

The problem is:

More than one-third of American adults--or 89 million people--lack the basic skills to easily understand health information. Evidence shows patients often misinterpret or do not understand medical information given to them by clinicians.¹

¹ Reference: Weiss, B.D. Health Literacy and Patient Safety: Help Patients Understand. AMA Foundation and AMA, 2007, p. 7.

You need to know:

The best practice is to end each visit by providing visual aids and instructions as well as requesting a Teach Back to ensure patient understanding of the care plan.

Benefits include:

- Reliable, standard approach
- Reduced follow-up calls, portal messages, and no-shows
- Increased patient compliance
- Streamlined caregiver processes
- Building provider loyalty and brand reputation



Track your progress

Measure the number of times per day instructions/visual aids were provided and Teach Backs were implemented. Track daily and monthly to improve trends.

Maximize improvements

Action items and tactics are intended to improve patient experience, safety, preventive screening, quality indicators and health outcomes.

Effective Explanations



Here's what you need to do...

Close the visit using **POWERFUL** language such as: Let me make sure I understand..., In my experience..., I will..., You are welcome..., It is my pleasure..., I would be happy to do that for you

Follow the steps listed below, commit them to memory and your close-of-visit will be powerful, every time.

Visual Aids/Instructions

- Here is a document that explains what we just talked about, let's review the main points...
- Dr. ___ wrote this summary in his/her notes, and I'd like to review them with you

Teach Back

- I want to make sure I've explained this clearly; will you tell me...?
- How will you explain this to your son when you get home tonight?
- For your safety, show me how you will do this at home
- In your own words tell me what you heard, then I'll know if I left anything out...