

Bull City Strong – Community Health Promoters Program
Text for September 22nd Session
Teach-back Method II

Slide 2:

- Teach-back is...
- Asking community members
 - in a non-shaming way
 - to repeat in their own words
 - specifically
- about what they need to know or do

Slide 3:

Teach-back Steps

The 5 T's of teach-back: triage, tool, take responsibility, tell me, try again

Slide 4:

- 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

Slide 5:

- 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?

Slide 6:

- **Take responsibility lines** - Say these two lines...I want to be sure I...
- **Tell me lines** - So can you tell me...

Slide 7:

- 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...

Slide 8:

- Teach-back helps clients
- Gives the client a chance to process and repeat information

Slide 9:

- Teach-back helps you
- The only way you know what someone understands is if they say it to you

Slide 10:

- Reminder about Homework
- Think of real world examples that you could teach back (quick recipes, directions, basic health routines)

Slide 11:

- 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

Slide 12:

- 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

Slide 13:

- Debrief:
 - What did you learn from practicing?
 - What was the differences being the community member and being the CHW in that scenario?

Slide 14:

- 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?