Title: Tools & Resources Mapped to <u>Strategic Objective 4</u> of the WHO Global Patient Safety Action Plan 2021-2030 File Name: GRPS.INN.QD-20232406											
4. Patient and family engagement	Name	Link	Type of resource	Source	Description This report addresses quality problems additional to those identified in the first report "To I'r is Numan". As the patient safety report was a call for	Language	Cost	Interlinking areas			
4.2 Co-development of policies and programmes with patients	Crossing the Quality Chasm: A New Health System for the 22st Century	https://www.nap.edu/read/10027/cha	E Book	Institute of Medicine National Health	This report addresses quality problems additional to those identified in the first report "To Dr is Normas". As the patient safety report was a call for action to make one safety, this report in a call of rection to impact one safety, this report in a call of rection to impact one as whose, in all laught of dimensions. The parties of the Vision of the Contract of the Contract of the Vision of the Contract of the Vision	English	Free (pay for hardback/ paperback)	1.1, 1.2, 2.1, 2.2, 4.1, 5.1, 6.5			
4.1 Co-development of policies and programmes with patients	The Patient Voice in Value: The National Health Council Patient- Centered Value Model Rubric	https://nationalhealthcouncil.org/wp-	Framework	Council	the patient centeredness of value models and to guide value model developers on the meaningful incorporation of patient engagement throughout their processes. This workshop report details the process undertaken, the issues discussed and captures the key outputs. It is an essential go-to document that begins	English	Free				
4.2 Co-development of policies and programmes with patients	WHO community engagement framework for quality, people- centred and resilient health services	https://apps.who.int/iris/handle/2006	5 Framework	WHO	their processes. The survivings report details the process undersiden, the issues discussed and captures the key pudged, it is an essential go to document that begins in articulate a breader, inclusive approach to enhance the health security of populations while using the recovery and realises and communities and health spaties. The resets of collaborations south the regional contraction is not proceed to a software the part of the CEQ foreserving and an advantage of the CEQ foreserving and advantage of the CEQ foreserving an advantage of the CEQ foreserving and advantage of the CEQ forest and adva	English	Free				
4.1 Co-development of policies and programmes with patients	Engaging patients, carers and communities for the provision of coordinated/integrated health services: strategies and tools From vision to action: making patient-centred care a reality	https://www.euro.who.int/en/health-t	Framework Framework	WHO The King's Fund	he page flutzites strategia simed at regaring patients, their femilies, on carent to be an active part of health disease management and testament, plained her to rada informed doctors. Furthermore, in cultifum strategia simed at empowing oppulations to adopt responsible health Menders and set as proteometris in influencing determinants of health in a human-risht based socceast to health. This report indentifies the key therms that health and cost care systems should embrace to be sustainable and ensure quality. It then offers clear	English English	Free				
	Partnering with Patients and Families to design a Patient- and Family-Centered health Care system: recommendations and		Framework/Compr	Institute for Patient-	Interest discretions that will have in impact on the quality and consolidations and of the commendation that emerged from it. Its purpose is to provide him report in based on the discharations that had jour and the renearing on on the recommendations that emerged from it. Its purpose is to provide guidance to low constituents in bealth over—partners and families, providens, ediministrator, educations, selections, and studen—for dearning partners and selection of the contraction of		Free	23,43,51			
4.1 LO-GOVEROPMENT OF POSICIES AND PROGRAMMES WITH PATIENTS	Promising Practices		ndium	and Family-Centred Care	accuracy partners and strang-received our, and a speciment year relating summarizing with partners and names in quarty improvement and marine care redesign. Many of the report is recommendations are ellustrated by exemple drawn from benth facilities and other cognizations that are making exemplary occurrent in cartnership with outlets and familiar. The country of the country o	English	Pree	23,43,51			
4.1 Co-development of policies and programmes with patients	The Guide to Improving Patient Safety in Primary Care Settings by Engaging Patients and Families	https://www.ahrp.gov/sites/default/fill	Guidance	Agency for Healthcare Research and Quality	use redeling. May of the report's recommendations are illustrated by examples drawn from health facilities and other organizations that are maken assembles organizes in partners with interest and femiliar. The Gode to improving Patient Safety in Primary Case Settings by Engaging Patients and Families (the Gode) is a resource to help primary care particular partner with interest and their femiliar to improve patient safety. The Gode induses materials and resources to help primary care conclions implement safered and femiliar enzament to insprove patient safety.	English	Free	15			
4.1 Co-development of policies and programmes with patients	Engaging Patients in Patient Safety – a Canadian Guide	https://www.patientsefety/militute.ca/	Guidance	Canadian Patient Safety Institute	The purpose of the guide is to help patients and families, providers and leaders work more effectively together to improve patient safety. The guide is an extensive resource that is based on evidence and leading practices.	English	Free				
			Guidance	NESTA & nef	This is the third report in a series of reports, and this one offers recommendations for the direction of travel for co-production, based on what we have learnt so far. They focus on three therees:		Free				
4.1 Co-development of policies and programmes with patients	Right here, right now: Taking co-production into the mainstream	mini jimula waa u gusjuu amaa	Guidance	NESTA & net	Changing the way services are managed and delivered Changing the way services are managed and delivered Changing the way services are managed and delivered This is the second of three reports on opproduction from a partnership between nef (the new economics foundation) and NESTA. The first task is to	English	Free				
4.1 Co-development of policies and programmes with patients	Public Services Inside Out: Putting co-production into practice	https://media.nesta.org.uk/documents	Guidance	NESTA & nef	This is the second of these reports on on-production from a partnership between one (the new economics foundation) and MEETA. The first said is to inderestent the the shinkers faced by these partnership said. Resident in the appert, these included difficulties in securing support for meninting funding read commissioning traditional approaches to audit and accountability in public services, and developing the previously all this produced to bring these approaches into the existence of the contraction of the developing the professional dails required to bring these approaches into the existence.	English	Free				
4.1 Co-development of policies and programmes with patients	The Challenge of Co-Production: How equal partnerships between professionals and the public are crucial to improving	https://media.nesta.org.uk/documents	Guidance	NESTA & nef	This publication marks the beginning of a partnership between the nef (over economics foundation) and NSTA to develop the evidence base on co- production—working with and learning from foreitine partitioners in particular and from this to develop proposals to promote a more positive entertoment for projections in our public services and in policy	English	Free				
