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Promoting Strategies to Overcome Low Health Literacy and Improve Patient Understanding in Outpatient Setting

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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
- 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

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?