

## Provider Notice

**To:** All PerformCare Network Providers  
**From:** Scott Daubert, PhD, VP Operations  
**Date:** June 1, 2018  
**Subject:** AD 18 102 Discharge Planning: Using the Teach Back Method

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As Members transition from one level of care to another, it is important Providers ensure that all information provided is retained and understood by the Member. The teach-back method has been shown to be effective in ensuring Members understand information provided by healthcare staff. This communication strategy is valuable for determining the Member's understanding of medications, appointments, and other concepts reviewed during treatment and the discharge planning process.

The teach-back method confirms that information presented to a Member was understood, clear and helpful. The Member recites the information back to the Provider in their own words and by doing so, allows the staff to rectify errors quickly and provide additional education. The teach-back method is appropriate for all health literacy levels, and for all staff (clinical and non-clinical) to utilize. If a Member struggles with retaining information, a written form or record in a notebook can be helpful. Providers can also involve family Members to help avoid confusion. As always, a hard copy of the DMP must be provided to the Member at the time of discharge.

The Agency for Healthcare Research and Quality (AHRQ) provides information regarding the teach-back method. Available on the AHRQ website are resources for Providers, such as toolkits, videos, and tips for utilizing the teach-back method and promoting the use of teach-back with staff. The website also notes that use of teach-back can improve adherence, decrease cancelled appointments, and improve patient satisfaction and outcomes. PerformCare encourages providers to closely review this information, and implement within their programs.

<https://www.ahrq.gov/professionals/quality-patient-safety/quality-resources/tools/literacy-toolkit/healthlittoolkit2-tool5.html>

cc: James Laughman, PerformCare  
Scott Suhring, Capital Area Behavioral Health Collaborative  
Tia Mann, Behavioral Health Services of Somerset & Bedford Counties  
Missy Reisinger, Tuscarora Managed Care Alliance  
PerformCare Account Executives