	public services										
4.1 Co-development of policies and programmes with patients	Involving people in their own health and care: Statutory guidance for clinical commissioning groups and NHS England	https://www.england.chs.uk/ap-conte	Guidance	NHS	This guidance supports CCGs and NHS England to fulfit their legal duties to involve people in their health and care, so that people experience better quality care and improved health and wellbeing, and the system makes more efficient use of resources. The guidance sets out 10 key actions for CCGs and MSC England on how to trocker pople in heter own health and care.	English	Free	2.2			
4.1 Co-development of policies and programmes with patients	Person-centred care made simple: what everyone should know about person-centred care	https://www.health.org.uk/publication	Guidance	The Health Foundation	This seeks to provide a quick overview of person-centred care, offering a clear explanation of the principles, why it is important, how it has developed, and some examples to help those considering patting person-centred care into practice. It's written for anyone interested in health and health care, includely health care provisionally earth care provisionally and those who see the MCI.	English	Free	45			
4.1 Co-development of policies and programmes with patients	Patients as partners: Building collaborative relationships among professionals, patients, carers and communities	https://www.kinesfund.org.uk/sites/de	Guidance	The King's Fund	What helps to build collaborative relationships among health and care professionals, patients, service usen, carers and communities? This guide is a response to that quantion. It stems from an evolvine body of our work focused on exploring and supporting shared leadenhip. It is reinfocused by a	English	Free				
	professionals, patients, carers and communities Delivering better services for people with long-term conditions:				growing consensus that health services, agencies, patients and communities need to work together more – and differently. The ranagement of case for people with long-term conditions should be proactive, holistic, preventive and patient-centred. This report describes a co-ordinated service delivery model—the flower of orar – that incorporates learning from a number of littles is linguishful that have been working to						
4.1 Co-development of policies and programmes with patients	Building the house of care	https://www.kingsfund.org.uk/sites/de	Guidance	The King's Fund	achieve these goals. The house of care model differs from others in two important ways: it encompasses all people with long-term conditions, not just those with a single disease or in high-risk groups; and it assumes an active role for patients, with collaborative personalised care planning at its heart.	English	Free	11			
4.1 Co-development of policies and programmes with patients	Building Collaborative Teams: A workshop guide for service managers and facilitators	https://www.england.nhs.uk/improver	Guidance & Toolkit	NHS: Integrated Care and Support Dinners Dinesemble NHS & Coalition for	This guide is designed to help bring together either two or more teams or an already integrated team composed of various disciplines, to explore associationists in increase zero be initial association and action also. This handbook is not of three service components and previous an introduction to care and support planning. It has been updated for 2016 and	English	Free				
4.2 Co-development of policies and programmes with patients	Personalised care and support planning handbook: The journey to person-centred care Framework on integrated people-centred health services for	https://www.england.nhs.uk/ssp-conte	Handbook	Collaborative Care	contains links to practical guidance, case studies and theory on how to introduce care and support planning. Interests transverse sets norm a compessing vision in winch is appeare new equita access to quarry nearm services that are co-produced unia way that meets their file course needs, are coordinated across the continuum of care, and are comprehensive, safe, effective, timely, efficient and	English	Free				
4.1 Co-development of policies and programmes with patients	Framework on integrated, people-centred health services. In: Saty-ninth World Health Assembly, Geneva, 23–28 May 2015	nttps://apps.who.int/gb/ebwha/pdf_fi	Meeting Report	WHO	acoptable, and all cares are motivated, skilled and operate in a supportive environment." The framework is based on experience and evidence gained recently in different countries and wide-ranging consultation with experts at the global, regional and national levels, informed by valued Patient safety, rights and machine actives environment were reviewed from technical, level and social points of view, at enemal level and in	English	Free				
4.1 Co-development of policies and programmes with patients	Patient Engagement in Reducing Safety Risks in Health Care: Report of the Meeting on Patient Safety and Rights	https://www.euro.who.int/_data/ass	Meeting Report	WHO	specified technical fields. Hand bygiene, elective surgery, blood transfusion safety and medication were selected as areas to explore entiring patient empowement and its potential role to improve quality and safety of care. Enhancing patient involvement and health literacy appear to be inclaive, but not easy to achieve, ways to improve patient safety.	English	Free				
4.1 Co-development of policies and programmes with patients	What is the evidence on the economic impacts of integrated care?	https://www.euro.who.int/_data/ass	Policy	WHD	This report provides a surmary of published reviews on the economic impacts of integrated care aggressives. Given the wate range of definitions and interpretations of the compact, we propose a working definition that build not not goal of integrated care and which consider initiatives seeking to improve outcomes for those with (complex) chonic health problems and needs by overcoming issues of fragmentation through Inlage or consideration of the complex of the control	English	Free	1.2			
4.1 Co-development of policies and programmes with patients	Evaluation of the first year of the Inner North West London Integrated Care Pilot	https://www.nuffieldtrust.org.uk/files/	Report	Nuffield Trust & Imperial College	The North West London Integrated Care Pilot (ICP) is a large-scale innovative programme designed to improve the coordination of care for people over 73 years of age, and adults living with diabeten. The pilot aims to improve outcomes for patients, create integrated care outside the hospital, moderace uncersainty hospital admissions and enable professionals to work across product boundaries. This report presents the key findings from this	English	Free				
4.1 Co-development of policies and operations with nations	Making Shared Decision a Reality: No decision about me,	https://www.kinesfund.ore.uk/sites/de	Report	The King's Fund	plot. The government wants shared decision-making to become the norm in the NMS, but there is confusion about why it is important, what it involves and what the implications might be for patients, districts and the wider health service. This report classifies the concept and outlines the actions needed	English	Free				
	without me										
4.1 Co-development of policies and programmes with patients	Exploring patient participation in reducing health-care-related safety risks	https://www.euro.who.int/en/health-t	Report	WHO	to make the apparation. Treaty. The report presents in convictive of legal aspects influencing patient safety and describes examples of patient involvement. It highlights the need to strengthen a continuum of information between various levels of ours, including patient experiences, health literary and engagement. The work is expected to contribute the twice process of effective collation insies of holing efficient very to hid trainless and influence described one of the holing efficient very to hid trainless and influence described one has the contribute of the	English	Free	1.2			
