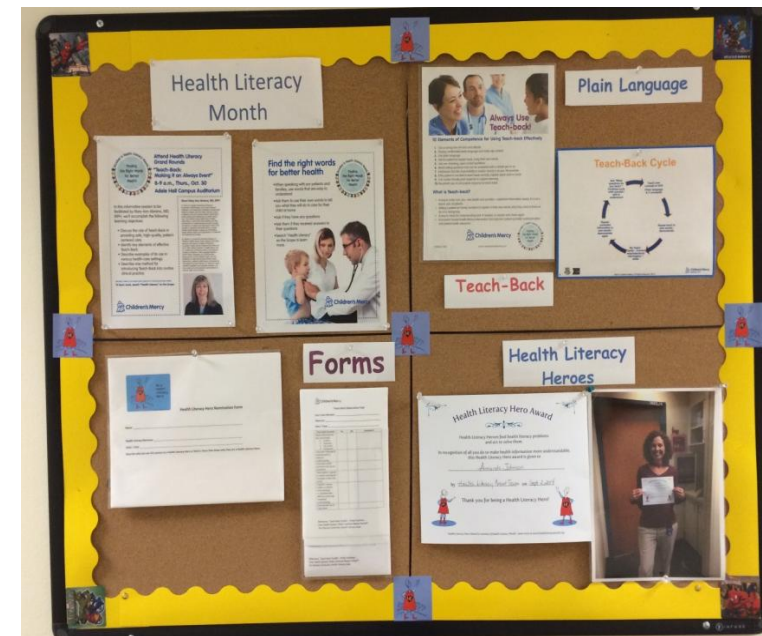


Dealing with an ill child in the health care setting can make it particularly challenging for caregivers and staff to communicate and ensure understanding of health information. Utilizing health literacy tools, such as Teach Back, can create a partnership that ensures understanding and leads to improved patient outcomes.

Creating a Health Literate Environment

Health Literacy & Teach Back Education

- All staff initial introduction
- 1-hour interactive learning session(s)
- New staff orientation and training
- On-going leadership planning
- Section meeting and email updates



Visual Reminders & Reinforcement

Computers, white boards, exam room doors and bulletin boards

Peer Observation & Practice

On-going documented peer observation and practice to empower staff through practice improvement

Acknowledgements

Helen Osborne, Health Literacy Consulting - Dr Mary Ann Abrams, *Always Teach Back* Health Care Foundation of Greater Kansas City – Health Literacy Grant

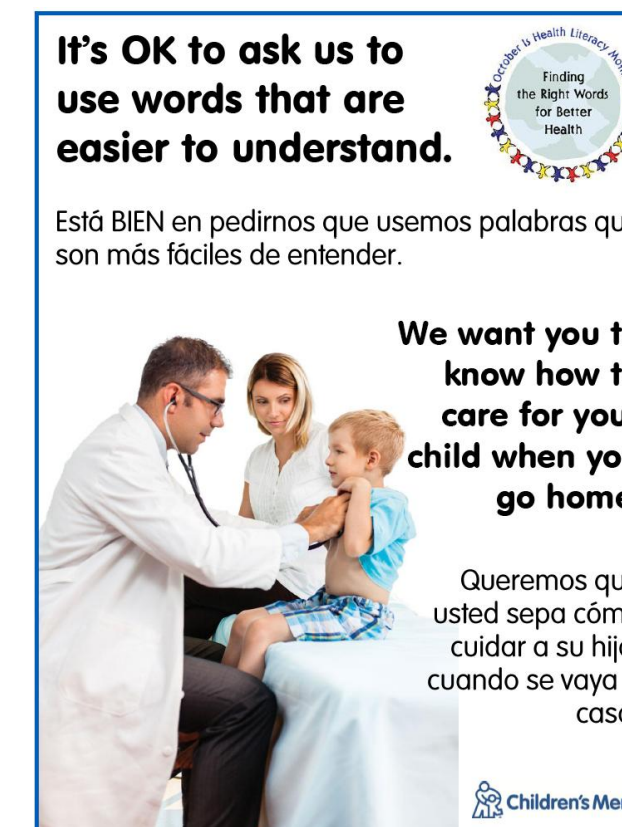
References

Abrams MA, Rita S, Nielsen GA. 2012. *Always Use Teach-back!* Toolkit. <http://www.teachbacktraining.org/>. 2012.

