Teach-Back Communication Intensive

Enriching Communication, Improving Patient Care, & Enhancing Patient Education: A workshop for UC Davis Staff

We are delighted that you will be participating in our upcoming workshop, “Teach-Back Communication Intensive.” We designed the following questions to help you reflect on your prior experiences and prepare you for the workshop. Before you arrive at the workshop, please take 15-20 minutes to work through following questions. This exercise is for your purposes only; we will not ask you to turn it in. Thank you in advance and we look forward to working with you!

Please recall a specific patient experience that highlighted for you the importance of therapeutic communication with a patient/ patient’s caregiver. Use the following questions as a guide to reflect on this experience and its impact on you.

1. How involved were you with the care of this particular patient? How connected did you feel to the patient? What helped or hindered this relationship?

2. How connected did you feel with the family? What helped or hindered this relationship?

3. How did caring for this patient impact you? What did you take home, both positive and negative, from the experience?

4. What challenges do you face in communicating patient’s/ caregiver learning needs to oncoming shift RN?

5. What would you most like to get out of this workshop?