



New York State  
Partnership  
for Patients



# Preventable Readmissions Initiative

## Mitigating Risk Factors for Readmission

### Patient Tracking Sheet: Pilot Phase II

Patient Name: \_\_\_\_\_ Medical Record #: \_\_\_\_\_

Team Communication Used (check all that apply):

- White board     
  Purposeful rounding     
  Structured hand-offs     
  Standardized communication tool     
  Daily goal sheet  
 Other (specify): \_\_\_\_\_

RISK FACTOR CATEGORY	RISK FACTOR(S) ADDRESSED	DISCIPLINES RESPONSIBLE FOR ADDRESSING THE RISK	WAS PATIENT/CAREGIVER TEACH BACK CONDUCTED DURING THE HOSPITAL STAY?		WAS THE PATIENT/CAREGIVER ABLE TO TEACH BACK IN HIS OR HER OWN WORDS? (YES/NO)
			(YES/NO)	IF YES, HOW MANY DAYS PRIOR TO DISCHARGE	



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#### 10 Elements of Competence for Using Teach Back Effectively:

- Use a caring tone of voice and attitude.
- Display comfortable body language and make eye contact.
- Use plain language.
- Ask the patient to explain back, using their own words.
- Use non-shaming, open-ended questions.
- Avoid asking questions that can be answered with a simple yes or no.
- Emphasize that the responsibility to explain clearly is on you, the provider.
- If the patient is not able to teach back correctly, explain again, and re-check.
- Use reader-friendly print materials to support learning.
- Document use of and patient response to teach-back.

#### Examples of Teach Back:

- “We covered a lot today about your diabetes, and I want to make sure that I explained things clearly. So let’s review what we discussed. What are three strategies that will help you control your diabetes?”
- “What will you tell your husband about the changes we made to your blood pressure medicines today?”
- “I want to be sure that I explained your medication correctly. Can you tell me how you are going to take this medicine?”
- “Please show me how you will use the asthma inhaler, so I can be sure I have given you clear instructions.”
- “When you get home and your loved one asks you what the doctor said—what will you say?”

Source: Institute for Healthcare Improvement, *Always Use Teach Back*, Accessed March 3, 2014  
<http://www.ihl.org/resources/Pages/Tools/AlwaysUseTeachBack!.aspx>