*Implementation Quick Start Guide*

# Teach-Back

## 1 — Review intervention and training materials

- Understand the purpose, use, and benefits of teach-back.

- Review the training toolkit.
- Complete the interactive learning module.

## 2 — Make decisions for your implementation

**Set scope**
- Who will use teach-back?
- If you're not ready to use teach-back with all patients, who will your initial focus be? Patients with new medications? Patients with necessary followup? Patients with certain diagnoses, such as asthma or diabetes?

**Establish workflow**
- Where will you document teach-back in the EHR?

**Identify champions**
- Who will champion the strategy within each role on the team?

## 3 — Customize training for your practice

- Customize the training materials to reflect your decisions.

- Select and/or customize role play scenarios.

## 4 — Train team members

- Use staff meetings and huddles.
- Strive for training meetings of at least 15 minutes.

- Encourage the review of the interactive learning module.
- Conduct role play sessions.

## 5 — Go live with implementation

- Inform staff of timeline.
- Go live.
- Identify good implementors and use them as peer coaches.

- Continue to promote teach-back and encourage its use.

# 6 — Evaluate your progress

### Evaluate effectiveness

- How many followup questions (calls and emails) do you get pre- and post-implementation?
- Measure an outcome of relevance for your target patient population (e.g., HbA1C for patients with diabetes) pre- and post-implementation.
- What is patient satisfaction with teach-back?
- What is clinician satisfaction with teach-back?

### Evaluate implementation success

- Do clinicians report using teach-back?
- Do patients report the use of teach-back?