

4.3 Patient advocates and patient safety champions	Forming a Patient and Family Advisory Council (PFAC)	https://family.hhs.gov/engaging-families	Module	AMA	The learning objectives of the module are: 1. Describe what a Patient and Family Advisory Council (PFAC) is and how this partnership can improve one's practice 2. Discuss the importance of developing a business case for PFAC and engaging the appropriate individuals to serve on the planning committee 3. Evaluate the success of an action plan and the steps to PFAC implementation	English	Free	
4.3 Patient advocates and patient safety champions	WHO World Alliance for Patient Safety London Declaration	https://www.who.int/patientsafety/lyr	Report	WHO	The declaration of Patients for Patient safety, which is partners in the effort to prevent all harm in healthcare.	English	Free	7.3
4.3 Patient advocates and patient safety champions	Summer Training Course for Young Patient Advocates (STYNA)	http://www.stynapatientadvocates.org	Training course	European patients forum	The Summer Training Course for Young Patient Advocates - leadership Programme is an exciting and unique opportunity offering a national high-splendour to young (18-30) patient advocates or representatives of young patient advocates who have the motivation to learn more about advocacy and maximize their leadership potentials in real environment.	English	Free	
4.3 Patient advocates and patient safety champions	Patient Safety Advocates	http://www.patientsafetyadvocates.org	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	http://www.open disclosure.org.uk	Blog	Agency for Healthcare Research and Quality	The Patient Safety Network of the Agency for Healthcare Research and Quality describes how disclosing errors to patients can improve patient safety if authors show the benefits of this and highlights some institutions that have undergone this.	English	Free	
4.4 Patient Safety Incident Disclosure to Victims	Topic 6: Engaging with patients and carers	https://www.who.int/patientsafety/lyr	Curriculum	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 harm and learning and healing from an adverse event.	English	Free	
4.4 Patient Safety Incident Disclosure to Victims	Open Disclosure Framework for Healthcare Consumers	http://www.safepatientquality.gov.au	Framework	Australian Commission on Safety and Quality of Health Care	A framework for healthcare consumers to use when they experience an adverse event	English	Free	
4.4 Patient Safety Incident Disclosure to Victims	Australian Open Disclosure Framework	http://www.safepatientquality.gov.au	Framework	Australian Commission on Safety and Quality of Health Care	The Australian Open Disclosure Framework is a national initiative of the Australian, state and territory governments, in conjunction with private health services, through 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	http://www.aama.org.au/our-voice/advocacy	Guidance	Action Agency 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 in healthcare	http://www.aama.org.au/our-voice/advocacy	Guidance	Action Agency Medical Accidents	This leaflet aims to offer some key principles to patients that may help them decide whether they want to access counselling (therapy), what to consider when choosing a counsellor (therapist) and what to expect when they go for counselling.	English	Free	4.5
4.4 Patient Safety Incident Disclosure to Victims	The Day of Cancer	http://www.aama.org.au/our-voice/advocacy	Guidance	Action Agency Medical Accidents	One day of cancer is a voluntary sign-up day for an open access patient with patients to "service users" or "real patients", which involves giving the option to have a record or not to be signed in to the future. This leaflet explains to patients what to expect if such an incident occurs.	English	Free	4.5
4.4 Patient Safety Incident Disclosure to Victims	Your Rights	http://www.aama.org.au/our-voice/advocacy	Guidance	Action Agency Medical Accidents	This guidance for patients describes their rights if they have been the victim of avoidable 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	http://www.open disclosure.org.uk	Guidance	Commission on Patient Safety and Quality	This guide has been designed to help patients and carers understand 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 settings and by other healthcare providers.	English	Free	
4.4 Patient Safety Incident Disclosure to Victims	The day of cancer: guidance for providers	http://www.open disclosure.org.uk	Guidance	CCC	The day of cancer requires registered providers and registered managers (known as "registered providers") to act as an open and transparent unit with people receiving care or treatment from them. The registration also defines "notifiable safety incidents" and specifies how registered persons must follow the day of cancer of the day of cancer.	English	Free	
4.4 Patient Safety Incident Disclosure to Victims	Confidentiality Guide	http://www.gmc.co.uk/ethicalandconfidentiality	Guidance	GMCC	This guidance outlines the framework for considering when to disclose patients' personal information and then explains that framework to professionals to support the view of an individual patient, disclosure for the protection of patients and others and disclosures for all other purposes. This guidance also sets out the responsibilities of all doctors for managing and protecting patient information.	English, Welsh	Free	
