### Implementation Quick Start Guide

#### Teach-Back

**1. Review intervention and training materials**
- Understand the purpose, use, and benefits of teach-back.
- Review the training toolkit.
- Complete the interactive learning module.

**2. Make decisions for your implementation**
- **Set scope**
  - Who will use teach-back?
  - If you’re not ready to use teach-back with all patients, who will your initial focus be?
- **Establish workflow**
  - Where will you document teach-back in the EHR?
- **Identify champions**
  - Who will champion the strategy within each role on the team?

**3. Customize training for your practice**
- Customize the training materials to reflect your decisions.
- Select and/or customize role play scenarios.

**4. Train team members**
- Use staff meetings and huddles.
- Strive for training meetings of at least 15 minutes.
- Encourage the review of the interactive learning module.
- Conduct role play sessions.

**5. Go live with implementation**
- Inform staff of timeline.
- Go live.
- Identify good implementors and use them as peer coaches.
- Continue to promote teach-back and encourage its use.
Evaluate your progress

Evaluate effectiveness
- How many follow-up questions (calls and emails) do you get pre- and post-implementation?
- Measure an outcome of relevance for your target patient population (e.g., HbA1C for patients with diabetes) pre- and post-implementation.
- What is patient satisfaction with teach-back?
- What is clinician satisfaction with teach-back?

Evaluate implementation success
- Do clinicians report using teach-back?
- Do patients report the use of teach-back?