4.1 Co-development of policies and programmes with patients	Integrated care models: an overview	https://www.euro.who.int/_data/assu	Report	WHO	by means of a scoping blanchur verlow. On document aims to provide conceptual derity and convolidate the current understanding of integested on models. In sight of the current implementation of the troupers presented for Action on bringstant featural versions calculate, the document provides a cross-catting analysis of components that challenge or support integrated care, and delivers an output of generic considerations when designing and implementing integrated care models.	English	Free				
A Vicales and a color and a color and a color	Our Patient Engagement Strategy	https://access.ahmi.org.uk/martia/8575/	2 Strategy	Association of the British	designing and implementing integrated care models. Our strategy sets out how the ABFs will deliver commitments to patient engagement and make sure that it is consistently at the heart of our work.	English	Free				
н. со-оченоритель от ровене или угодулитель выпурацены	Universal Personalised Care: Implementing the Comprehensive			Pharmaceutical Industry	The Comprehensive Model for Personalised Care has been co-produced with people with lived experience and a wide range of stalkholders and brings together is evidence-based and reclinated corporation, each of which is defined by a standard, replicable delivery model. To meet the						
4.2 Co-development of policies and programmes with patients	Model	https://www.england.nhs.uk/ssp-conte	Strategy	NHS	challenge and practically deliver personalised care by 2023/24 and beyond, we have set out 21 clear actions that will enable the Comprehensive	English	Free	45			
4.1 Co-development of policies and programmes with patients	Patient and Public Involvement (PPI) Strategy - University Hospital of Leicester	https://www.leicestershospitals.nhs.uk	Strategy	NHS & Coalition for Collaborative Care	Model to be deliment. It houghted MY bridge describes how they will undertake a complementary journey towards. "In producting," Quality improvement printing errac, both an appraish recipring in their the rid. The assess intelligence," and printerly their printing in producting growth productions, and producting the printing of the printing and printing the printing and printing the printing and printing the printing and printing	English	Free	11			
4.1 Co-development of policies and programmes with patients	Always Events Toolkit	https://www.england.chs.uk/sep-conte	Toolkit	IHI & NHS		English	Free	2.3,			
4.1 Co-development of policies and programmes with patients	PFCC: Patient and Family-Centred Care toolkit	https://www.pointofcarefoundation.or	Toolkit	Point of Care Foundation	This took it a step-by-step guide to improving processes of care and staff-patient interactions, using a technique culted Patient and Family-Centred Care (PPCC). It offers a simple way for health care organisations to show their commitment to patients' experience of the care they receive while also attending to the wellbeing of the staff who deliver that care.	English	Free	42,43			
4.1 Co-development of policies and programmes with patients	Experience-Based Co-Design Toolkit	https://www.pointofcarefoundation.or	Toolkit	The Point of Care Foundation	Experience-based co-design (ERCD) is an approach that enables staff and patients (or other service users) to co-design services and/or care pathways, tegether in partnership. The approach is different to other service improvement sechniques. The toolist includes short videos from staff and patients involved in EECD operates to help time job life the successes and intense rewards of unringlight byte of improvement project. It also includes	English	Free				
4.1 Co-development of policies and programmes with patients	Using Online Patient Feedback to Improve Care	https://www.pointofcarefoundation.or	Toolkit	The Point of Care	downloadable resources used as terrolate form, letters, presentations and other materials to help you plan and convout this approach. A good supporting plantag patient experience and quarry seams to understand how to use ones patient sectoact to improve quarry in neartrans. It is divided into 3 sections: - restition started with online feedback	English	Free				
				Foundation	-what we know about online feedback						
4.1 Co-development of policies and programmes with patients	Engaging Patients in Improving Ambulatory Care Toolkit	https://www.youtube.com/watch?v=Ki	Video	Robert Wood Johnson Foundation	The Engaging Patients in Improving Ambulatory Care toolist showcases patient engagement efforts from three alliances participating in Aligning Forces for Quality, the Robert Wood Johnson Foundation's signature effort to lift the quality of care in targeted communities across the United States.	English	Free				
4.1 Co-development of policies and programmes with patients	Patient Engagement Webinar Series	https://cepc.ucif.edu/webinar-resourc	Udeo/Webinars	Center for Excellence in Primary Care & Center for Care	This is a five-part patient engagement webinar series. Each webinar in this series will focus on a different topic regarding patient engagement at the organizational level. The goal of this work is to promote best practices for how to support patient engagement within the primary care safety net	English	Free	42,43			
	The Patient Experience Book: A collection of the NHS Institute			Innovation	setting. This book is for people with designated engonsibility for improving patient experience – both as providers of services and as commissioners. It is inclinated to give you the evidence you must be indicated to give you the evidence you must be indicated to give you the evidence you must be indicated to give you the evidence you must be indicated to give you the evidence you must be indicated to give you the evidence you must be indicated to give you the evidence you must be indicated to give you the evidence you must be indicated to give you the evidence you must be indicated to give you will be a support of the given you will be indicated to give yo						
4.2 Learning from patient experience for safety improvement	for Innovation and Improvement's guidance and support	https://www.england.nhs.uk/improven	Book	NHS	Intended to give you the evidence you need to influence others, both at management/board level and team level, to focus on improving patient experience.	English	Free				
4.2 Learning from patient experience for safety improvement	Good for Health, Good for Business: The Case for Measuring Patient Experience of Care	http://forces4quality.org/af4q/downlo	2 Brief	The Robert Wood Johnson Foundation	This brief outlines the clinical and business benefits of measuring and addressing patient experience of care, and offers messages for conveying this information to stakeholders.	English	Free				
4.2 Learning from patient experience for safety improvement	No. 18 Measuring Patient Experience	https://www.health.org.uk/sites/defau	Evidence Scan (guidance)	The Health Foundation	The experiences of patients and their family and friends are a key component of the quality of healthcare, and there is an increasing focus on improving patient experience. There are many approaches to measuring patient and carer experiences of health services. This widenose scan reviews published research about these approaches to help gain are understanding of the advantages and intritations of different methods.	English	Free				
