

COMMUNICATION

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

Patients' memory for medical information. Roy P.C. Kessels. Journal of the Royal Society of Medicine 2003;96:219–222.

EQUITY

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

“What did the doctor say?:” Improving health literacy to protect patient safety. The Joint Commission (US). 2007.

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 safety and quality: an evidence-based handbook for nurses. Ronda G. Hughes, editor. Rockville (MD): Agency for Healthcare Research and Quality (US). 2008.

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.”

The values and value of patient-centered care. Ronald M. Epstein, Richard L. Street. Annals of Family Medicine 2011;9:100–103.

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.



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

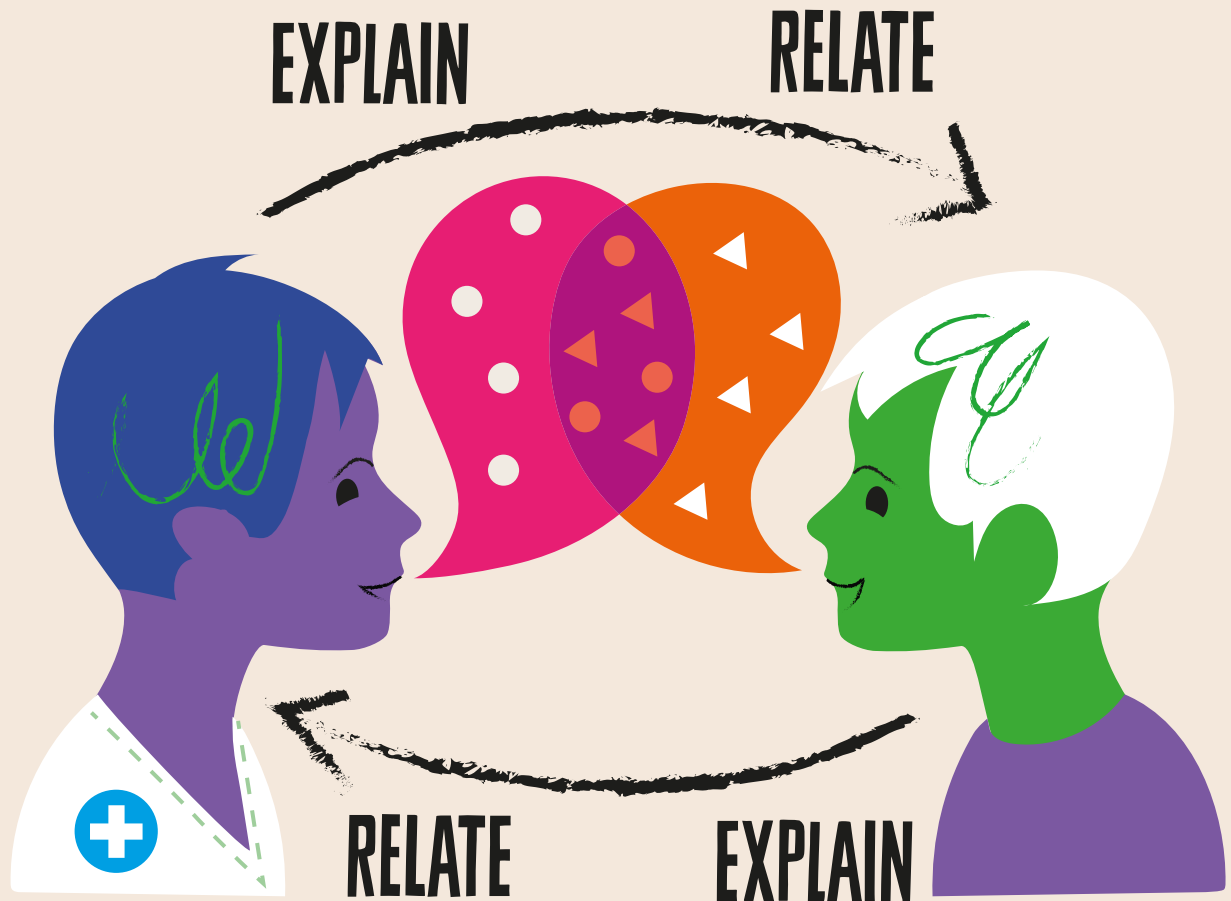
“The safety of patients cannot be assured without mitigating the negative effects of low health literacy and ineffective communications on patient care.”

“What did the doctor say?:” Improving health literacy to protect patient safety. The Joint Commission (US). 2007.

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"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."

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"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."