



## Ways to Learn More

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## General resources

### Agency for Healthcare Research and Quality

The Agency for Healthcare Research and Quality (AHRQ) is a U.S. Government Agency that is part of the Department of Health and Human Services. AHRQ funds, conducts, and disseminates research to improve the quality, safety, efficiency, and effectiveness of health care. Its Web site has information to help patients, families, clinicians, leaders, and others make informed decisions about health care. Web site: <http://www.ahrq.gov>

## Getting started with patient- and family-centered care and patient and family engagement

### **Advancing the Practice of Patient- and Family-Centered Care: How to Get Started**

This guide from the Institute for Patient- and Family-Centered Care describes patient- and family- centered care and emphasizes how hospital leaders can initiate the practice and use it to help fulfill the hospital's overall mission.

Available at: [http://www.ipfcc.org/pdf/getting\\_started.pdf](http://www.ipfcc.org/pdf/getting_started.pdf)

### **Institute for Healthcare Improvement**

The Institute for Healthcare Improvement is a nonprofit organization dedicated to improving health care. Its Web site for providers contains resources and improvement tools to promote health care quality and safety. Web site:

<http://www.ihl.org>

### **Partnership for Patients: Better Care, Lower Costs**

The Partnership for Patients: Better Care, Lower Costs is a public-private partnership that is led by the Department of Health and Human Services. The partnership aims to improve the safety, quality, and affordability of health care.

Web site: <http://www.healthcare.gov/compare/partnership-for-patients/index.html>

### **Planetree**

Planetree is a nonprofit membership organization focused on implementing patient- and family-centered models of care, the development and dissemination of successful practices, and the recognition and designation of exemplar organizations. Web site: <http://www.planetree.org>

### **Strategies for Leadership: Patient- and Family-Centered Care**

This toolkit from the American Hospital Association and the Institute for Patient- and Family-Centered Care includes a video, hospital self-assessment tool, and other materials aimed to help hospitals partner with patients and their families in health care. Available at: <http://www.aha.org/aha/issues/Quality-and-Patient-Safety/strategies-patientcentered.html>

### **Transforming Care at the Bedside**

This resource from the Institute for Healthcare Improvement and the Robert Wood Johnson Foundation was created to establish "safe and reliable care, vitality and teamwork, patient-centered care and value-added care processes." Available at:

<http://www.ihl.org/offerings/initiatives/paststrategicinitiatives/tcab/pages/default.aspx>

## Assessing patient- and family-centered practices at your hospital

### **American Medical Association's Ethical Force Program® Toolkit**

The American Medical Association's Ethical Force Program created this toolkit to help hospitals assess how effectively they communicate so that they can target resources for improvement exactly where they are needed. Available at: <http://www.ama-assn.org/ama/pub/physician-resources/medical-ethics/the-ethical-force-program/patient-centered-communication/organizational-assessment-resources.page>

### **Are families considered visitors in our hospital or unit?**

This checklist from the Institute for Patient- and Family-Centered Care helps hospitals examine their practices and infrastructure to assess how well patient and family presence and participation is supported.

Available at: <http://www.ipfcc.org/advance/arefamiliesvisitors.pdf>

### **Patient- and Family-Centered Care Organizational Self-Assessment Tool**

This checklist from the Institute for Healthcare Improvement and the National Initiative for Children's Healthcare Quality helps hospitals evaluate whether specific aspects of their organization have a patient- and family-centered focus. Available at:

<http://www.ihl.org/knowledge/Pages/Tools/PatientFamilyCenteredCareOrganizationalSelfAssessmentTool.aspx>

### **Strategies for Leadership — Patient- and Family-Centered Care Hospital Self-Assessment Inventory**

This assessment inventory from the American Hospital Association and the Institute for Patient- and Family-Centered Care is designed to assist hospitals and health care staff in defining and evaluating engagement efforts. Available at:

<http://www.aha.org/aha/content/2005/pdf/assessment.pdf>

## Quality improvement

### **AHRQ: Quality Improvement and Information**

AHRQ's Web site has tools, resources, and case studies related to quality improvement along with links to quality information for consumers.

