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

**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

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References


Disclosures

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