



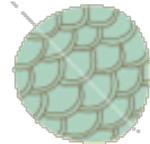
Use the Teach Back method of communication to ensure patients, clients & families understand important information about their health.

Studies show that patients often leave a health care encounter without really understanding what has been said. It's important to ensure that patients & families clearly understand what has been explained to them. Ask the patient or family to explain back to you – *in their own everyday words*:

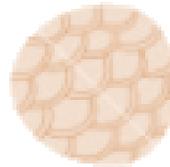
- The diagnosis or problem for which they need care.
- The name and nature of treatment, service or procedure, including what receiving it will entail.
- The risks, benefits and alternatives to the treatment, service or procedure.



Some questions you could ask your patient ...



*“Just to be sure I've explained this well... can you describe what I've said as you would to a friend?”*

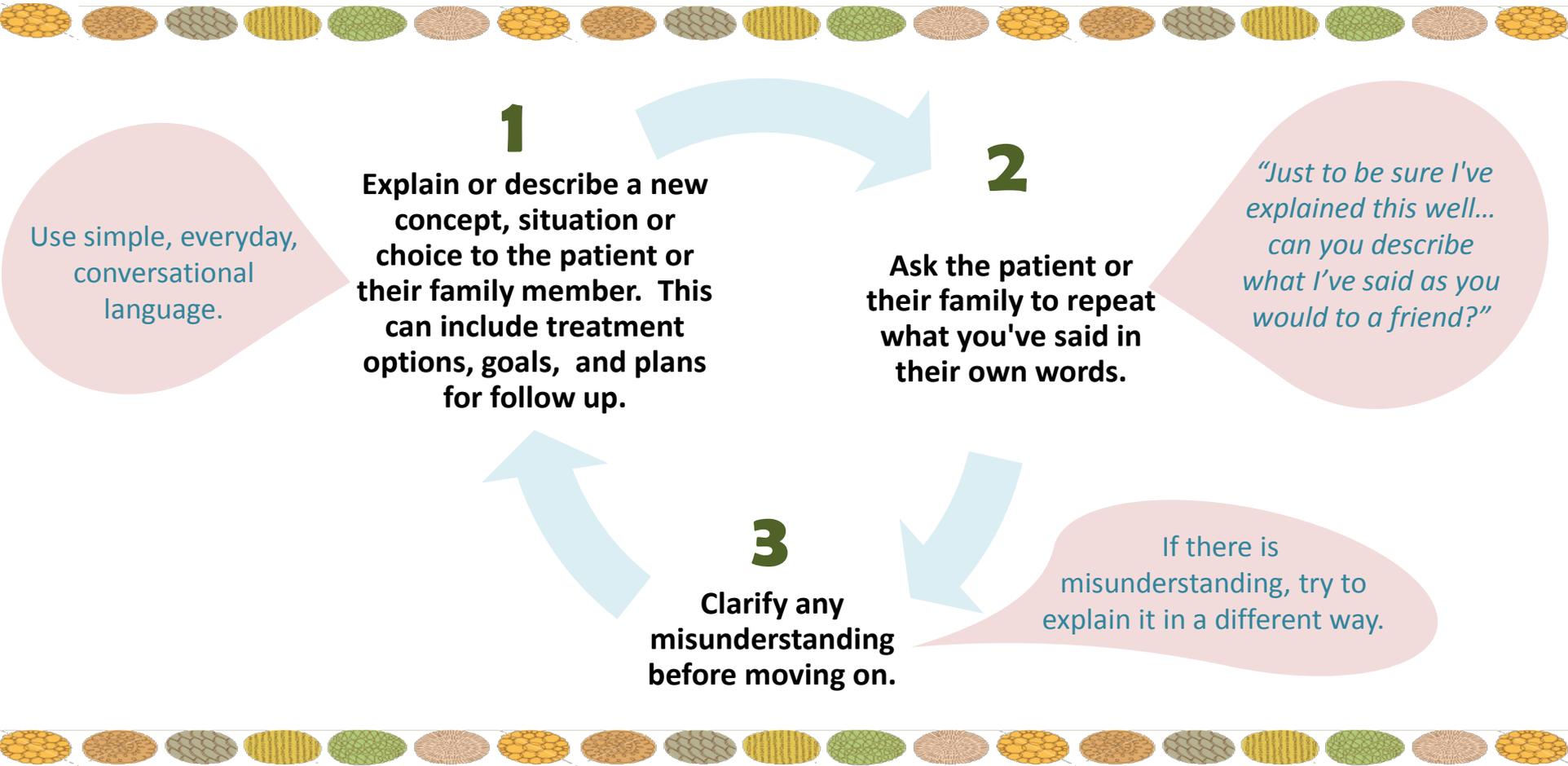


*“Can you show me how you will do this yourself when you leave here, so I'll know if I've explained it clearly?”*



# Closing the Loop by Practicing **Teach Back**

This practice checks for patient comprehension and can lead to better health outcomes.



This PFCC tool adapted for Primary Health Care from AHS Engagement & Patient Experience. References:

It's okay to ask. (2008, Autumn). *Health Quality Council of Alberta*. Retrieved from <http://www.hqca.ca>

National Center for Ethics in Health Care. In "Teach Back" A tool for improving provider-patient communication. (2006, April). *Focus – Topics in Health Care Ethics*. Retrieved from [http://www.ethics.va.gov/docs/infocus/InFocus\\_20060401\\_Teach\\_Back.pdf](http://www.ethics.va.gov/docs/infocus/InFocus_20060401_Teach_Back.pdf)

Schillinger, D., Piette, J., Grumbach, K., Wang, F., Wilson, C., Daher, C., Leong-Grotz, K., Castro, C., & Blindman, A. B. (2003). Closing the loop: physician communication with diabetic patients who have low health literacy. *Archives of internal medicine*, 136(1), 83-90. Retrieved from <http://www.ncbi.nlm.nih.gov/pubmed/12523921>