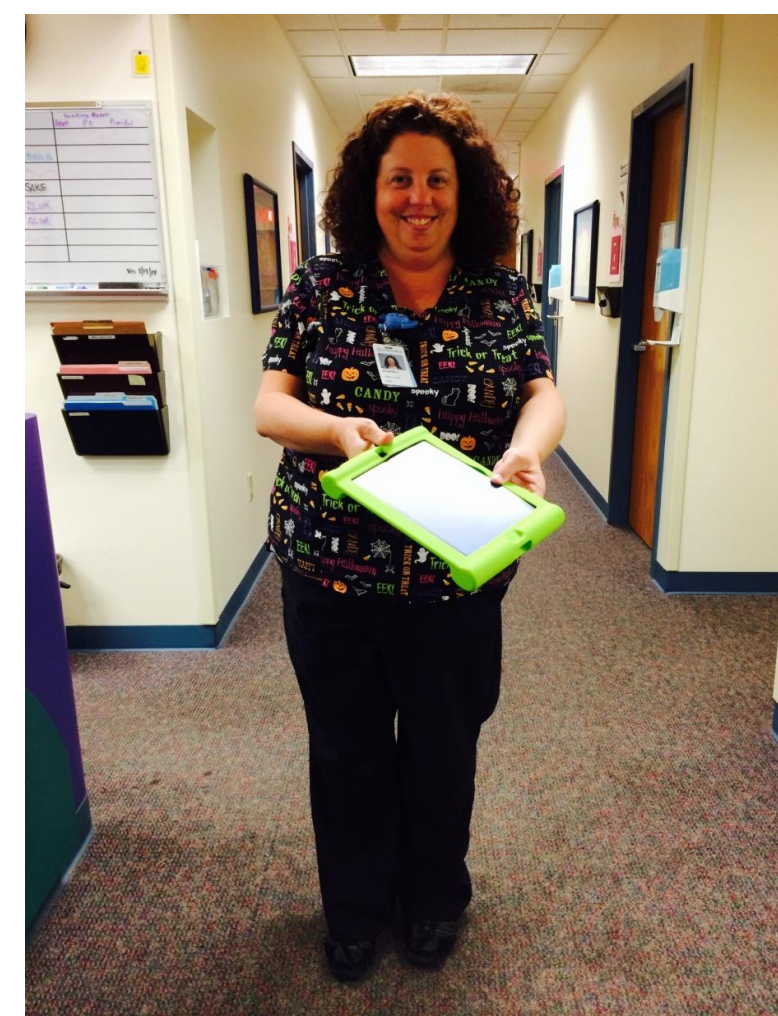
Creating Staff and Family Partnerships



- Making Teach Back an Always Event

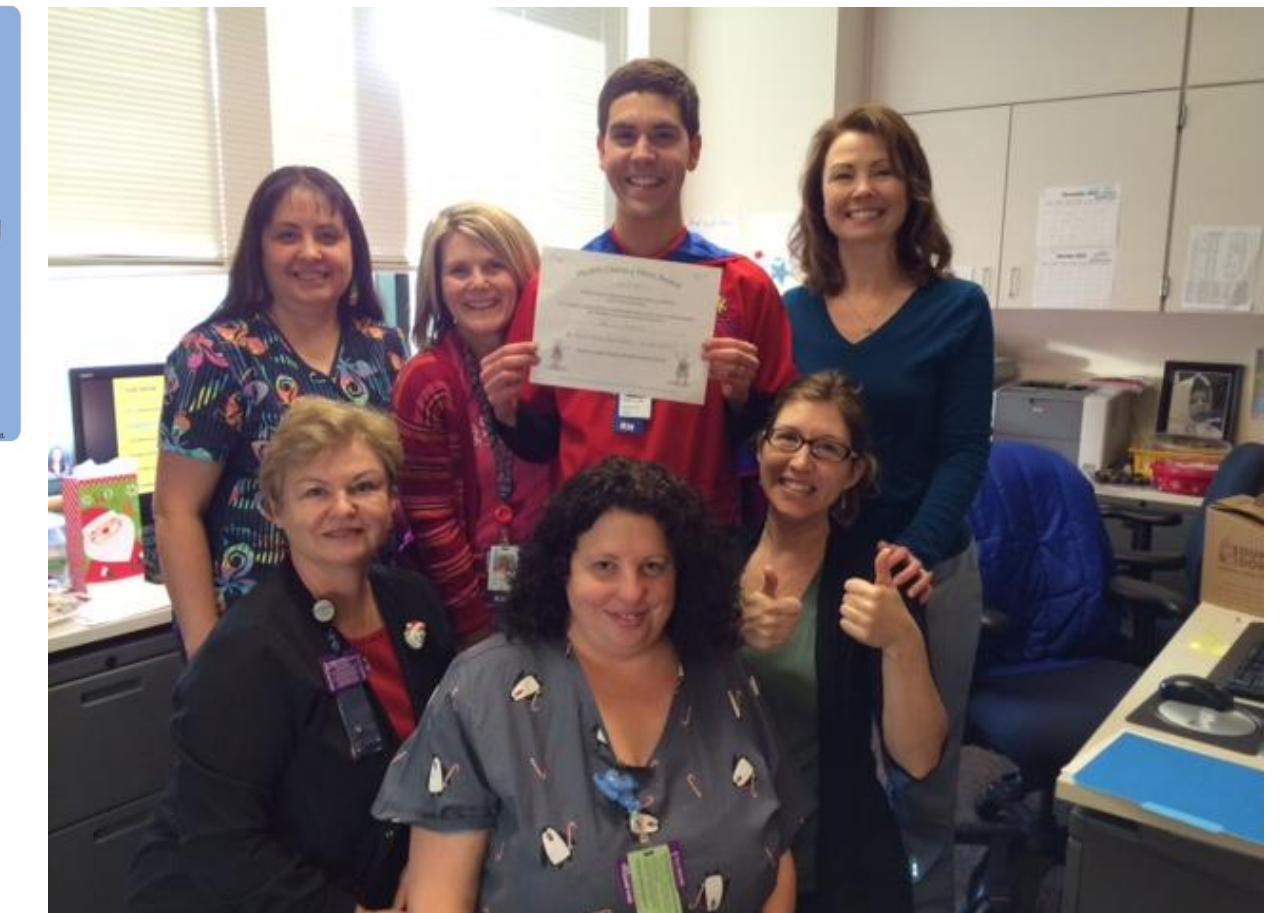


- Encouraging patient/family involvement

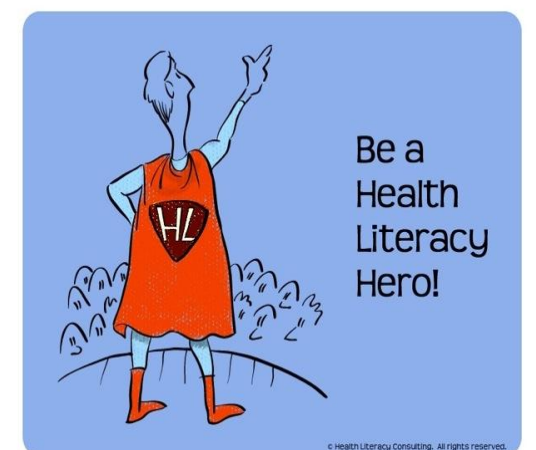
