

# Teach-back Conviction, Consistency, and Confidence Self-assessment



Fill this out before you start teach-back training, and 1 and 3 months later.

Name: \_\_\_\_\_

Check one:    ☐ Before                      - Date: \_\_\_\_\_  
                  ☐ 1 month                      - Date: \_\_\_\_\_  
                  ☐ 3 months                      - Date: \_\_\_\_\_  
                  ☐ Other                      - Date: \_\_\_\_\_

1. On a scale from 1 to 10, how convinced are you that it is important to use teach-back (ask people to explain key information back in their own words)?

Not at all convinced Very convinced

☐ 1    ☐ 2    ☐ 3    ☐ 4    ☐ 5    ☐ 6    ☐ 7    ☐ 8    ☐ 9    ☐ 10

2. How often did you ask patients, families, or clients to explain back, in their own words, what they need to know or do to care for themselves or others in the past week\*?

- ☐ Always                      - **GO TO QUESTION 3.**
- ☐ Usually                      - **GO TO QUESTION 3.**
- ☐ Sometimes - **GO TO QUESTION 3.**
- ☐ Never                      - **IF YOU ANSWERED "NEVER," SKIP QUESTION 3 & GO TO QUESTION 4.**

\* Change time frame for your setting.

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3. If you answered Always, Usually, or Sometimes, for how long have you been doing this?

- ☐ I have been doing this for 6 months or more. - **GO TO QUESTION 5.**
- ☐ I have been doing this for 3 to 5 months. - **GO TO QUESTION 5.**
- ☐ I have been doing this for less than 3 months. - **GO TO QUESTION 5.**

4. If you answered Never, check the box you agree with most.

- ☐ I do not do it now, but plan to do this in the next month.
- ☐ I do not do it now, but plan to do this in the next 2 to 6 months.
- ☐ I do not do it now and do not plan to do this.

5. Check the elements of using teach-back effectively that you have used with **more than half the patients, families, or clients you have seen in the past week\***.

- ☐ Identify key “need-to-know” concepts and “need-to-do” tasks for teach-back.
- ☐ Include family members/caregivers or other support persons when present and appropriate.
- ☐ Be respectful and address cultural and communication needs.
- ☐ Use plain language.
- ☐ Use words that show you are taking responsibility for being clear.
- ☐ Ask the person, in a caring way, to explain back (or show back), using their own words. Do this after each “need-to-know” concept or “need-to-do” task (Chunk and Check).
- ☐ If the person is not able to teach back accurately, explain in a different way and re-check.
- ☐ Use non-shaming open-ended questions.
- ☐ Use reader-friendly plain language materials to support learning, sharing, and finding information.
- ☐ Document use of and the person’s response to teach-back.

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6. On a scale from 1 to 10, how **confident** are you in your ability to use teach-back (ask people to explain key information back in their own words)?

Not at all confident

Very confident

☐ 1    ☐ 2    ☐ 3    ☐ 4    ☐ 5    ☐ 6    ☐ 7    ☐ 8    ☐ 9    ☐ 10

Notes:

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\* Change time frame for your setting.