Pre-Survey

1. Reflecting on the last week, how confident were you, on average, that when you gave a patient new instructions, they understood them?

   1  2  3  4  5  6  7  8  9  10

   (Not confident)                                    (Very confident)

2. Check all the elements of patient education you have used more than half the time in the past work week.

   □ Use a caring tone of voice and attitude
   □ Display comfortable body language, make eye contact, and sit down
   □ Use plain language
   □ Ask the patient to explain, in their own words, what they were told
   □ Use non-shaming, open-ended questions
   □ Avoid asking questions that can be answered with a yes or no
   □ Take responsibility for making sure you were clear
   □ Explain and check again if the patient is unable to explain what they were told
   □ Use reader-friendly print materials to support learning

3. In what ways have you previously been taught how to implement strategies to increase patient understanding?

   □ Medical School Course
   □ Residency Lecture
   □ Informal observation of other providers
   □ Patient feedback
   □ Never
   □ Other ________________

4. (a) Do you know what the Teach-Back strategy is?  Yes or  No

   (b) If yes, how consistently did you use it during patient encounters within the past week?

   □ 0-25% of the time
   □ 25-50% of the time
   □ 50-75% of the time
   □ 75-100% of the time
Post-Survey

5. Reflecting on the last week, how confident were you, on average, that when you gave a patient new instructions, they understood them?

   1  2  3  4  5  6  7  8  9  10

   (Not confident)                      (Very confident)

6. Check all the elements of patient education you have used more than half the time in the past work week.

   □ Use a caring tone of voice and attitude
   □ Display comfortable body language, make eye contact, and sit down
   □ Use plain language
   □ Ask the patient to explain, in their own words, what they were told
   □ Avoid asking questions that can be answered with a yes or no
   □ Take responsibility for making sure you were clear
   □ Explain and check again if the patient is unable to explain what they were told
   □ Use reader-friendly print materials to support learning

7. (a) How often did you use the Teach-Back strategy during patient encounters within the past week?

   □ 0-25% of the time
   □ 25-50% of the time
   □ 50-75% of the time
   □ 75-100% of the time

   (b) If you used it less than 50% of the time, what were some of the barriers to using it?

8. Please provide feedback about the presentation on health literacy and Teach-Back last week. For example - What information was helpful? What did you already know? What would you like more of? Is there another way you would prefer this information to be presented?