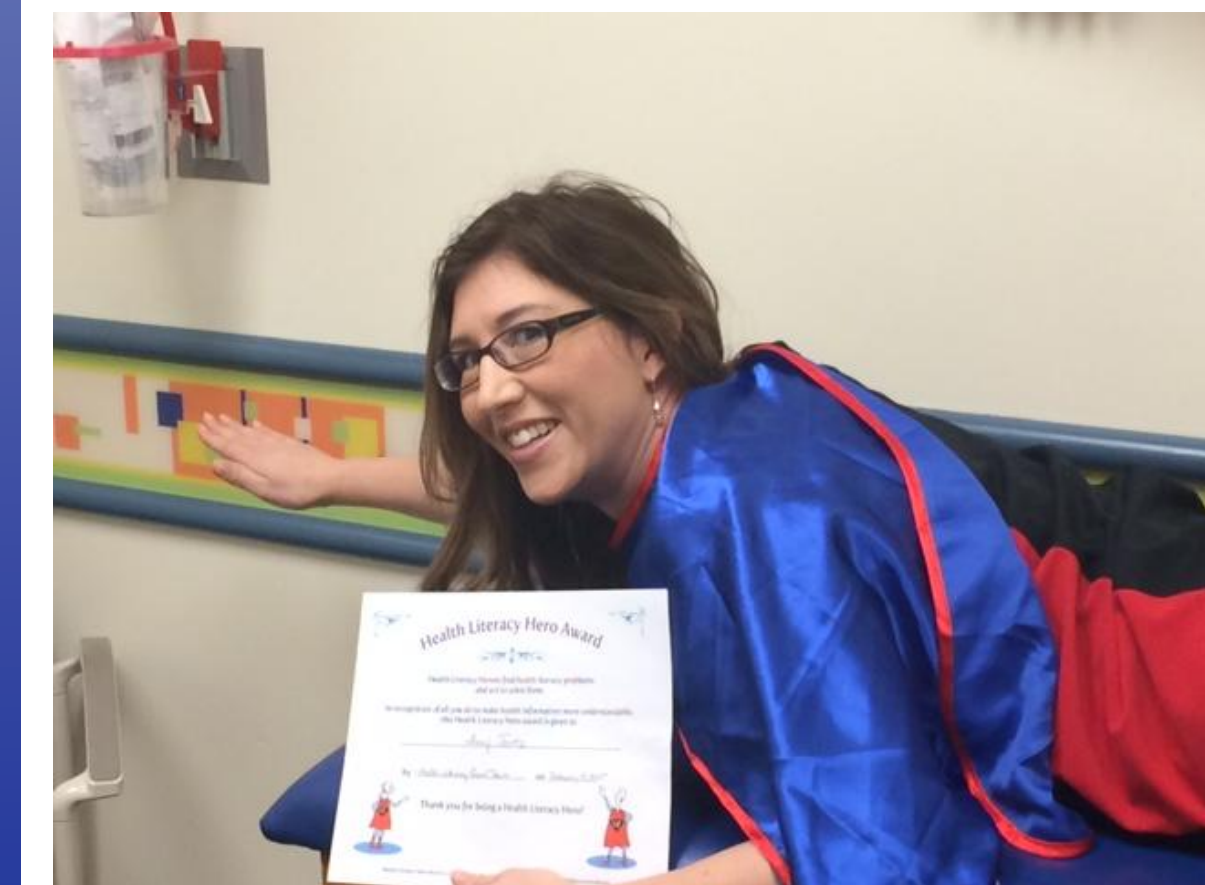


- Utilizing “real-time” satisfaction via iPad survey feedback

Creating Health Literacy Heroes



Peer Recognition & Celebration of Exemplary Practice & Efforts



Disclosures

The authors of this presentation have nothing to disclose concerning possible financial or personal relationships with commercial entities that may have a direct or indirect interest in the subject matter of this presentation.