4.2 Learning from patient experience for safety improvement	Patient experience in adult NHS services: improving the experience of care for people unine adult NHS services	https://www.nice.org.uk/guidance/cgl	1 Guidance	NCE	Taken together, the recommendations in this guidance capture the easence of a good patient experience. Their implementation will help to ensure that healthcare services are acceptable and appropriate, and that all people using the NPG have the best possible experience of care. The corresendations in this pidance are derived primarily at inclinal staff, but patient experiences is shot applications/ effected by contacts with non-	English	Free				
					dinical staff such as receptionists, derical staff and domestic staff. This ruide will evaluin the basic crinicales of eathering patient freeback and provides an overview of the different methods and techniques. It						
4.2 Learning from patient experience for safety improvement	Using Patient Feedback	https://www.nhsssrens.org/Elestons/	G Guidance	Picker Institute	outlines what to do with feedback once you have collected it in order to bring about improvements to healthcare services. Our guidance is based on what patients say is important, and what healthcare staff tell us works effectively.	English	Free	6.1			
4.2 Learning from patient experience for safety improvement	Measuring & Using Patient Experiences: Surveying Adult and Child Patients	https://www.picker.org/wp-content/up	Powerpoint	Picker Institute	A presentation held at the patient experience conference in 2016. It describes how patient feedback surveys can be conducted, specifically for a paediatric audience. It then mentions how survey results can be used for service improvement.	English	Free				
4.2 Learning from patient experience for safety improvement	Patient-reported experience and outcome measures	https://www.aihergov.au/getmecke/33	Li Report	Australian Institute of Health and Welfare	This article presents information on the current and potential use of patient-reported experience and outcome measures in Australia.	English	Free				
4.2 Learning from patient experience for safety improvement	Learning from serious incidents in NHS acute hospitals	https://www.cqc.org.uk/sites/default/l	Report	Care Quality	One of the next common hauss we find is the way that oppositations investigate, communicate and issen when things go wrong. We wanted to get a tester understanding of these launs, so we decided to carry out a review of a sumple of serious incident investigation reports. We also wanted to less a resched that we could use in our imperious and identify we plus that we could help no imperious and identify we that we could help no imperious and identify we that we could help no imperious and identify we have that we could help no imperious and identify we have the word with the noncountary improvement.	English	Free				
4.2 Learning from patient experience for safety improvement	Key learning from the Dana-Farber Cancer Institute's 10-year	http://www.jbi.ore/reserves/Pers.	Report	Del .	The trade should be a considered to Eater I should not a Relative policy of the Control of the Policy Control	English	Free				
	patient safety journey	A STATE OF THE PARTY OF THE PAR	myurt		Indicates 1950, are well known to the cancer community and the public. With 2001 to 2001 making the 20-year environment of these events, DIO and the public		Free				
4.2 Learning from patient experience for safety improvement	Analysis of trends in NHS inpatient surveys 2005–13	https://www.kingsfund.org.uk/sites/de	Report	King's Fund & Picker Institute Mid Staffordshire	Patients sovery—recognised internationally as a key marker of the quality of care, and an important tool for improvement to the MDS—provide a survival perspiration, propriementing the wealth of other data on helpital performance garberts by fronts and explaints. This King's fund and mitigate forces have enabled longitudinal impatient survey data for acute trusts over a native year period (from 2005 to 2013), for regord to a summitty of these following.	English	Free	6.17			
4.2 Learning from patient experience for safety improvement	Report of the Mid Staffordshire NHS Foundation Trust Public Inquiry	https://www.gov.uk/eovernment/gubl	Report	NHS Foundation Trust Public Inquiry	This is a summary of the Mid Staffordshire NHS Foundations Trust public inquiry with a set of recommendations from the lessons learned.	English	Free				
4.2 Learning from patient experience for safety improvement	Going the Extra Mile: Improving the nation's health and wellbeing through public involvement in research	https://www.nihr.ac.uk/documents/ab	E Report	National Institute for Health Research	The final report and recommendations to the Director General Research and Development / Chief Medical Officer (CMG) Department of Health of the Directing Boundaries' strategic review of public involvement in the National Institute for Health Research (NRM)	English	Free				
4.2 Learning from patient experience for safety improvement	NINR Improving Care by using Patient Feedback: Themed Review	https://content.nihr.ac.uk/nihrdc/them	Themed Review	NHR	We wrote this review to bring together emergent themes and to provide practitionens, policy makers and the public with an overview of the findings of current NRM-funded research and to influence debate, policy and practice on the use of patient experience data.	English	Free				
4.2 Learning from patient experience for safety improvement	Friends and Family Test	https://www.england.nhs.uk/fft/	Tool	NHS	The Friends and Tarnily Test (FFT) is an important feedback tool that supports the fundamental principle that people who use NRS services should have the opportunity to provide feedback on their experience. Listening to the views of patients and staff helps identify what is working well, what can be improved and how.	English	Free	6.1			
				NHS Institute for							
4.2 Learning from patient experience for safety improvement	Just a Routine Operation	https://www.youtube.com/watch?v=lc	L Video	Innovation and Improvement The Point of Care	In Just A Routine Operation Metric talks about his experience of losing his self-uning an apparently routine procedure and his hopes for making a shape to practice in publishmen. As a result of his personal experience, Metric Bressiffs proceed the Cincular Metric Ressifts (2007). This is a straight of the contract of	English	Free	6.5			
4.2 Learning from patient experience for safety improvement	Using patient experience for improvement Chartered institute of Ergonomics & Human Factors: Learning	nmm://www.pointofcarefoundation.or	Webpage	Foundation Chartered Institute	to gather data, get started with quality improvement and finally improve care.	English	Free	41			
4.2 Learning from patient experience for safety improvement	Chartened Institute of Engonomics & Human Factors: Learning from adverse events	https://www.ergonomics.org.uk/comm	White Paper	of Ergonomics & Human Factors	This white paper shares the broadedge and experience of humans factor vin incident provention and management. It is designed to help expensations to understand these key principles and human factors and order practical guidance in how to improve the way adverse events are managed.	English	Free	2.1, 2.4, 4.2			
4.3 Patient advocates and patient safety champions	Champions in Care	https://www.skillsforcare.org.uk/Abou/	Diog	skills for care	Skriley Lough, registered manager at START and a member of the National Skills Academy for Social Care, describes how creating 'Champion' roles helped them achieve an outstanding rating.	English	Free				
	Salinah for Salinah Fuf	hitting / faces of the last for		www.	The Patients for Patient Safety programme is a con-priority of the WHO Patient Safety Programme (PSF). Guided by an Advisory Group made up of patients and with the Scoretains based at WHO, the programme supports a global network. Patients for Patient Safety is a unique approach within WHO and page and empower patients in the belief that by sharing experiences and expertise, each intribution and organization can learn and empower. Patients for Vertical Safety (VPG) was the point experiences and sequentia, each intribution and organization can learn and empower. Patients for Vertical Safety (VPG) was the point experiences and sequentia, each intribution of organization can learn and experiences and experiences and experiences are sequentially safety and expe						