Available at: <http://www.ahrq.gov/professionals/quality-patient-safety/quality-resources/index.html>

### **How to Improve**

This resource for the Model for Improvement, which was developed by the Associates in Process Improvement, guides hospitals in setting goals, measuring outcomes, and implementing changes for organizational enhancement. Available at: <http://www.ihl.org/IHI/Topics/Improvement/ImprovementMethods/HowToImprove/>

### **Improving America's Hospitals: The Joint Commission's Annual Report on Quality and Safety**

This listing of annual reports from the Joint Commission presents scientific data on quality, safety, and outcomes for medical issues in hospitals nationwide. Available at: <http://www.jointcommissionreport.org/performance/sentinel.aspx>

### **Patient-Centered Care Improvement Guide and Long-Term Care Improvement Guide**

These free, downloadable guides from Planetree include organizational self-assessments for acute and long-term care settings, evidence for the business case for patient- and family-centered care, and tools and resources for changing hospital and health care culture. Available at: <http://www.planetree.org>

## Patient safety

### AHRQ Patient Safety Tools and Resources

AHRQ's Web site features research findings, tools, resources, and training related to patient safety. Available at: <http://www.ahrq.gov/professionals/quality-patient-safety/patient-safety-resources/resources/pstools.html>

### Consumers Advancing Patient Safety

This organization envisions a partnership between consumers and health care providers to create health care systems that are safe, compassionate, and just. Its Web site features information and resources for patients and providers.

Web site: <http://www.patientsafety.org>

### Josie King Foundation

The Josie King Foundation offers information and resources on patient safety, the prevention of medical errors, and how health care providers and consumers can work together. Web site: <http://www.josieking.org>

### National Patient Safety Foundation

The National Patient Safety Foundation is dedicated to improving the safety of patients through education and raising public awareness. Its Web site offers information on patient safety issues and has a variety of resource links. Web site: <http://www.npsf.org>

### Speak Up Initiatives

The Speak Up Initiatives is a national campaign launched by the Joint Commission and the Centers for Medicare & Medicaid Services that encourages patients to take a more informed and involved role in preventing medical errors. It includes brochures, posters, and other materials on various patient safety topics.

Available at: <http://www.jointcommission.org/speakup.aspx>

## Working with patients and families as advisors

### **A Patient and Family Advisory Council Workplan: Getting Started**

This workplan from the Institute for Patient- and Family-Centered Care helps hospitals initiate and organize a family advisory council.

Available at: [http://www.ipfcc.org/advance/IFCC\\_Advisoryworkplan.pdf](http://www.ipfcc.org/advance/IFCC_Advisoryworkplan.pdf)

### **Examples of Patient and Family Advisory Councils**

**Cincinnati Children's Hospital Medical Center** in Ohio has a 38-member Family Advisory Council that empowers families to take part in their loved ones' health care experiences.

Web site: <http://www.cincinnatichildrens.org/patients/care/family-centered/fac/>

**Dana-Farber Cancer Institute** in Boston, MA, established the Adult Patient and Family Council to help patients and their families collaborate with hospital staff, become involved in overall patient care, and participate in cancer programs and services.

Web site: <http://www.dana-farber.org/Adult-Care/New-Patient-Guide/Adult-Patient-and-Family-Advisory-Council.aspx>

**Georgia Regents Health System** in Augusta, GA, has more than 225 trained patient and family advisors who are members of patient and family advisory councils, sit on quality and safety teams, and contribute to facility design processes.

Available at: <http://www.grhealth.org/patient-family-centered-care/ContentPage.aspx?nd=2857>

**Memorial Regional Hospital** in Hollywood, FL, has Patient and Family Resource Centers that provide useful health information to patients and the community. The hospital's Patient and Family Advisory Councils provide direct input on many organizational policy and engagement efforts.

Web site: <http://www.mhs.net/patients/pfcc>

**The Children's Hospital of Philadelphia** established The Family Advisory Council to represent patient and family perspectives during the development of organizational programs, projects, and policies.

Web site: <http://www.chop.edu/service/family-centered-care/family-centered-care-programs-at-chop.html>

**The Wilmot Cancer Center** in Rochester, NY, has a 19-member Patient and Family Advisory Council that strengthens coordination between patients, families, and their health care providers and promotes patient and family advocacy in their health care environment.

Web site: <http://www.urmc.rochester.edu/cancer-center/patients-families/support/advisory-council.aspx>

### **Institute for Patient- and Family-Centered Care (IPFCC)**

The Institute for Patient- and Family-Centered Care Organization provides leadership to advance the understanding and practice of patient- and family-centered care. IPFCC provides guidance, information, and resources related to multiple aspects of patient- and family-centered care, including how to involve patients and family advisors in the planning, delivery, and evaluation of care.

