promote consistent use of key practices.

[Minnesota Health Literacy Partnership](#). A variety of training and presentations materials to help educate individuals and health care professionals about the importance of health literacy, including teach-back.



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