4.4 Patient Safety Incident Disclosure to Victims	Openness and honesty when things go wrong: The professional duty of candour	http://www.hsb.org.uk/our-voice/advocacy	Guidance	HMCC	At this guidance, you will see what being open and honest about mistakes means in practice. And about responsibility it is to explain and respond what has gone wrong. We include a practical section on when and who you should apologise to, what to include in an apology. How to say sorry. There is more information.	English, Welsh	Free	4.5
4.4 Patient Safety Incident Disclosure to Victims	Guidance on Open Disclosure Policies	http://www.hsb.org.uk/our-voice/advocacy	Guidance	Health 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 principles that providers/organisations should consider when developing open disclosure policies.	English	Free	4.1, 4.2
4.4 Patient Safety Incident Disclosure to Victims	Confidentiality - NHS Code of Practice	http://www.nhs.uk/our-voice/advocacy	Guidance	NHS	Confidentiality is a guiding principle of the NHS. It is a fundamental principle of patient confidentiality. Confidentiality means that information about a patient's health and care is kept confidential. This document, which will help you to understand the importance of confidentiality and how to ensure the protection of patient confidentiality.	English	Free	
4.4 Patient Safety Incident Disclosure to Victims	Saying Sorry	http://www.nhs.uk/our-voice/advocacy	Guidance	NHS	Guidance for healthcare professionals on how to apologise after avoidable harm in healthcare has been caused.	English	Free	
4.4 Patient Safety Incident Disclosure to Victims	Open Disclosure Handbook	http://www.nhs.uk/our-voice/advocacy	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 working within a NHS health facility or service. It outlines the steps and considerations involved in providing open disclosure according to the NHS Health Open Disclosure Policy, NHSDA, 2018 and the Australian Open Disclosure Framework published by the Australian Commission on Patient Safety and Quality in Health Care in 2015.	English	Free	
4.4 Patient Safety Incident Disclosure to Victims	Disclosure of Adverse Events to Patients	http://www.phhs.org.au/our-voice/advocacy	Policy	Department of Health, Victoria	This Victorian Health Administration (VHA) document outlines the policy to ensure consistent practice in disclosing to patients or to the patient's representative the information about adverse events that have occurred in the health service.	English	Free	
4.4 Patient Safety Incident Disclosure to Victims	Open Disclosure Policy	http://www.nhs.uk/our-voice/advocacy	Policy	NHS Government	This policy sets out the minimum requirements for implementing open disclosure within NHS health facilities and services, describes when open disclosure is required, defines the two stages of the open disclosure process: disclosure of adverse events, and when indicated, formal open disclosure - actions by law, and outlines the roles and responsibilities for NHS health staff in relation to open disclosure.	English	Free	
4.4 Patient Safety Incident Disclosure to Victims	Disclosure and Discussion of Adverse Events	http://www.nhs.uk/our-voice/advocacy	Report	American College of Physicians and Surgeons	Adverse outcomes are a reality of medical care and affect patients, but also affect health care practitioners. Thus, health care practitioners and institutions should understand how to best disclose and discuss adverse events with patients and their families. Beyond disclosures, health care practitioners and institutions should understand how to best disclose and discuss adverse events with patients and their families.	English	Free	
4.4 Patient Safety Incident Disclosure to Victims	The Sorry Works! Coalition: Making the Case for Full Disclosure	http://www.sorryworks.org.uk	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 apologies for medical errors as a "single ground solution" to the medical malpractice crisis.	English	Free	
4.4 Patient Safety Incident Disclosure to Victims	Review Implementation of the Australian Open Disclosure Framework	http://www.safepatientquality.gov.au	Review	Australian Commission on Safety and Quality of Health Care	This report reviews the implementation of the Australian Open Disclosure Framework across the country. It includes a summary of the review and an update on the activities undertaken by Australian health services, jurisdictions and the private hospital sector to implement the Framework, including public sector, territory and organisational policies, systems, training and strategies. Also, more than the extent to which the Framework has been implemented and the challenges faced.	English	Free	
4.4 Patient Safety Incident Disclosure to Victims	Communication and Optimal Resolution (CANOR)	http://www.nhs.uk/our-voice/advocacy	Toolkit	Agency for Healthcare Research and Quality	Communication and Optimal Resolution (CANOR) is a process that health care institutions and practitioners can use to respond to a timely, thorough, and just way when unexpected events cause patient harm. This ANORC toolkit, based on the CANOR process, is intended to assist hospitals in implementing communication and optimal resolution.	English	Free	
4.4 Patient Safety Incident Disclosure to Victims	Disclosing Errors: Calgary Cambridge Guide	http://www.hsb.org.uk/our-voice/advocacy	Toolkit/Guidance	HMCC	A step-by-step guide on how healthcare professionals can disclose a medical error to their patients	English	Free	
