**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!**

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