**Specific Instruments used from the *Always Use Teach-back*! Training Toolkit**

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| Tool Name | Description | How it was used in the project |
| Observation Tool28 | Checklist assessing use of the “10 Elements of Competence for using teach-back effectively28” | RNs on demonstration unit were observed in a patient and caregiver teaching session before and 3-months after project implementation. Observations were completed by the project lead on all three shifts. |
| 10 Elements of Competence for Using Teach-back Effectively29 | Includes an in-depth, yet brief description of teach-back and answers the question, “What is Teach-back?” | This document was given to and discussed with RNs during 1:1 education sessions with the project lead during project implementation. |
| Conviction and Confidence Scale30 (CCS) | RNs self-report how convinced they are that teach-back is important to use, how confident they are in their ability to use teach-back, how often they ask patients to explain back, in their own words, and what elements of effective teach-back they have used “more than half the time in the past work week.” | RNs completed the scale prior to and three months after project implementation, usually immediately following an observation. |
| Coaching Tips31 | Ideas and resources to help staff change behaviors and develop new habits of always using teach-back. | Project lead used this document to follow-up with RNs on the use of teach-back. |
| Making Teach-back an Always Event32 | Ideas to change policies, standards of care, clinical competencies, and standard order sets to include teach-back with all patient and caregiver education. | Project lead used this document to guide sustainability of the project. |