

“R.E.A.C.H. to Teach” Observation Checklist

RELATE TO PATIENT	EDUCATE	ASK AND ANSWER	CHECK FOR UNDERSTANDING	HELP PROMOTE HEALTH LITERACY
<p>Assessed knowledge of the medical problem/issue and patient education goals:</p> <ul style="list-style-type: none"> Ex/s: What do you understand about why you are in the hospital? Tell me about why you are here. What do you understand about your specific diagnosis? <p>Elicited information in manner to promote health literacy & partnership</p> <ul style="list-style-type: none"> Engaged patient to understand what is important to them about this health concern. What does the patient want to know about their health concern? Asked questions in a simple, understandable, straightforward manner; questions were clear and easily understood; <p>Listened to patient:</p> <ul style="list-style-type: none"> Used caring tone of voice and attitude Displayed open body language Listened carefully to patient 	<p>Educated simply</p> <ul style="list-style-type: none"> Used plain language e.g., high blood pressure instead of hypertension—or, if jargon was used, did s/he explain it. Taught “need to know” versus “nice to know” information. Used strategies that address the patient’s and family’s barriers to learning. Gave clear and manageable instructions Chunked information (2-3 points at a time) 	<p>Encouraged questions</p> <ul style="list-style-type: none"> What questions do you have for me? Asks open ended questions- not simple yes/no For example: “I want to make sure that I have been clear. Please tell me how you will take you medicine at home.” 	<p>Asked to “teach back” an important aspect of what they discussed: (could be about medical conditions, meds, instructions, etc).</p> <ul style="list-style-type: none"> Used teach back questions that avoid making the patient/family feel like they are being tested. “We are using a new way to teach and I want to make sure that it is working. Tell me how you will take your medicines at home.” Have the patient review the three steps of teach back: knowledge (i.e., name of pill), why treatment is necessary, and how would they incorporate the treatment into their life (i.e., how they would take the pills every day) e.g., Now that I’ve reviewed your medicines with you, can you explain to me how you are going to take medication? 	<p>Continues educating patient until able to understand or another plan for patient care is developed.</p> <ul style="list-style-type: none"> Adjust teaching strategies based on patient’s and families’ response to teach back. Develop plan with patient, family and team to manage health.
<p><i>Notes:</i></p>				