**Teach-Back –**

**Preparing Your Organization: Getting Started**

*Additional detailed steps, instructions, and tools are in the complete roadmap*.

* **Review teach-back resources**
* **Obtain your organization’s leadership buy-in**
  + Provide leadership the[*AHRQ Implementation Quick Start Guide: Teach-back*](https://www.ahrq.gov/sites/default/files/wysiwyg/professionals/quality-patient-safety/patient-family-engagement/pfeprimarycare/teach-back_quickstart_brochure.pdf)and the IHI [What is Teach-Back video](https://www.youtube.com/watch?v=bzpJJYF_tKY)
  + Develop teach-back talking points for leadership
* **Identify individuals for the teach-back implementation team**
  + Instruct members of the teach-back implementation team to review the tools and resources
* **Develop your teach-back implementation strategy in collaboration with your implementation team**
* **Introduce the teach-back communication method to staff**
  + Draft introductory message for staff and providers, including videos demonstrating teach-back
  + Incorporate teach-back discussion into regularly occurring meetings
  + [Teach-Back Clinic Powerpoint](https://greatplainsqin.org/wp-content/uploads/2022/10/Great-Plains-QIN-Teach-Back-PP-Presentation-Template.pptx)

**Becoming a Practice | Training Your Staff**

* **Phase I: Teach-Back Self-Study**
  + Implementation team selects most appropriate online module for intended audience
  + Message sent outlining teach-back training process
  + Self-study module must be completed prior to Teach-Back Clinic
* **Phase 2: Teach-Back Clinic**
  + Prior to Event
    - Promote the Teach-Back Clinic
    - Implementation team selects handouts/resources to be used during Teach-Back Clinic
    - [Teach Back Clinic Powerpoint](https://greatplainsqin.org/wp-content/uploads/2022/10/Great-Plains-QIN-Teach-Back-PP-Presentation-Template.pptx)
    - Patient education topic(s) identified
    - Teach-back Plain Language Practice Worksheet created to meet your organizations needs
    - Determine if using optional PowerPoint and modify as necessary
    - Handouts of all materials are prepared
    - Determine how to conduct teach-back utilization staff survey
  + Hold Teach-Back Clinic
    - Follow roadmap outline for clinic format

**Making an Impact| Developing Your Standard of Care**

* **Evaluate the implementation of teach-back** **and refine your processes**
  + Establish baseline outcome measures
  + Measure teach-back utilization
  + Assess staff competency
  + Review results and modify processes as needed
* **Celebrate your successes!**



This material was prepared by Great Plains Quality Innovation Network, a Quality Innovation Network – Quality Improvement Organization, under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services (HHS). Views expressed in this material do not necessarily reflect the official views or policy of CMS or HHS, and any reference to a specific product or entity herein does not constitute endorsement of that product or entity by CMS or HHS. 12SOW/GPQIN/QIN-QIO-233/1022