
Health Literacy Month 2022: Back to Basics

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Recap of Webinar 1

- Evolving definitions of health literacy since 1974
- Importance of health literacy today



Webinar 2: The Teach-Back Method

- What is the Teach-Back Method?
- Origins of the Teach-Back Method (2003-2010)
- Effectiveness of the Teach-Back Method
- “Sister” technique: Check-Back

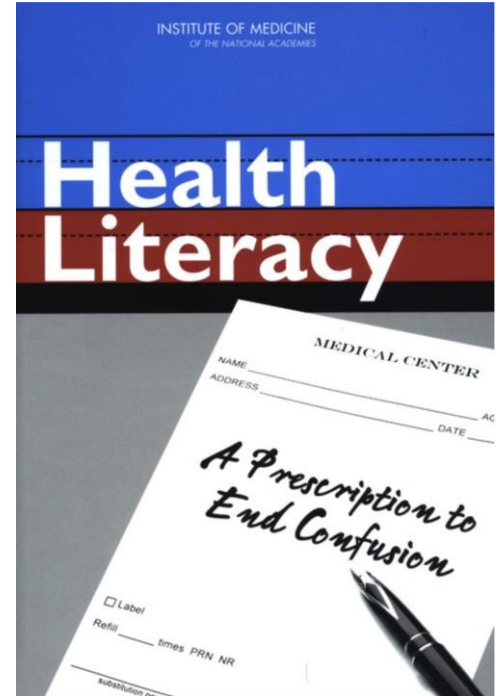


What is the Teach-Back Method?

- A way to check a patient's understanding of medical information
 - "In your own words, could you please tell me what we've talked about today?"
- Patient should be able to "teach back" health information to their health care provider
- Promotes use of plain language (and avoidance of medical jargon)
- Also referred to as "Show Me", "Chunk and Check", and "Closing the Loop"

Origins of Teach-Back Method (2003-2010)

- Schillinger et al. study (2003)
 - “Closing the loop: physician communication with diabetic patients who have low health literacy”
- Institute of Medicine (IOM) Committee on Health Literacy Report (2004)
 - “Health Literacy: A Prescription to End Confusion”
 - Recommends actions to promote a health-literate society
 - “Teach-Back” appears once in the report
- DeWalt et al. study (2010)
 - Documented the development and use of the Health Literacy Universal Precautions (HLUP) Toolkit
 - Teach-Back was included in the toolkit

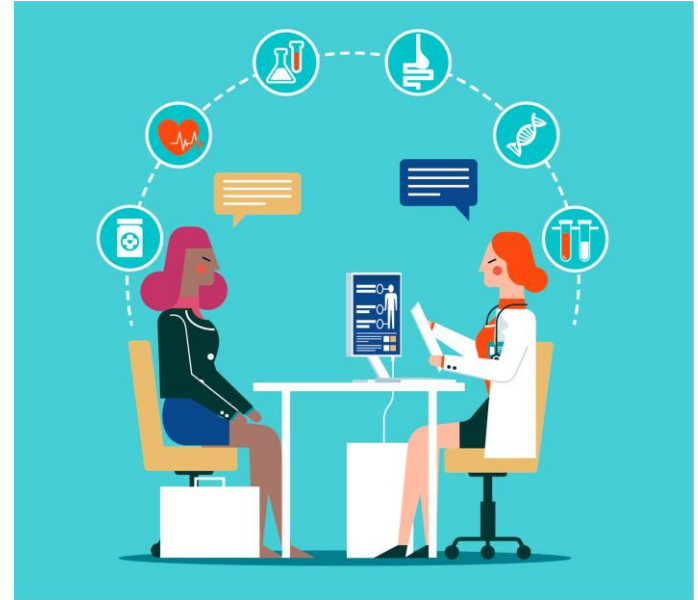


Excerpt from the IOM's 2004 report

Tens of millions of U.S. adults are unable to read complex texts, including many health-related materials. Arcane language and jargon that become second nature to doctors and nurses are inscrutable to many patients. Adults who have a problem understanding written materials are often ashamed and devise methods to mask their difficulty. They may be reluctant to ask questions for fear of being perceived as ignorant. If health professionals were able to take the time to ask their patients to explain exactly what they understand about their diagnoses, instructions, and bottle labels, the caregivers would find many gaps in knowledge, difficulties in understanding, and misinterpretations.

Effectiveness of the Teach-Back Method

- Recent studies (2016 - present) support continued use of Teach-Back
- Majority of patients remain confused about their health care information following health care visits
- Persistent challenge: physicians have very limited time



“Sister” technique: Check-Back

- Expands on the Teach-Back Method by focusing on what **patients** can do to check their understanding of health information
 - Empowers patients to check understanding of health information
- Not all health workers use Teach-Back, so it is important that patients feel empowered to ask questions and be actively involved in making their own health care decisions.
- Check-Back can help patients get the most out of their health appointments



Will you check to get it right?

Next up: Plain Language

