Teach-back checklist

You can use this checklist to give feedback to others who want to learn how they can include teach-back in their daily practice. Tick if you observe the following key elements for teach-back. You may also want to give some constructive comments that will enable them to reflect on their practice.

	Yes	No	Unsure	Comments
1. Healthcare worker(s) used positive body language, eye contact and friendly manner.				
2. They checked their client's current understanding (which may include how they manage their own health).				
3. They used plain language. No jargon was used. Meanings of words were defined.				
4. Pace was not too fast.				
5. The healthcare worker(s) let the person know that the responsibility to explain was on them, the provider.				
6. The person was invited to explain back information *in their own words*				
7. Understanding was clarified using non-shaming open-ended questions.				
8. The healthcare worker(s) addressed any misunderstandings/ barriers to understanding.				
9. If the person was not able to teach-back correctly, the healthcare worker(s) explained the concept again and asked them to teach-back the entire message/action to re-check understanding.				
10. *Chunk and Check* was used to deliver complex messages.				