# Resources and Tools for Improvers and Coaches



#### **Start Using Teach-back**

**Always Events** 

Aims, Goals, and Objectives - Clinical and Non-clinical Examples

Ask What Matters to You

**Communication Planning** 

**Communication Plan Example** 

Communication Plan Template (Word version)

**Engaging Patients and Clients** 

**Engaging Senior Leaders or Sponsors** 

Measures for Reliable, Sustainable Teach-back

My Plan to Start Using Teach-back - fillable sheet

PDSA Example and PDSA Template

Starting a Teach-back Initiative

#### **Coaching and Tools**

Coaching for Always Using Teach-back

Collecting Your Team's Ideas for Creating Change

Collecting Ideas Example and Template

Conviction, Consistency, and Confidence Self-Assessment

Handling Concerns about Using Teach-back

Making Time for Teach-back

Prioritizing Ideas for Change: The Decision Matrix

Teach-back Job Aid

Teach-back Observation Tool 2.0

Teach-back Observation Tool 2.0 with Scoring Guidance

<u>Using the 10 Elements Observation Tool 2.0 – Considerations for Use</u>





## **Developing Reliable and Sustainable Use** of Teach-back



### **Reliability and Sustainability**

**Always Events** 

Developing Reliable and Sustainable Use of Teach-back

**Engaging Senior Leaders or Sponsors** 

Using the 10 Elements Observation Tool 2.0 - Considerations for Use

**Writing Policies** 