4.4 Patient Safety Incident Disclosure to Victims	Open Disclosure Framework for clinicians and health care providers	http://www.nhs.uk/our-voice/advocacy	Webpage	Australian Commission on Safety and Quality of Health Care	A compilation of resources for healthcare professionals to use for open disclosure	English	Free	
4.5 Information and Education to Patients and Families	QuestionBuilder App	http://www.shhs.org.au/question-builder-app	App	AHRQ	The AHRQ's 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 ask their doctor during the appointment.	English	Free	6.5
4.5 Information and Education to Patients and Families	8 Ways to Improve Health Literacy	http://www.hhs.gov/our-voice/advocacy	Blog post	HR	HR Executive 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	http://www.shhs.org.au/shared-decision-making	Fact Sheet/Resource	AHRQ	This document is an educational fact sheet about shared decision making in healthcare. It also provides selected tools that can help organizations with shared decision making.	English	Free	5.1
4.5 Information and Education to Patients and Families	The 10 Questions You Should Know	http://www.shhs.org.au/the-10-questions-you-should-know	Guidance	AHRQ	The AHRQ lists 10 questions that patients should know the answer to for their healthcare visits. 5	English, Spanish, French, Chinese, German, Portuguese, Italian	Free	
4.5 Information and Education to Patients and Families	Using Well Guides with Asthma	http://www.aqa.org.au/our-voice/advocacy	Guidance	John Higgins Medicine	Using Well guides are designed by John Higgins to provide essential information about managing a chronic condition. Each guide includes interactive features to enhance the learning experience of patients. They can watch videos, listen 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	Using Well with Chronic Lung Disease	http://www.aqa.org.au/our-voice/advocacy	Guidance	John Higgins Medicine	Using Well guides are designed by John Higgins to provide essential information about managing a chronic condition. Each guide includes interactive features to enhance the learning experience of patients. They can watch videos, listen 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	Using Well with Diabetes	http://www.aqa.org.au/our-voice/advocacy	Guidance	John Higgins Medicine	Using Well guides are designed by John Higgins to provide essential information about managing a chronic condition. Each guide includes interactive features to enhance the learning experience of patients. They can watch videos, listen 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	Using Well with Heart Disease	http://www.aqa.org.au/our-voice/advocacy	Guidance	John Higgins Medicine	Using Well guides are designed by John Higgins to provide essential information about managing a chronic condition. Each guide includes interactive features to enhance the learning experience of patients. They can watch videos, listen 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	Using Well with Heart Failure	http://www.aqa.org.au/our-voice/advocacy	Guidance	John Higgins Medicine	Using Well guides are designed by John Higgins to provide essential information about managing a chronic condition. Each guide includes interactive features to enhance the learning experience of patients. They can watch videos, listen 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	The SHARE Approach: A Model for Shared Decision Making	http://www.aqa.org.au/our-voice/advocacy	Guidance/Toolkit	AHRQ	The SHARE Approach is a five-step process for shared decision making that includes weighing the costs and benefits of each option, and risks of each option through meaningful dialogue about what matters most to the patient. It also provides a curriculum, tools, videos and success stories of the patient.	English	Free	
4.5 Information and Education to Patients and Families	Shared Decision Making: Summary Guide	http://www.aqa.org.au/our-voice/advocacy	Guide and Tool	HR	The Shared Decision Making Summary Guide is intended for people leading local implementation of shared decision making. It enables: increased understanding of shared decision making; communicating of local shared decision making initiatives and embedding them in care pathways; providing for more better conversations with people using services, thereby supporting them to make more informed choices and their personal values and preferences; and what is better of the risks and benefits.	English	Free	5.1, 5.2
4.5 Information and Education to Patients and Families	Health Literacy programme	http://www.hhs.gov/our-voice/advocacy	Programme	NHS	The e-learning session takes about 30 minutes to complete. At the end of the session, you will know why health literacy is important and how to use some simple techniques including TextBack, chunk and check, using pictures and simple language to improve how you communicate and check understanding with others. After each session you can complete an action plan on how you intend to use the techniques in your practice.	English	Free	