n.a valuent advocates and patient safety champions	Patients for Patient Safety: Partennships for Safer Health care	www.creewww.who.int/patientsafety/pa	Brochure	WHO	analy evalua as an event	English	Free	7.3			
4.3 Patient advocates and patient safety champions	Canadian Patient Safety Officer Course	https://www.patientsefety/militule.ce/	Course	Canadian Patient Safety Institute	Providing an overview of the fundamentals of patient safety, the Canadian Patient Safety Officer Course equips healthcare professionals and leaders with the information, tools, and techniques to build a strong patient safety culture within their organizations.	English	\$2,295 Canadian Student, \$2,495	5.1			
4.3 Patient advocates and patient safety champions	A guide to support maternity safety champions	https://www.england.chs.uk/ep-conte	Guidance	NHS	This guide will enable, support and empower you as a materisty safety champion, whether at frontline, trust board or regional level. The guide suggests a means of optimising effective sharing of information between individuals in trusts whose roles provide insights into areas where local safety reach sight be addressed locally.	English	Free				
4.3 Patient advocates and patient safety champions	NHS Patient Safety Strategy: Identifying patient safety specialists	https://www.england.nhs.uk/sep-conte	Guidance	NHS	The NRS Patient Safety Strategy set the ambition for the new role of patient safety specialist to be introduced in every NRS organisation in England. Patient safety operaints will be the lead patient safety experts in healthcare organisations, working full time on patient safety.	English	Free				
4.3 Patient advocates and patient safety champions	Starting and Sustaining a Patient Advisory Board: Patient Liaison Handbook	https://cepc.ucif.edu/sites/cepc.ucif.ed	d Handbook	San Fransisco General Hospital	The purpose of a Patient Advisory Board is for patients to provide their unique and involusible perspective to clinic management, staff, and providers about how to make improvement, with the goal of botter serving all clinic patients. San Pransisco General Phopology provides guidance on how to orative 3PAS, through their own experiency their own experience.	English	Free	41			
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4.3 Patient advocates and patient safety champions	Forming a Patient and Family Advisory Council (PFAC)	https://edhub.ema.essn.org/steps-fors	Module	АМА	The learning objection of the models are: Learning with a special process of the model of the special process of developing a business care for PRAC and engaging the special process of developing a business care for PRAC and engaging the special process of the special proce	English	Free	
4.3 Patient advocates and patient safety champions	WHO World Alliance for Patient Safety: London Declaration	https://www.who. int/patientsafety/pa	at Report	WHD	The declaration of Patients for Patient safety, which are parterns in the effort to prevent all avoidable barm in healthcare.	English	Free	7.3
4.3 Pablent advocates and patient safety champions	Summer Training Course for Young Patient Advocates (STYPA)	https://www.eu-patient.eu/Capadity-B	Training course webpage	European patients Forum	The Summer Training Course for Young Patient Advocates – Leadership Programme is an exciting and unique opportunity offering a tailored high- quality staining to young (IE-30) patient advocates or representations of young patient advocates who have the motivation to learn more about advocacy and maximist their leadership potentials in real externment.	English	Free	
			mespage	roidii	advocacy and maximise their leadership potentials in real environment.			
4.3 Patient advocates and patient safety champions	Patient Safety Advocates	https://patientsafetymovement.org/ad	2 Webpage	Patient Safety Movement	A list of patient safety for Patient Safety Movement advocates and their motivations for becoming patient safety advocates.	English	Free	
4.4 Patient Safety Incident Disclosure to Victims	Disclosure of Errors	https://psnet.ahrg.gos/orimer/discloss	tiog	Agency for Healthcare Research	The Patient Safety Network of the Agency for Healthcare Research and Quality describes how disclosing errors to patietrs can improve patiets safety. If outlines how the benefits of this and highlights some institutions that have undergone this.	English	Free	
				and Quality				
4.4 Patient Safety Incident Disclosure to Victims	Topic 8: Engaging with patients and carers	https://www.who.int/patientsafety/ed	Curriciulum	WHO	The objective of this topic is to understand the ways in which patients and carers can be involved as partners in health care, both in preventing hams and learning and healing from an adverse event	English	Free	
4.4 Patient Safety Incident Disclosure to Victims	Open Disclosure Flowchart for Healthcare Consumers	https://www.safetyandquality.gov.au/s	Flowchart	Australian Commission on	A flowchart for healthcare consumers to use when they experience an adverse event	English	Free	
				Safety and Quality in Australian				
4.4 Patient Safety Incident Disclosure to Victims	Australian Open Disclosure Framework	https://www.safetyandouality.gov.au/	Framework	Safety and Quality in Healthcare	The Australian Open Disclours Framework is a national initiative of the Australian, and state and tentary governments, is conjunction with private haulth services, the Orbergh the Australian Commission on Safety and Quality in Health Care. It is intended to contribute to improving the safety and quality of health care.	English	Free	
4.4 Patient Safety Incident Disclosure to Victims	Access to Medical Records	https://www.avma.org.uk/up-content)	(Guidance	Action Against Medical Accidents	This self-help guide contains all the information that patients should need to access their medical records, or those of a loved one or someone who has died, and what action they can take afterwards.	English	Free	4.5
4.4 Patient Safety Incident Disclosure to Victims	Counselling and psychological support following avoidable harm	https://annu sures org.uk/sm.contant	Guidance	Action Against	This leaflet aims to offer some key principles to patients that may help them decide whether they want to access counselling (therapy), what to	English	Free	45
4.4 Patient Safety Incident Disclosure to Victims	in healthcare The Duty of Candour	https://www.avma.ore.uk/wp-content/	Guidance	Medical Accidents Action Against	consider when choosing a counsellor (therapist) and what to expect when they go for counselling. The duty of candour is a statutory (pigal) duty to be open and honest with patients (or service users), or their terralies, when something goes wrong, that appears to have caseed or could lead to significant harm in the future. This leaflet explaint or patients what to expect if such an incident occurs.	English	Free	45
NA PROBLEM SHELY HOUSEN DISCUSSIVE TO VICINIS	ine buy or carabas		dudite	Medical Accidents	with appears to rainer season or source less to approximate testing or the source respective to promote the source result induced to source less to the source result in the sour	Legen	7.00	
4.4 Patient Safety Incident Disclosure to Victims	Your Rights	https://www.svms.org.uk/ep-content/	Guidance	Action Against Medical Accidents	This guidance for patient's describes their rights if they have been the victim of avoidbale harm in healthcare and how to take action.	English	Free	
