



How Health Professionals Can Ensure Action after Patient Education

A Health Professional Tip-Sheet

Questions to Consider Before Providing Patient Education:

- What barriers may be in the way of the patient concentrating or learning during your education session?
- Is an interpreter needed?
- What are your patient's concerns?
- Is your patient at risk for difficulty in understanding?

Steps to Take During Patient Education:

- Provide a shame-free environment (use nonjudgmental language and be mindful of your body language)
- Encourage interaction, such as asking questions and encouraging feedback
- Use plain (living room) language
- Find out what the patient's motivations are to make information meaningful
- Build on the patient's past experiences
- Limit information to *need to know* and *need to do* information
- Focus on how your patient needs to respond and ensure they are able to do it
- Be specific
- Offer choices whenever possible
- Break steps down one by one
- Avoid asking yes or no questions
- Use "[Teach-Back](#)" to confirm understanding of intent, not just the words you have said (practice and get comfortable using this technique)

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