**Teach-Back – An ‘Always’ Event**

**Agenda Template**

**Date**:

**Time**:

**Location**:

Teach-back is an evidence-based health literacy intervention that promotes patient engagement, self-management skills, and patient safety. The teach-back method has demonstrated positive effects in a wide range of health care outcomes and patient satisfaction.

**Training Objectives:**

Upon completion of this training, staff will

* Have increased confidence and conviction to use teach-back and plain language.
* Demonstrate competency using teach-back and plain language
* Utilize teach back and plain language with patients, families, and caregivers.

**Note:** Completion of the teach-back self-study activity is a prerequisite to participate in the teach-back clinic.

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| Topic | Time |
| Welcome and introduction (5 minutes) | X:XX – X:XX |
| Teach-back review (15 minutes) | X:XX – X:XX |
| Plain language review (5 minutes) | X:XX – X:XX |
| Plain language activity (15 minutes) | X:XX – X:XX |
| Teach-back coaching activity (30-45 minutes) | X:XX – X:XX |
| Wrap up (5 minutes) | X:XX – X:XX |

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