

# Bull City Strong – Community Health Promoters

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Teach Back Method Part II

Thursday, September 22, 2022

# Teach Back: How It Can Help



## **What we will learn**

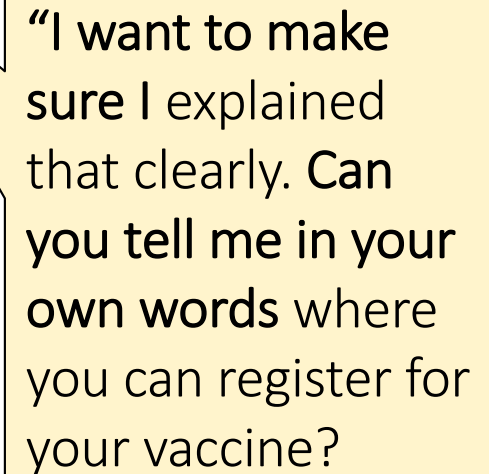
- how teach back can be helpful
- the 5 skill steps for making teach back easier

# Teach Back is...

Asking patients

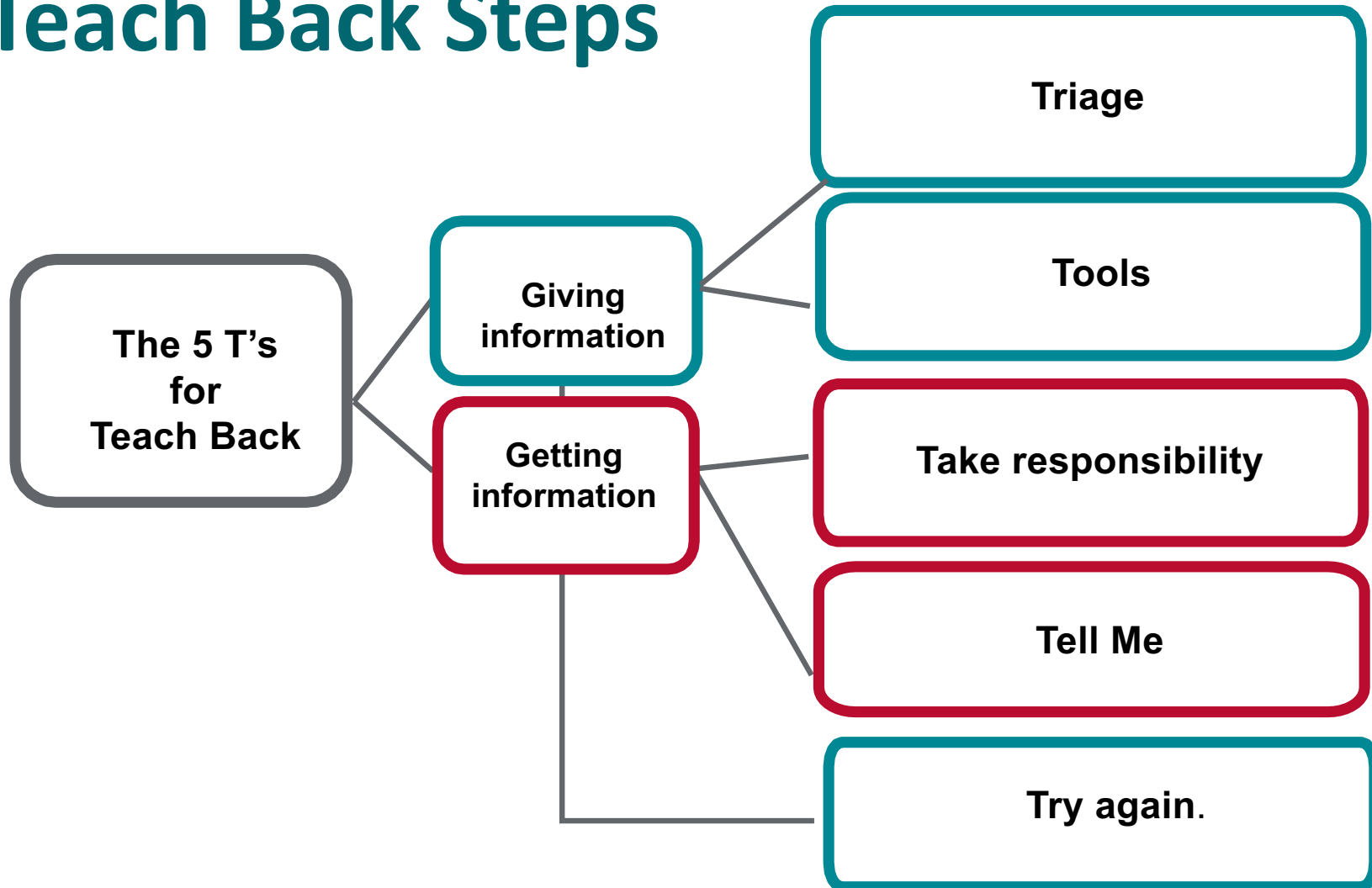
- in a **non-shaming** way
- to repeat **in their own words**
- **specifically**

what they need to know or do.



"I want to make sure I explained that clearly. Can you tell me in your own words where you can register for your vaccine?"

# Teach Back Steps





## Triage

Limit yourself to a specific topic

- Explain just a part of a longer topic and then ask a teach back question
  - Explain using plain language



## Tool

Use tools (pencil and paper, models, reader-friendly print materials) to help explain and support learning



## **Take Responsibility**

Take responsibility for the communication



## **Tell Me**

Ask them to explain in their own words what they were told about...

Was the tell me question specific?

Was the tell me question in plain language?



## **Try Again**

Explain and check again if the patient is unable to say the info clearly?

# SAY these two lines...

**I want to be sure I...**



**Take responsibility line**

**So can you tell me...**



**Tell me line**

# I want to make sure.

...I said that clearly.

...I explained that well.

...I didn't leave anything out.

...you and your family feel safe.

...I explained clearly how you can make your vaccine appointment. It's a lot of details to remember all at once.

...I've been clear about what you can do next.

I know COVID is a new and complicated disease, so I want to make sure I gave you clear information

I talk really fast sometimes, so I want to make sure I was clear.

I know you've gotten a lot of information today, so I just want to make sure we're on the same page.

## So can you tell me...



# Teach Back helps **clients**

Gives the client a chance to process  
and repeat information

When I say it,  
it's in here.



# Teach Back helps **you**

The only way you **know** what someone understands is if they **say it** to you



I get it now. The vaccine only has a small part of the virus in it, so it can't make more of itself inside my body. It's like a piece of something can't turn into a whole thing. If I have just a tire, I can't make a whole car out of it.

## Reminder about Homework

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Think of real word examples  
that you could teach back  
(quick recipes, directions,  
basic health routines)



# Our Process

- We are going to split into pairs
- Each pair will have 10 minutes for the first round of practice
- One person will be the Community Health Worker and the other will be the client

# Our Process

- Using your homework example, the Community Health Worker will use the teach back method with the client to explain a process
- After 10 minutes, we will come back together to debrief the experience
- Then we will return to small groups and the roles will be switched

# Debrief

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- What did you learn from practicing ?
  - What were the differences being the community member and being the CHW in the scenario ?



# Your Thoughts



- What are some of the times you think teach back might be useful to **you**?
- How would you change this method for CHWs?
- What could make it **more** useful to you?