4.4 Patient Safety Incident Disclosure to Victims	Open disclosure of things that don't go to plan in health care: A booklet for patients beginning an open disclosure process	https://www.safetyandquality.gov.au/	Guidance	Australian Commission on Safety and Quality in	This guide has been designed to help patients in open disclosure of their own care or of a relative/friend. This guide focuses on health services (including hospitals) and doctors and nurses, but also covers health care provided in other health facilities and by other healthcare providers.	English	Free	
4.4 Patient Safety Incident Disclosure to Victims	The duty of candour: guidance for providers	https://www.cgc.org.uk/sites/default/i	Guidance	coc	The duty of candour requires registered providers and registered managers (known as 'registered persons') to act in an open and transparent way with people receiving care or treatment from them. The registation also defines 'notifiable safety incidents' and specifies how registered persons must	English	Free	
					BOOD THE RIPUM PERCENT OF THESE REPORTS FOR THE			
4.4 Patient Safety Incident Disclosure to Victims	Confidentiality Guidance	https://www.gmc-uk.org/ethical-guidar	Guidance	GMC	has guidance outlines the framework for considering when to dischore patient, framework information and then applies that framework to disclosures to support the discrete and included applies and others are disclosures for all other papers and others are disclosures for all other papers. This patience also sets out the responsibilities of all describe for emanaging and protecting patients information. Note that the patients were particularly all the patients and the patients are particularly as a set of the patients and the patients are patients. And there is patient and the patients are particularly and the patients are particularly and the patients and the patients are particularly and the patients are particularly and the patients are patients. And the patients are patients are patients are patients and the patients are patients and the patients are patients.	English, Welsh	Free	
4.4 Patient Safety Incident Disclosure to Victims	Openness and honesty when things go wrong: The professional duty of candour	https://www.gmc-uk.org/-/media/docu	Guidance	GMC	In this gozianno we expore whith deling open and notices about mistasis means in practice. And whole responsibility it is to explain and record what has gone wrong. We include practical advice on: when and who you should apologise to, what to include in an apology, how to say sorry. There is	English, Welsh	Free	45
4.4 Patient Safety Incident Disclosure to Victims	Guidance on Open Disclosure Policies	https://www.hdc.org.nz/media/5372/g	Guidance	Mealth and Disability Commissioner	Internationally, there is a move towards the development of national standards and organisational policies to promote open disclosure. Set out in this guidance are guiding points that provider organisations should consider when developing open disclosure policies.	English	Free	41,42
4.4 Patient Safety Incident Disclosure to Victims	Confidentiality - NHS Code of Practice	https://assets.publishing.service.gov.ul	Guidance	NHS	repose is to proose guidance to the arro are area reused organisations on petient information complemently instant, alone, uses, and use, new endorsed the document. This will help send a consistent message across the Service on confidentiality and issues around the processing of patient	English	Free	
4.4 Patient Safety Incident Disclosure to Victims	Saying Sorry	http://resolution.nhs.uk/wo-coreers/	Guidance	NHS	Guidance for healthcare professionals on how to apologies after avoidable harm in healthcare has been caused	English	Free	
		THE WAS ASSESSED.	-consent.il	M		sogisti	1166	
4.4 Patient Safety Incident Disclosure to Victims	Open Disclosure Handbook	https://www.cec.health.cow.eov.au/_	S Handbook	Clinical Excellence Commission	The Open Disclosure Handbook has been prepared by the Clinical Excellence Commission as a resource for clinicians and other health care staff and an advantage within a NOW Haldbook health according to the Lordon and considerations involved in practising open disclosure according to the NOW Health Open Disclosure Policy PODOS _028 and the Australian Open Disclosure Policy PODO open the Australian Commission on Safety and	English	Free	
4.4 Patient Safety Incident Disclosure to Victims	Disclosure of Adverse Events to Patients	https://www.ethics.va.gov/docs/policy	Policy	Department of Veteran Affairs	Quality in Health Care in 2011. This Verrans Health Administration (VHA) directive establishes the policy to ensure consistent practice in disclosing to patients or to the patient's exercised and administration (VHA) directive establishes the policy to ensure consistent practice in disclosing to patients or to the patient's ensured revenues and extractive establishes the policy of the ensured area.	English	Free	
4.4 Patient Safety Incident Disclosure to Victims	Open Disclosure Policy	https://www1.health.now.gov.au/pds/c	A Policy	NSW Government	This policy sets out the minimum requirements for implementing open disclosure within NSW Health facilities and services, describes when open	English	Free	
				American College of	disclosurs is required, defines the two stages of the open disclosure process - clinician disclosure and, where indicated, formal open disclosure - outlines key steps, and outlines the roles and responsibilities for NOW Health staff in relations to open disclosure. Adverse outcome, are a reality of medical care and affect patients, but also affect health care practitioners. Thus, health care practitioners and		**	
4.4 Patient Safety Incident Disclosure to Victims	Disclosure and Discussion of Adverse Events	https://www.acog.org/clinical/clinical-g	Report	Obstetricians and Gynecologists'	institutions should understand how to best disclose and discuss adverse events with patients and their families. Beyond disclosure, health care teams also must look to each other, identifying and assistive health care conclisioners and arcifary staff who become deceily affected by the adverse	English		
4.4 Patient Safety Incident Disclosure to Victims	The Sorry Works\ Coalition: Making the Case for Full Disclosure	https://www.jointcommission.org/-/m	Report	The Joint Commission	This article describes The Sorry Works! Coalition, an organization of doctors, lawyers, insurers, and patient advocates that is dedicated to promoting full disclosure and apploples for medical errors as a "middle-ground solution" to the medical malpractice crisis.	English	Free	
4.4 Patient Safety Incident Disclosure to Victims	Review: implementation of the AustralianOpen Disclosure Framework	https://www.safetsandquality.gov.au/	Beview	Commission on Safety and Quality in	review and consult on: the activities undertaken by Australian health services, jurisdictions and the private hospital sector to implement the Framework, including state, territory and organizational policies, processes, training and strategies. Also review the extent to which the Framework	English	Free	
4.4 Patient Safety Incident Disclosure to Victims	Communication and Optimal Resolution (CANDOR)	https://www.ahro.gov/patient-safety/o	Toolkit	Agency for Healthcare Research and Quality	Communication and Optimal Resolution (CANCOR) is a process that health care institutions and practitioners can use to respond in a timely, thorough, and just way when unexpected events cause patient harm. This AHIQ tookis, based on the CANCOR process, is intended to assist hospitals in intellementine communications and optimal resolution oronaries.	English	Free	
4.4 Patient Safety Incident Disclosure to Victims	Disclosing Errors: Calgary-Cambridge Guide	httro-/ Januar hop inferred abrest/rest-ha	Total Contact	and Quality	to implementation communication and cottinal resolution programs. A step-by-step guide on how healthcare professionals can disclose a medical error to their patietrs.	English	Free	