Web site: [www.ipfcc.org](http://www.ipfcc.org)

## **Improving discharge practices**

### **BOOSTing (Better Outcomes for Older adults through Safe Transitions) Care Transitions resource room**

These materials developed by the Society of Hospital Medicine to help hospitals optimize their discharge process. Available at:

[http://www.hospitalmedicine.org/ResourceRoomRedesign/RR\\_CareTransitions/CT\\_Home.cfm](http://www.hospitalmedicine.org/ResourceRoomRedesign/RR_CareTransitions/CT_Home.cfm)

### **RED (Re-Engineered Discharge)**

The RED intervention focuses on 12 discrete, mutually reinforcing components and has been proven to reduce rehospitalizations and improve patient satisfaction.

Funded by grants from the AHRQ, the National Institutes of Health National Heart, Lung and Blood Institute, the Blue Cross Blue Shield Foundation, and the Patient-Centered Outcomes Research Institute. Available at:

<http://www.ahrq.gov/professionals/systems/hospital/red/toolkit/index.html>

### **Taking Care of Myself: A Guide for When I Leave the Hospital**

Providers can use this AHRQ guide, which is based on the RED intervention, to give patients the information they need to help them care for themselves when they leave the hospital. Available at:

<http://www.ahrq.gov/patients-consumers/diagnosis-treatment/hospitals-clinics/goinghome/index.html>

### **Taking Charge of your Healthcare: Your Path to Being an Empowered Patient**

This toolkit, developed by the Consumers Advancing Patient Safety organization, provides patients and families the tools that will help smooth their transition from hospital to their next destination and encourage better communication with providers. Available at: <http://www.patientsafety.org/page/transtoolkit/>

### **The Care Transitions Intervention**

During this 4-week program, patients with complex care needs and their family caregivers receive specific tools and work with a Transition Coach™ to learn self-management skills that will ensure that patient needs are met during the transition from hospital to home. This program reduces readmissions and encourages patients and families to take a more active role in their care.

Available at: <http://www.caretransitions.org/>

### **Your Discharge Planning Checklist**

This checklist from the Centers for Medicare & Medicaid Services lists important things patients and their families can do during hospital discharge. Available at:

<http://www.medicare.gov/publications/pubs/pdf/11376.pdf>

## **Other resources for improving patient- and family-centered care practices**

### **Medication reconciliation**

#### **Medications at Transitions and Clinical Handoffs (MATCH) Toolkit for Medication Reconciliation**

The MATCH toolkit from AHRQ guides acute care and post-acute care facilities in implementing strategies to improve medication reconciliation procedures.

Available at: <http://www.ahrq.gov/professionals/quality-patient-safety/patient-safety-resources/resources/match/index.html>

### **Improving informed consent practices**

#### **A Practical Guide to Informed Consent**

This guide from Temple Health thoroughly describes informed consent and offers tips to improve the process for health care staff and patients. Available at:

<http://www.templehealth.org/ICTOOLKIT/html/ictoolkitpage1.html>



### **Informed Consent and Authorization Toolkit for Minimal Risk Research**

This toolkit from AHRQ focuses on informed consent for research purposes. The principles used to create and implement informed consent documents and processes can be adapted across the hospital setting. Available at:

<http://www.ahrq.gov/legacy/fund/informedconsent/>

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## **Patient- and family-activated rapid response teams**

### **Condition H Toolkit**

The Maryland Patient Safety Center developed this toolkit to provide hospitals and other facilities with the tools and resources to implement effective patient- and family-activated rapid response teams. Available at:

[http://www.marylandpatientsafety.org/html/collaboratives/condition\\_h/Toolkit/](http://www.marylandpatientsafety.org/html/collaboratives/condition_h/Toolkit/)

### **Developing a Patient- and Family-Activated Rapid Response Team**

The University of Pittsburgh Medical Center assembled a team called Condition Help that rapidly responds to hospital patients who feel their needs are being inadequately addressed during a medical emergency.

Available at: <http://www.rwjf.org/pr/product.jsp?id=30391>

### **Guide to Deploying Rapid Response Teams**

The Institute for Healthcare Improvement created this how-to guide for deploying rapid response teams as part of their 5 Million Lives Campaign. Available at:

<http://www.ihl.org/knowledge/Pages/Tools/HowtoGuideDeployRapidResponseTeams.aspx>