COMMUNICATION

“40–80% of medical information provided by healthcare practitioners is forgotten immediately. (…) almost half of the information that is remembered is incorrect.”


EQUITY

“Cultural, language and communication barriers – together or alone – have great potential to lead to mutual misunderstandings between patients and their health care providers.”


PATIENT SAFETY

“(…) the Joint Commission cites communication failures as the leading root cause for medication errors, delays in treatment, and wrong-site surgeries, as well as the second most frequently cited root cause for operative and postoperative events and fatal falls.”


PATIENT CENTERED CARE

“Helping patients to be more active in consultations changes centuries of physician-dominated dialogues to those that engage patients as active participants.”


TEACH-BACK-R (REVISED)

WHAT IS DIFFERENT?

It is not about how well the patient understood, but how well the health care provider explained. Both patient and health care provider repeat given information.

PATIENT SAFETY

“(…) the Joint Commission cites communication failures as the leading root cause for medication errors, delays in treatment, and wrong-site surgeries, as well as the second most frequently cited root cause for operative and postoperative events and fatal falls.”


PARTICIPATION

“Because more active patient participation contributes to improved health outcomes and quality of care, it is important to understand factors affecting the way patients communicate with healthcare providers.”

Patient participation in medical consultations: why some patients are more involved than others. Richard L. Street et al. Medical Care 2005;43:960–969.

HEALTH LITERACY

“The safety of patients cannot be assured without mitigating the negative effects of low health literacy and ineffective communications on patient care.”

TEACH-BACK-R (REVISED)

WHAT IS DIFFERENT?
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EXPLAIN

RELATE

RELATE

EXPLAIN

“So useful! So easy! So obvious, when you explain it. We just have to introduce it.”

“A new way of thinking which is actually just natural.”

“Such an easy method that can make such a big difference.”

“It is not the patient who can’t understand but me who explained badly.”

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