NA Parent Safety Houses Exclusive to Victoria	associate cross-cargary-cantal age desce		TOURCE OUT OF THE PERSON NAMED IN COLUMN NAMED	Australian	A sub-roll-body Serve must use some breastware resimplicate a suspense associate for some benefits	Light		
4.4 Patient Safety Incident Disclosure to Victims	Open Disclosure resources for clinicians and health care providers	https://www.safetyandouality.gov.au/	Webpage compendium	Commission on Safety and Quality in Maniferate	A compliation of resources for healthcare professionals to use for open disclosure	English	Free	
4.5 Information and Education to Patients and Families	QuestionBuilder App	https://www.ahro.gov/questions/ques	Арр	AHRQ	The AHRQ Question Builder app helps patients and caregivers prepare for medical appointments and maximize visit time. It enables patients to select or create questions that they can ask during their accontinent.	English	Free	6.5
4.5 Information and Education to Patients and Families	8 Ways to Improve Health Literacy	http://www.ibi.org/communities/blogs	al Blog post	194	HE Decoutive Director Frank Federico describes what care providers should do to improve their communication with patients to help improve the safety and reliability of care.	English	Free	
4.5 Information and Education to Patients and Families	Shared Decision Making	https://www.healthit.eox/sites/default	Sheet/Resource		This document is an educational fact sheet about shared decision making in healthcare. It also provides selected tools that can help organisations with shared decision making.	English	Free	5.1
4.5 Information and Education to Patients and Families	The 10 Questions You Should Know	https://www.ahrq.gov/questions/10qu	Guidance	AHRQ John Hopkins	The AHRQ sets out 10 questions that pateits should know the answer to for their healthcare visits. 5	English English, Spanish, French, Chinese, German, Portuguese,	Free	
4.5 Information and Education to Patients and Families	Living Well with Asthma	https://staywell.mydigitalpublication.c	Guidance	Medicine	Dring Well guides are designed by John Hopkins to provide excellent information about managing a chronic condition. Each guide includes interactive features to enhance the learning experience of patients. They can watch videos, laten to the audio recording of each section, highlight text and more.	Chinese, German, Portuguese, Italian English, Spanish, French,	Free	
4.5 Information and Education to Patients and Families	Dring Well with Chronic Lung Disease	https://staywell.mydigitalpublication.c	Guidance	John Hopkins Medicine	Diving Well guides are designed by John Nopkins to provide excellent information about managing a chronic condition. Each guide includes interactive features to enhance the learning experience of patients. They can watch videos, laten to the audio recording of each section, highlight text and more.	Chinese, German, Portuguese, Italian	Free	
4.5 Information and Education to Patients and Families	During Well with Diabetes	https://staywell.mydigitalpublication.c	Guidance	John Hopkins Medicine	Uving Well guides are designed by John Hopkins to provide excellent information about managing a chronic condition. Each guide includes interactive features to enhance the learning experience of patients. They can waith videos, laten to the audio recording of each section, highlight text and more.	English, Spanish, French, Chinese, German, Portuguese, Italian	Free	
4.5 Information and Education to Patients and Families	Duing Well with Heart Disease	https://staywell.mydigitalpublication.c	S Guidance	John Hopkins Medicine	Dring Well guides are designed by John Hopkins to provide excellent information about managing a chronic condition. Each guide includes interactive features to enhance the learning experience of patients. They can waich videos, laten to the audio recording of each section, highlight text and more.	English, Spanish, French, Chinese, German, Portuguese, Italian	Free	
				John Hopkins		English, Spanish, French.		
4.5 Information and Education to Patients and Families	Living Well with Heart Failure	https://staywell.mydigitalpublication.c	Guidance	Medicine	Dring Well goldes are designed by John Hopkins to provide oscillent information about managing a chronic condition. Each golde includes interactive features to enhance the learning experience of patients. They can waith videos, batter to the audio recording of each section, highlight text and more.	Chinese, German, Portuguese, Italian	Free	
4.5 Information and Education to Patients and Families	The SHARE Approach: A Model for Shared Decision Making	https://www.ahrp.gov/sites/default/fil	Guidance/Toolkit	AHRQ	he SMER Approach is a five-step process for shared decision making that includes exploring and comparing the benefits, haves, and nisks of each option through meaningful dislique about what matters must to the patient. It also provides a curriculum, tools, webitars and success stories of the SMER approach.	English	Free	
4.5 Information and Education to Patients and Families	Shared Decision Making: Summary Guide	https://www.england.nhs.uk/publicatio	Guide and Tool	NHS	Men Augustions Making Summary Guide is intended for people leading local implementation of shared decision making. It enables: increased understanding of good shared decision making commissioning of local shared decision making initiatives and embedding them in care pathways provides to have better conversations with people using services, theorety supporting them on make more informed choices based on their	English	Free	5.1, 6.3
					personal values and preferences and what is known of the risks and benefits The externing session takes about 30 misustes to complete. At the end of the session, you will know why health literary is important and brew to use.			
4.5 Information and Education to Patients and Families	Mealth Literacy programme	https://www.e-lth.org.uk/programmes.	Programme	NHS	some simple techniques including TeachBack, chunk and check, uning pictures and simple language to improve how you communicate and check understanding with others. After each section you can complete an action plan of how you intend to use the techniques in your practice.	English	Free	
		https://anne has the sk/sites/defects		Health Education	This report focuses on how education and training interventions can actively improve patient safety. There is a real need for a systematic approach		-	
commercial and education to varients and families'	Improving Safety Through Education and Training		Report	England	that uses learning tools effectively, both for short term reduction in risk to patients and also to build a long-term, sustainable learning environment within healthcare that is centred on patients and on the need for the safest care possible.	English	Free	
4.5 Information and Education to Patients and Families	Improving health literacy to reduce health inequalities	http://www.healthliteracyplace.ore.uk	& Report	Public Health England + UCL Institute of Health	This practice resource is based on analysis of research and service literature on health literacy including statistical evidence, primary evaluations of interventions, network-level studies of interventions, and descriptions of interventions. The report draws on the evidence base and examples of local practice to filastrate notable approaches for local action.	English	Free	[]
				Institute of Health Equity	practice to illustrate notable approaches for local action.	-		
4.5 Information and Education to Patients and Families	AHRQ Shareable Resources	https://www.ahro.gov/questions/resor	Resource Compilation	AHRQ	The resources will help patient prepare for medical appointments, ask questions, and talk with members of their health care team.	English	Free	
	Princeton Datasta	hitter (farmer planes to be a	Resource	Center for Disease Control and	Resources are available in various formats—flyers, fact sheets, posters, videos, web buttons—and includes links to other useful web=== CDC			
4.5 Information and Education to Patients and Families	Educating Patients	uuuga: / reverse.cdc.gov/vaccines/hcp/pat	Compilation	Control and Prevention	Resources are available in various formats—Byers, fact sheets, posters, videos, web buttors—and includes links to other careful verbilles. CDC materials can be downloaded, copied, and distributed to patients. Some items can be ordered through an online ordering system.	English	Free	
4.5 Information and Education to Patients and Families	Live Well Guides	https://www.nhs.uk/hon-well/	Resource Compilation	NHS	Guidance, above, tips and tools for patients to make informed choices about their health and wellbeing. They cover various areas of health that guide people about questions and towards appropriate resources.	English	Free	
4.5 Information and Education to Patients and Families	Speak Up Campaigns	https://www.jointcommission.org/reso	Resource Compilation	The Joint Commission	The goal of the Joint Commission's Speak Up patient Safety Programme is to help aptients and their advocates become active in their care. They provide infographics and animated violetos for patients for various healthcare scenarios	English	Free	6.2
4.5 Information and Education to Patients and Families	Self-help guides	https://www.avma.org.uk/helo-advice/	Resource Compliation	Action Against Medical Accidents	AvAA's self-help guides have been written by experts to help guide patients through the process of taking action following a medical injury. In clear and straightforward language, they set out the procedures patients will need to follow, and legal rights and obligations, and contain useful contact	English	Free	(individual resources seelected
				reus.al Accidents	details for regulatory bodies, advice services and other organisations that may be of help.			resources seelected for 4.4)
4.5 Information and Education to Patients and Families	Mind of My Own	https://mindofreyown.org.uk	Service	MindOfMyOwn	As Mont of May Claim on believe that every child should be able to previous to their loved experience—and he heard. We create fully accessible appart that provide a variety deglate solution to advance quarteral of defender cipitat, as is such we are the only digital storage of the support Article 12 of the United Nations Convention on the Rights of the Child (UNCRIC).	English	Free	41
4.5 Information and Education to Patients and Families	Accessible Information Standard	https://www.england.nhs.uk/nurwork/	5 Standards	NHS	The Standard sets out a specific, consistent approach to identifying, recording, flagging, sharing and meeting the information and communication support needs of patients, service users, carers and parents, with a disability, impairment or sensory loss.	English (Video in BSL and subtitles)	Free	[]
	and the SATE Manager	hitter () manual advantage of the control	7	Charles		English, Dutch, Norwegian, Spanish, Danish, French, Swedish, Mandarin, Traditional Chinese, German,		
Afternasion and Education to Patients and Families	collaboRATE Measure		1001	Glyn Elwyn	A patient reported measure with three brief questions completed after a consultation, to assess how well informed the patient is	yweash, Mandarin, Traditional Chinese, German, Japanese Chinese, Cook, Transport	Free	
4.5 Information and Education to Patients and Families	The 9-item Shared Decision Making Questionnaire	http://www.patient-ab-partner.de/ind	Tool	Patient als Partner	The S-Item Shared Decision Making Questionnaire was developed in a theory-driven manner and measures the extent to which patients are involved in the process of decision-making from the perspective of the patient (patient version SDM-Q-0) and from the perspective of the physician insuring SDM-Q-0.	Dutch, English, Filipino, French, German, Greek, Hebrew, Hungarian, Italian,	Free	
					wenion SDM-Q-Doc).	Japanese, Korean, Lithuanian,		
	Se More Engaged in Your Healthcare	https://www.ahro.gov/sites/default/fil	a Toolkit	AHRQ	The AHRQ, provides patients with practical tips to use before, during and after their medical appointment by being engaged with their appointment.	English	Free	
4.5 Information and Education to Patients and Families		I.			The purpose of this Toolkit is to provide evidence-based evidence to support release was nearlies in additional absolute literature.			
4.5 Information and Education to Patients and Families					governor or support primary the practices in addressing neutral interacy, the Toolkit can help			1
4.5 Information and Education to Patients and Families 4.5 Information and Education to Patients and Families	ARRQ Health Literacy Universal Precautions Toolkit	https://www.ahrq.gov/sites/default/fil	Toolkit	AHRQ	he purpose of this Tocklis is to provide evidence based guidence to support primary care practices in addressing health iteracy. The Toolst can help practices reduce the complexity of health care, increase patient understanding of health information, and enhance support for patients of all literacy levels. The Toolst comprises 3.2 tools addressing a domain that are important for promoting health literacy in practice.	English	Free	ļ ļ
4.5 Information and Education to Patients and Ferniles 4.5 Information and Education to Patients and Ferniles		https://www.ahrq.gov/sites/default/fill	E Toolkit		practions reduce the complexity of health care, increase passive understanding of health information, self enhances support to patients of all therapy in practices. A patient in the patients of all therapy in practices. 1. Sophical Communication. 1. Molitates Communication.	English	Free	
4.5 Information and Education to Patients and Parelles 4.5 Information and Education to Patients and Families 4.5 Information and Education to Patients and Families 4.5 Information and Education to Patients and Families	AMIQ Health Literacy Universal Precautions Toolket Mealth Literacy	https://www.ahmg.gov/sites/default/fill https://healtheducation.england.share	E Toolkit	AHRQ Health Education England	1 Späte Controllation Auditor Communication	English English	Free	5.1
Stiffermation and Education to Protection and Formities Indianatesis and Education to Protection and Education Indianatesis and Education to Protection and E		https://www.ahrq.gov/utss/default/fili https://www.ahrq.gov/utss/default/fili https://www.ahrq.gov/utstonengland.shure	Toolkit Toolkit Video Resources	Mealth Education	1 Späte Controllation Auditor Communication		Free Free Free	5.1
4.3 Information and Education to Potentia and Families 4.3 Information and Education to Potentia and Families 4.5 Information and Education to Potentia and Families 4.5 Information and Education to Potentia and Families	Nealth Literacy Patient and Clinician Videos	https://www.ahra.gov/uten/defeath/fill https://www.ahra.gov/uten/defeath/fill https://www.ahra.gov/uten/defeath/fill https://www.ahra.gov/usention.ahra/defeath https://www.ahra.gov/usention.ahra/defeath https://www.ahra.gov/usention.ahra/defeath https://www.ahra.gov/usention.ahra/defeath	P Toolkit Video Resources	Health Education England	1. Spaint Commission Assistant Commission Assistant of resource about Neight Henry Assistant of resource about Neight Henry These data index, patient that should be enright quantities can help patient that before one of Homestee, for bottom and go the opt care at registration. Outside are well about the complete control of the complete control of the complete control of the complete of our teachboart team and and their control on assessment.	English English	Free	
4.5 Information and Education to Patients and Families 4.5 Information and Education to Patients and Families	Health Uteracy	https://www.ahma.gov/uhten/defesis/fill https://www.ahma.gov/uhten/defesis/fill https://www.ahma.gov/usetistens-beder https://www.ahma.gov/usetistens-beder https://www.ahma.gov/usetistens-beder https://www.ahma.gov/usetistens-beder	9 Toolkit	Health Education England	1 Späte Controllation Auditor Communication	English	Free	5.1