4.5 Information and Education to Patients and Families	Improving Safety Through Education and Training	http://www.hhs.gov/our-voice/advocacy	Report	Health Education England	This report focuses on how education and training interventions can actively improve patient safety. There is a real need for a systematic approach that provides a central infrastructure, both for short-term reduction in risk to patients and also to build a long-term, sustainable learning environment within healthcare that is embedded 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.healthineers.org.uk	Report	Public Health England - e-UC, and the National Institute for Health Equity	This practice resource is based on a synthesis of research and service literature on health literacy including statistical evidence, primary evaluations of interventions, review-level studies of interventions, and descriptions of interventions. The report draws on the evidence base and examples of local practice to illustrate national approaches for local action.	English, Czech, Hungarian, Spanish, Danish, French, Swedish, German, Italian, Vietnamese, Korean, Lithuanian	Free	
4.5 Information and Education to Patients and Families	AHRQ Shareable Resources	http://www.shhs.org.au/shareable-resources	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	
4.5 Information and Education to Patients and Families	Educating Patients	http://www.aqa.org.au/our-voice/advocacy	Resource Compilation	Center for Disease Control and Prevention	Resources are available in various formats—flyers, fact sheets, posters, videos, web buttons—and include links to other useful websites. 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	Use Well Guides	http://www.shhs.org.au/use-well-guides	Resource Compilation	HR	Guidance, advice, 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	http://www.speakupcampaign.org.uk	Resource Compilation	The Joint Commission	The goal of the Joint Commission's Speak Up Patient Safety Programme is to help patients and their advocates become active in their care. They provide infographics and animated videos for patients for healthcare awareness.	English	Free	6.2
4.5 Information and Education to Patients and Families	Self-help guides	http://www.shhs.org.au/self-help-guides	Resource Compilation	Action Agency Medical Accidents	Ash's self-help guides have been written by experts to help guide patients through the process of making informed choices. They are clear and easy to use and include the guidance and support that you need to make the most of your rights and obligations, and contain useful contact details for regulatory bodies, advice services and other organisations that may be of use to you.	English	Free	(Individual resources contained for 4.6)
4.5 Information and Education to Patients and Families	Mind of My Own	http://www.mindofmyown.co.uk	Service	MindOfMyOwn	At Mind Of My Own we believe that every child should be able to give us their best experience - and be heard. We create fully accessible open web portals and digital resources to advancing general children's rights, so we can be the only digital tool that comprehensively fulfils Article 12 of the United Nations Convention on the Rights of the Child (UNCRC).	English	Free	4.1
4.5 Information and Education to Patients and Families	Accessible Information Standard	http://www.aqa.org.au/our-voice/advocacy	Standards	NHS	The Standard sets out a specific, consistent approach to identifying, 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 (Dose in BS and subtitles)	Free	
4.5 Information and Education to Patients and Families	collabKATE measures	http://www.collabkate.com/our-voice/advocacy	Tool	Open Clinix	A patient reported measure with three brief questions completed after a consultation, to assess how well informed the patient is	English, Czech, Hungarian, Spanish, Danish, French, Swedish, German, Italian, Vietnamese, Korean, Lithuanian	Free	
4.5 Information and Education to Patients and Families	The 9-item Shared Decision Making Questionnaire	http://www.patient.co.uk/our-voice/advocacy	Tool	Patient as Partner	The 9-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: DMQ-9-P) and from the perspective of the physician (physician version: DMQ-9-C).	English	Free	
4.5 Information and Education to Patients and Families	Be More Engaged in Your Healthcare	http://www.shhs.org.au/be-more-engaged-in-your-healthcare	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	AHRQ Health Literacy Universal Precautions Toolkit	http://www.shhs.org.au/our-voice/advocacy	Toolkit	AHRQ	The purpose of this Toolkit is to provide evidence-based guidance to support primary care practices in addressing health literacy. The Toolkit can help practices reduce the complexity of health care, increase patient understanding of health information, and enhance support for patients of all literacy & health communication skills. The Toolkit comprises 21 tools addressing 6 domains that are important for promoting health literacy in practice.	English	Free	
4.5 Information and Education to Patients and Families	Health Literacy	http://healthliteracyengland.org.uk	Toolkit	Health Education England	A collection of resources about Health Literacy	English	Free	5.1
4.5 Information and Education to Patients and Families	Patient and Clinician Videos	http://www.shhs.org.au/our-voice/advocacy	Video Resources	AHRQ	In these short videos, patients talk about how simple questions can help patients take better care of themselves, feel better, and get the right care at the right time. Clinicians and carers talk about how simple questions can help patients take better care of themselves and give advice on how they can be an active member of your healthcare team and their own care decisions.	English	Free	
4.5 Information and Education to Patients and Families	Shared Decision Making Resources	http://www.shhs.org.au/our-voice/advocacy	Webpage Resources	Choosing Wisely UK	There are a combination of guidance and expert pieces to aid shared decision making with patients and healthcare professionals.	English	Free	