

Conviction and Confidence Scale

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Conviction and Confidence Scale continued

4.	Check all the elements of effective teach-back you have used more than half the time in the past work week.
	Use a caring tone of voice and attitude.
	Oisplay 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 teach back.
	Use reader-friendly print materials to support learning.
	Ocument use of and patient's response to teach-back.
	 Include family members/caregivers if they were present.
No	otes:







