

	A Patient and family programme	Area	Link	Type of resource	Area	Summary	Language	Cost	Implementing org.
R1	Development of policies and programmes with patients	Forming the Quality Cheshire: A New Health System for the 21st Century	<a href="https://www.qcsc.org.uk/2019/02/20/2019-02-20-01/">https://www.qcsc.org.uk/2019/02/20/2019-02-20-01/</a>	Book	Institute of Medicine (IOM)	This report addresses quality problems additional to those identified in the first report "It's in Human". As the patient safety report was a call for action to make care safer, this report is a call to action to improve the American health care delivery system as a whole, at all quality dimensions. It is a call to action to make care safer, to make it more patient-centred, and to make it more efficient.	English	Free	Gray for handbook/ 2019/02/20/2019-02-20-01/
R2	Development of policies and programmes with patients	The Patient Voice in Value: The National Health Council Patient Centred Value Model Report	<a href="https://www.nhs.uk/2019/02/20/2019-02-20-01/">https://www.nhs.uk/2019/02/20/2019-02-20-01/</a>	Book	National Health Council	The purpose of the Value Model Report is to provide a tool for the patient community, physicians, health systems, and payers can use to evaluate patient experience of value models. The report is a call to action to make care safer, to make it more patient-centred, and to make it more efficient.	English	Free	Gray for handbook/ 2019/02/20/2019-02-20-01/
R3	Development of policies and programmes with patients	WHO community engagement framework for quality, equity, people-centred and resilient health services	<a href="https://www.who.int/publications-detail/who-community-engagement-framework-for-quality-equity-people-centred-and-resilient-health-services">https://www.who.int/publications-detail/who-community-engagement-framework-for-quality-equity-people-centred-and-resilient-health-services</a>	Framework	WHO	This workshop report details the process undertaken, the issues discussed and captures the key insights. It is an essential guide to document that begins to articulate a broader, inclusive approach to enhance the health security of populations while addressing the recovery and resilience of communities and health systems. The report is a call to action to make care safer, to make it more patient-centred, and to make it more efficient.	English	Free	Gray for handbook/ 2019/02/20/2019-02-20-01/
R4	Development of policies and programmes with patients	Engaging patients, carers and communities for the provision of coordinated/integrated health services: strategies and tools	<a href="https://www.who.int/publications-detail/engaging-patients-carers-and-communities-for-the-provision-of-coordinated-integrated-health-services-strategies-and-tools">https://www.who.int/publications-detail/engaging-patients-carers-and-communities-for-the-provision-of-coordinated-integrated-health-services-strategies-and-tools</a>	Framework	WHO	The patient facilitates strategies aimed at engaging patients, their families, and others to be active part of health disease management and treatment, guiding them to make informed decisions. Furthermore, it outlines strategies aimed at empowering populations to adopt responsible health behaviours and to make informed decisions. The report is a call to action to make care safer, to make it more patient-centred, and to make it more efficient.	English	Free	Gray for handbook/ 2019/02/20/2019-02-20-01/
R5	Development of policies and programmes with patients	From vision to action: making patient-centred care a reality	<a href="https://www.who.int/publications-detail/from-vision-to-action-making-patient-centred-care-a-reality">https://www.who.int/publications-detail/from-vision-to-action-making-patient-centred-care-a-reality</a>	Framework	The King's Fund	This report identifies key barriers that health and social care systems should endeavor to be sustainable and ensure quality. It then offers clear recommendations for how to overcome these barriers. The report is a call to action to make care safer, to make it more patient-centred, and to make it more efficient.	English	Free	Gray for handbook/ 2019/02/20/2019-02-20-01/
R6	Development of policies and programmes with patients	Partnering with Patients and Families to Design a Patient and Family-Centered Health Care System: recommendations and Promising Practices	<a href="https://www.who.int/publications-detail/partnering-with-patients-and-families-to-design-a-patient-and-family-centered-health-care-system-recommendations-and-promising-practices">https://www.who.int/publications-detail/partnering-with-patients-and-families-to-design-a-patient-and-family-centered-health-care-system-recommendations-and-promising-practices</a>	Framework/Committee	Institute for Patient and Family-Centered Care	This report is based on the deliberations that took place at that meeting and on the recommendations that emerged from it. Its purpose is to provide a framework for patient and family engagement in health care. The report is a call to action to make care safer, to make it more patient-centred, and to make it more efficient.	English	Free	2.3,4,5.1.1
R7	Development of policies and programmes with patients	The Guide to Improving Patient Safety in Primary Care Settings for Engaging Patients and Families	<a href="https://www.who.int/publications-detail/the-guide-to-improving-patient-safety-in-primary-care-settings-for-engaging-patients-and-families">https://www.who.int/publications-detail/the-guide-to-improving-patient-safety-in-primary-care-settings-for-engaging-patients-and-families</a>	Guidance	Agency for Healthcare Research and Quality	The Guide to Improving Patient Safety in Primary Care Settings for Engaging Patients and Families (the Guide) is a resource to help primary care practices partner with patients and their families to improve patient safety. The Guide includes materials and resources to help primary care practices implement patient and family engagement to improve patient safety.	English	Free	3.5
R8	Development of policies and programmes with patients	Engaging Patients in Patient Safety – A Canadian Guide	<a href="https://www.who.int/publications-detail/engaging-patients-in-patient-safety-a-canadian-guide">https://www.who.int/publications-detail/engaging-patients-in-patient-safety-a-canadian-guide</a>	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	
R9	Development of policies and programmes with patients	Right time, right now: Taking on production into the mainstream	<a href="https://www.who.int/publications-detail/right-time-right-now-taking-on-production-into-the-mainstream">https://www.who.int/publications-detail/right-time-right-now-taking-on-production-into-the-mainstream</a>	Guidance	NETA & 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 themes: <ul><li>Changing the way services are managed and delivered</li><li>Advocating for co-production</li><li>Advocating for co-production</li></ul>	English	Free	
R10	Development of policies and programmes with patients	Public Services Inside Out: Putting co-production into practice	<a href="https://www.who.int/publications-detail/public-services-inside-out-putting-co-production-into-practice">https://www.who.int/publications-detail/public-services-inside-out-putting-co-production-into-practice</a>	Guidance	NETA & nef	This is the second of three reports on co-production from a partnership between the (now) economics foundation and NESTA. The first task to understand the challenges faced by these practitioners as they have experienced them. As detailed in this report, these include difficulties in securing support from existing funding and commissioning, traditional approaches to health and accountability in public services, and developing the professional skills required to bring these approaches into the mainstream.	English	Free	
R11	Development of policies and programmes with patients	The Challenge of Co-Production: How equal partnerships between professionals and the public are crucial to improving public services	<a href="https://www.who.int/publications-detail/the-challenge-of-co-production-how-equal-partnerships-between-professionals-and-the-public-are-crucial-to-improving-public-services">https://www.who.int/publications-detail/the-challenge-of-co-production-how-equal-partnerships-between-professionals-and-the-public-are-crucial-to-improving-public-services</a>	Guidance	NETA & nef	This publication marks the beginning of a partnership between the (now) economics foundation and NESTA to develop the evidence base on co-production – working with and learning from frontline practitioners in particular and from them to develop proposals to promote a more positive environment for co-production in our public services and in policymaking.	English	Free	
R12	Development of policies and programmes with patients	Insuring people in their own health and care: Statutory guidance for clinical commissioning groups and NHS England	<a href="https://www.who.int/publications-detail/insuring-people-in-their-own-health-and-care-statutory-guidance-for-clinical-commissioning-groups-and-nhs-england">https://www.who.int/publications-detail/insuring-people-in-their-own-health-and-care-statutory-guidance-for-clinical-commissioning-groups-and-nhs-england</a>	Guidance	NHS	This guidance supports CCGs and NHS England to fulfil their legal duties to involve people in their health and care, so that people experience better health and care. It provides guidance on how to involve people in their own health and care.	English	Free	2.2
R13	Development of policies and programmes with patients	Patient-centred care made simple: what everyone should know about patient-centred care	<a href="https://www.who.int/publications-detail/patient-centred-care-made-simple-what-everyone-should-know-about-patient-centred-care">https://www.who.int/publications-detail/patient-centred-care-made-simple-what-everyone-should-know-about-patient-centred-care</a>	Guidance	The Health Foundation	This seeks to provide a quick overview of patient-centred care, offering a clear explanation of the principles, which is important, how it has developed, and some examples to help those considering putting patient-centred care into practice. It's written for anyone interested in health and health care, and health care professionals and those who work in health care.	English	Free	4.5
R14	Development of policies and programmes with patients	Collaborative relationships among professionals, patients, carers and communities	<a href="https://www.who.int/publications-detail/collaborative-relationships-among-professionals-patients-carers-and-communities">https://www.who.int/publications-detail/collaborative-relationships-among-professionals-patients-carers-and-communities</a>	Guidance	The King's Fund	How helps to build collaborative relationships among health and care professionals, patients, carers and communities. This guide is a response to that question. It stems from an evolving body of work focused on exploring and supporting shared leadership. It is informed by a growing body of research, practice, and experience. It is a call to action to make care safer, to make it more patient-centred, and to make it more efficient.	English	Free	
R15	Development of policies and programmes with patients	Delivering better services for people with long-term conditions: Building the House of Care	<a href="https://www.who.int/publications-detail/delivering-better-services-for-people-with-long-term-conditions-building-the-house-of-care">https://www.who.int/publications-detail/delivering-better-services-for-people-with-long-term-conditions-building-the-house-of-care</a>	Guidance	The King's Fund	The management of care for people with long-term conditions should be proactive, holistic, preventive and patient-centred. This report describes an evidence-based service redesign model for "House of Care" – that incorporates learning from a number of ways in England that have been working to achieve these goals. The House of Care model differs from others in how important it is to involve patients and their families in their care, and how to have a single source of high-risk group, and it assumes an active role for patients, with collaborative personal care planning at its heart.	English	Free	1.1
R16	Development of policies and programmes with patients	Building Collaborative Teams: a workshop guide for service managers and facilitators	<a href="https://www.who.int/publications-detail/building-collaborative-teams-a-workshop-guide-for-service-managers-and-facilitators">https://www.who.int/publications-detail/building-collaborative-teams-a-workshop-guide-for-service-managers-and-facilitators</a>	Guidance & Toolkit	NHS Integrated Care Systems	This guide is designed to help bring together either two or more teams or an already integrated team composed of various disciplines, to explore opportunities to improve the way services are delivered.	English	Free	
R17	Development of policies and programmes with patients	Personalised care and support planning handbook: The journey to patient-centred care	<a href="https://www.who.int/publications-detail/personalised-care-and-support-planning-handbook-the-journey-to-patient-centred-care">https://www.who.int/publications-detail/personalised-care-and-support-planning-handbook-the-journey-to-patient-centred-care</a>	Handbook	Association for Personalised Care	This handbook is one of three service components and provides an introduction to care and support planning. It has been available for 2020 and contains links to practical guidance, case studies and theory on how to introduce care and support planning.	English	Free	
R18	Development of policies and programmes with patients	Framework on integrated, patient-centred health services, in: Body: north West Health Assembly, Chennai, 23-24 May 2020	<a href="https://www.who.int/publications-detail/framework-on-integrated-patient-centred-health-services-in-body-north-west-health-assembly-chennai-23-24-may-2020">https://www.who.int/publications-detail/framework-on-integrated-patient-centred-health-services-in-body-north-west-health-assembly-chennai-23-24-may-2020</a>	Meeting Report	WHO	This report provides a summary of the findings of the workshop on integrated, patient-centred health services, in: Body: north West Health Assembly, Chennai, 23-24 May 2020.	English	Free	
R19	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	<a href="https://www.who.int/publications-detail/patient-engagement-in-reducing-safety-risks-in-health-care-report-of-the-meeting-on-patient-safety-and-rights">https://www.who.int/publications-detail/patient-engagement-in-reducing-safety-risks-in-health-care-report-of-the-meeting-on-patient-safety-and-rights</a>	Meeting Report	WHO	Patient safety, rights and enabling patient engagement were reviewed from health and legal aspects of care, of general level and in particular for people with long-term conditions. The report provides a summary of the findings of the meeting on patient safety and rights, and in particular for people with long-term conditions.	English	Free	
R20	Development of policies and programmes with patients	What is the evidence on the economic impacts of integrated care?	<a href="https://www.who.int/publications-detail/what-is-the-evidence-on-the-economic-impacts-of-integrated-care">https://www.who.int/publications-detail/what-is-the-evidence-on-the-economic-impacts-of-integrated-care</a>	Policy	WHO	This report provides a summary of published research on the economic impacts of integrated care approaches. Given the wide range of definitions and interpretations of the concept, we propose a working definition that builds on the goal of integrated care, and offers strategies for integrating evidence into policy and practice.	English	Free	1.2
R21	Development of policies and programmes with patients	Evaluation of the first Year of the Inner North West London Integrated Care Pilot	<a href="https://www.who.int/publications-detail/evaluation-of-the-first-year-of-the-inner-north-west-london-integrated-care-pilot">https://www.who.int/publications-detail/evaluation-of-the-first-year-of-the-inner-north-west-london-integrated-care-pilot</a>	Report	Reallf Trust & Imperial College	The North West London Integrated Care Pilot (ICP) is a large-scale innovation programme designed to improve the coordination of care for people over 75 years of age, and adults living with diabetes. The pilot aims to improve outcomes for patients, create integrated care across the hospital, reduce unnecessary hospital admissions and enable people to access provider boundaries. This report presents the key findings from this pilot.	English	Free	
R22	Development of policies and programmes with patients	Making Shared Decision a Reality: the decision about not without me	<a href="https://www.who.int/publications-detail/making-shared-decision-a-reality-the-decision-about-not-without-me">https://www.who.int/publications-detail/making-shared-decision-a-reality-the-decision-about-not-without-me</a>	Report	The King's Fund	The government wants shared decision-making to become the norm in the NHS, but there is confusion about what it is important, what it involves and what the implications might be for patients, clinicians and the wider health system. This report clarifies the concept and outlines the actions needed to make it a reality.	English	Free	
R23	Development of policies and programmes with patients	Exploring patient participation in reducing health-care-related safety risks	<a href="https://www.who.int/publications-detail/exploring-patient-participation-in-reducing-health-care-related-safety-risks">https://www.who.int/publications-detail/exploring-patient-participation-in-reducing-health-care-related-safety-risks</a>	Report	WHO	The report presents an overview of evidence influencing patient safety and describes examples of patient involvement. It highlights the need to strengthen a continuum of information between various levels of care, including patient experiences, health literacy and engagement. The work is expected to contribute to the wider range of evidence collected around patient safety and to inform the development of patient safety strategies.	English	Free	1.2
R24	Development of policies and programmes with patients	Integrated care models: an overview	<a href="https://www.who.int/publications-detail/integrated-care-models-an-overview">https://www.who.int/publications-detail/integrated-care-models-an-overview</a>	Report	WHO	We need a new way of thinking about care. This document provides a review of integrated delivery and establishes a common understanding of integrated care models. In light of the current implementation of the European Framework for Action to Integrate Health Services Delivery, this document provides a cross-cutting analysis of approaches that challenge or support integrated care, and delivers an array of concrete considerations when designing and implementing integrated care models.	English	Free	
R25	Development of policies and programmes with patients	Our Patient Engagement Strategy	<a href="https://www.who.int/publications-detail/our-patient-engagement-strategy">https://www.who.int/publications-detail/our-patient-engagement-strategy</a>	Strategy	Association of the British Pharmaceutical Industry	The strategy sets out how the ABPI will deliver commitments to patient engagement and make sure that it is consistently at the heart of our work.	English	Free	
R26	Development of policies and programmes with patients	Interpersonal Personalized Care Implementing the Comprehensive Toolkit	<a href="https://www.who.int/publications-detail/interpersonal-personalized-care-implementing-the-comprehensive-toolkit">https://www.who.int/publications-detail/interpersonal-personalized-care-implementing-the-comprehensive-toolkit</a>	Strategy	NHS	Our Comprehensive Model for Personalized Care has been co-produced with people with lived experience and a wide range of stakeholders and is intended to be evidence-based and evidence-informed, and used to inform a standard, replicable delivery model to meet the challenge and practice delivery personalized care by 2025/26 and beyond, we have set out 23 clear actions that will enable the Comprehensive Model to be implemented.	English	Free	4.5
R27	Development of policies and programmes with patients	Patient and Public Involvement (PPI) Strategy: University of Leicester	<a href="https://www.who.int/publications-detail/patient-and-public-involvement-ppi-strategy-university-of-leicester">https://www.who.int/publications-detail/patient-and-public-involvement-ppi-strategy-university-of-leicester</a>	Strategy	NHS Coalition for Collaborative Care	This updated PPI Strategy describes how they will underpin a complementary journey to "providing" Quality Improvement priority areas, and to "providing" Quality Improvement priority areas, and to "providing" Quality Improvement priority areas, and to "providing" Quality Improvement priority areas.	English	Free	1.1
R28	Development of policies and programmes with patients	Always Events Toolkit	<a href="https://www.who.int/publications-detail/always-events-toolkit">https://www.who.int/publications-detail/always-events-toolkit</a>	Toolkit	IAS & NHS	This toolkit is a step-by-step guide to the implementation of care and staff-patient interactions, using a technique called Patient and Family-Centered Care (PFCC). It offers a simple way for health care professionals to use to allow their commitment to patient-centred care in the way they receive whilst also attending to the wellbeing of the staff who deliver that care.	English	Free	4.2,4.3
R29	Development of policies and programmes with patients	PFCC: Patient and Family-Centered Care Toolkit	<a href="https://www.who.int/publications-detail/pfcc-patient-and-family-centered-care-toolkit">https://www.who.int/publications-detail/pfcc-patient-and-family-centered-care-toolkit</a>	Toolkit	The Point of Care Foundation	Experience-based Co-Design (EBCD) is an approach that enables staff (or other service users) to co-design services and/or care pathways, together with patients. It is a different to other service improvement techniques. The toolkit includes three short films and patient stories provided in EBCD projects to help bring to the attention and involve resources of running this type of improvement project. It also includes a guide to help you get started with EBCD.	English	Free	
R30	Development of policies and programmes with patients	Using Online Patient Feedback to Improve Care	<a href="https://www.who.int/publications-detail/using-online-patient-feedback-to-improve-care">https://www.who.int/publications-detail/using-online-patient-feedback-to-improve-care</a>	Toolkit	The Point of Care Foundation	A guide explaining online patient experience and quality tools to understand how to use them to improve patient experience and quality. It includes a guide to help you get started with EBCD.	English	Free	
R31	Development of policies and programmes with patients	Engaging Patients in Improving Ambulatory Care Toolkit	<a href="https://www.who.int/publications-detail/engaging-patients-in-improving-ambulatory-care-toolkit">https://www.who.int/publications-detail/engaging-patients-in-improving-ambulatory-care-toolkit</a>	Video	Robert Wood Johnson Foundation	The Engaging Patients in Improving Ambulatory Care Toolkit outlines patient engagement across three alliances participating in United States for Quality, the Robert Wood Johnson Foundation's signature effort to lift the quality of care in targeted communities across the US.	English	Free	
R32	Development of policies and programmes with patients	Patient Engagement Webinar Series	<a href="https://www.who.int/publications-detail/patient-engagement-webinar-series">https://www.who.int/publications-detail/patient-engagement-webinar-series</a>	Webinars	Center for Excellence in Patient Care & Care Innovation	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 each web is to promote best practices to help you support patient engagement within the primary care safety net setting.	English	Free	4.2,4.3
R33	Learning from patient experience for safety improvement	The Patient Experience Book: A collection of the NHS Institute for Innovation and Improvement's guidance and support	<a href="https://www.who.int/publications-detail/the-patient-experience-book-a-collection-of-the-nhs-institute-for-innovation-and-improvement-s-guidance-and-support">https://www.who.int/publications-detail/the-patient-experience-book-a-collection-of-the-nhs-institute-for-innovation-and-improvement-s-guidance-and-support</a>	Book	NHS	This book is for people with delegated responsibility for improving patient experience – both as providers of services and as commissioners. It is intended to give you the evidence you need to influence others, both at management/Board and care level. It focuses on improving patient experience and the evidence you need to influence others, both at management/Board and care level. It focuses on improving patient experience and the evidence you need to influence others, both at management/Board and care level.	English	Free	
R34	Learning from patient experience for safety improvement	Good for Health, Good for Business: The Case for Measuring Patient Experience of Care	<a href="https://www.who.int/publications-detail/good-for-health-good-for-business-the-case-for-measuring-patient-experience-of-care">https://www.who.int/publications-detail/good-for-health-good-for-business-the-case-for-measuring-patient-experience-of-care</a>	Book	The Robert Wood Johnson Foundation	This brief outlines the clinical and business benefits of measuring and addressing patient experience and offers strategies for convincing this information to stakeholders.	English	Free	
R35	Learning from patient experience for safety improvement	No. 18 Measuring Patient Experience	<a href="https://www.who.int/publications-detail/no-18-measuring-patient-experience">https://www.who.int/publications-detail/no-18-measuring-patient-experience</a>	Evidence Scan (updates)	The Health Foundation	The experiences of patients and their family and friends are a key component of the quality of healthcare, and there is increasing focus on how patient experience can be used to improve patient safety. This evidence scan provides an overview of the evidence on patient experience and the evidence you need to influence others, both at management/Board and care level.	English	Free	
R36	Learning from patient experience for safety improvement	Patient experience in adult NHS services: Improving the experience of care for people using adult NHS services	<a href="https://www.who.int/publications-detail/patient-experience-in-adult-nhs-services-improving-the-experience-of-care-for-people-using-adult-nhs-services">https://www.who.int/publications-detail/patient-experience-in-adult-nhs-services-improving-the-experience-of-care-for-people-using-adult-nhs-services</a>	Guidance	NICE	The recommendations in this guidance provide the evidence base for a good patient experience. This implementation will help to ensure that healthcare services are acceptable and appropriate, and that all people using the NHS have the best possible experience of care. The recommendations in this guidance are derived primarily from clinical feedback, but patient experience is also significantly affected by contacts with non-clinical staff such as receptionists, clerical staff and domestic staff.	English	Free	
R37	Learning from patient experience for safety improvement	Using Patient Feedback	<a href="https://www.who.int/publications-detail/using-patient-feedback">https://www.who.int/publications-detail/using-patient-feedback</a>	Guidance	Pfizer Institute	This guide will explain the best practices of gathering patient feedback and patient experience is also significantly affected by contacts with non-clinical staff such as receptionists, clerical staff and domestic staff.	English	Free	6.1
R38	Learning from patient experience for safety improvement	Measuring & Using Patient Experiences: Surveying Adult and Child Patients	<a href="https://www.who.int/publications-detail/measuring-and-using-patient-experiences-surveying-adult-and-child-patients">https://www.who.int/publications-detail/measuring-and-using-patient-experiences-surveying-adult-and-child-patients</a>	Workpoint	Pfizer Institute	A presentation held at the patient experience conference in 2018. 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	
R39	Learning from patient experience for safety improvement	Patient-reported experience and outcome measures	<a href="https://www.who.int/publications-detail/patient-reported-experience-and-outcome-measures">https://www.who.int/publications-detail/patient-reported-experience-and-outcome-measures</a>	Guidance	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	
R40	Learning from patient experience for safety improvement	Learning from serious incidents in NHS acute hospitals	<a href="https://www.who.int/publications-detail/learning-from-serious-incidents-in-nhs-acute-hospitals">https://www.who.int/publications-detail/learning-from-serious-incidents-in-nhs-acute-hospitals</a>	Report	Car Quality Commission	Over the most common issues we find it is a way that investigation, investigation, communicate and learn through our work. We wanted to get a better understanding of what we do in our investigations and we decided to do a review of a number of serious incident investigations. We also wanted to test a method that we often use in our investigations and identify ways that we could help to encourage improvement.	English	Free	
R41	Learning from patient experience for safety improvement	Key learning from the Dame Father Cancer Institute's 35 year patient experience survey	<a href="https://www.who.int/publications-detail/key-learning-from-the-dame-father-cancer-institute-s-35-year-patient-experience-survey">https://www.who.int/publications-detail/key-learning-from-the-dame-father-cancer-institute-s-35-year-patient-experience-survey</a>	Report	IAS	The tragic chemotherapy overdoses at Daisy Hall and Mount Carmel, which were discovered at the Daisy Hall Patient Experience (DPE) in January 2020, are well known to the cancer community and the public, with 2020 to 2022 marking the 10-year anniversary of the DPE. The lessons learned from these incidents are being used to improve patient safety and the quality of care for patients with cancer.	English	Free	
R42	Learning from patient experience for safety improvement	Analysis of trends in NHS inpatient survey 2005-13	<a href="https://www.who.int/publications-detail/analysis-of-trends-in-nhs-inpatient-survey-2005-13">https://www.who.int/publications-detail/analysis-of-trends-in-nhs-inpatient-survey-2005-13</a>	Report	King's Fund & Public Patient Survey	Patient surveys – negotiated internationally by a number of other data sets and an important target for improvement in the NHS – provide a valuable opportunity to understand the needs of patients in hospital and to improve the quality of care. This report provides a summary of the findings of the King's Fund Patient Survey, which is a national survey of patient experience in NHS hospitals.	English	Free	6.1.7
R43	Learning from patient experience for safety improvement	Report of the Mid Staffordshire NHS Foundation Trust Public Inquiry	<a href="https://www.who.int/publications-detail/report-of-the-mid-staffordshire-nhs-foundation-trust-public-inquiry">https://www.who.int/publications-detail/report-of-the-mid-staffordshire-nhs-foundation-trust-public-inquiry</a>	Report	Mid Staffordshire NHS Foundation Trust Public Inquiry	This is a summary of the Mid Staffordshire NHS Foundation Trust public inquiry with a set of recommendations from the lessons learned.	English	Free	
R44	Learning from patient experience for safety improvement	Going the Extra Mile: Improving the nation's health and wellbeing through public involvement in research	<a href="https://www.who.int/publications-detail/going-the-extra-mile-improving-the-nations-health-and-wellbeing-through-public-involvement-in-research">https://www.who.int/publications-detail/going-the-extra-mile-improving-the-nations-health-and-wellbeing-through-public-involvement-in-research</a>	Report	National Institute for Health Research	The final report and recommendations to the Director General Research and Development / Chief Medical Officer (DMO) Department of Health of the Breaking Barriers: Strategic review on public involvement in the National Institute for Health Research (NIHR).	English	Free	
R45	Learning from patient experience for safety improvement	NHS Improving Care by using Patient Feedback: Themed Review	<a href="https://www.who.int/publications-detail/nhs-improving-care-by-using-patient-feedback-themed-review">https://www.who.int/publications-detail/nhs-improving-care-by-using-patient-feedback-themed-review</a>	Themed Review	NHS	We wrote this review to bring together information and to provide practitioners, policy makers and the public with an overview of the findings of current NHS-funded research to influence advice, policy and practice on the use of patient experience data.	English	Free	
R46	Learning from patient experience for safety improvement	Friends and Family Test	<a href="https://www.who.int/publications-detail/friends-and-family-test">https://www.who.int/publications-detail/friends-and-family-test</a>	Tool	NHS	The Friends and Family Test (FFT) is an important feedback tool that supports the fundamental principle that people who use NHS 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
R47	Learning from patient experience for safety improvement	Just a Routine Operation	<a href="https://www.who.int/publications-detail/just-a-routine-operation">https://www.who.int/publications-detail/just-a-routine-operation</a>	Video	NHS Institute for Innovation and Improvement	In Just a Routine Operation Martin talks about his experience of being his wife during an appendicectomy procedure and his hopes for making this type of routine in healthcare. As a result of his experience, Martin developed funding The Clinical Nurse Practitioner Group for 2021. This video is a summary of the findings of the Just a Routine Operation project.	English	Free	6.5
R48	Learning from patient experience for safety improvement	Using patient experience for improvement	<a href="https://www.who.int/publications-detail/using-patient-experience-for-improvement">https://www.who.int/publications-detail/using-patient-experience-for-improvement</a>	Webpage	The Point of Care Foundation	A guide supporting clinical, patient experience and quality teams to draw on patient experience data to improve quality in healthcare. Describes how to gather data, get started with patient experience and quality teams to draw on patient experience data to improve quality in healthcare.	English	Free	4.1
R49	Learning from patient experience for safety improvement	Chartered Institute of Ergonomics & Human Factors: Learning from adverse events	<a href="https://www.who.int/publications-detail/chartered-institute-of-ergonomics-and-human-factors-learning-from-adverse-events">https://www.who.int/publications-detail/chartered-institute-of-ergonomics-and-human-factors-learning-from-adverse-events</a>	White Paper	Chartered Institute of Ergonomics & Human Factors	This white paper shows the knowledge and experience of human factors in incident prevention and management. It is designed to help organisations to understand how key principles can be used to improve patient safety and to improve the way adverse events are managed.	English	Free	2.1,2.4,4.2
R50	Patient education and patient safety changes	Champions in Care	<a href="https://www.who.int/publications-detail/champions-in-care">https://www.who.int/publications-detail/champions-in-care</a>	Blog	Skills for care	Berley Long, 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	
R51	Patient education and patient safety changes	Patients for Patient Safety: Partnership for NHS Health care	<a href="https://www.who.int/publications-detail/patients-for-patient-safety-partnership-for-nhs-health-care">https://www.who.int/publications-detail/patients-for-patient-safety-partnership-for-nhs-health-care</a>	Brochure	WHO	The Patients for Patient Safety programme is a core priority of the WHO Patient Safety Programme (PSP). Guided by a unique group made up of WHO to engage and empower patients in the belief that by sharing experiences and expertise, each individual and organisation can learn and improve. Patients for Patient Safety (the PSP) uses the patient experience as a learning tool and provides patient leadership and involvement in patient safety efforts at all levels.	English	Free	7.3
R52	Patient education and patient safety changes	Canadian Patient Safety Officer Course	<a href="https://www.who.int/publications-detail/canadian-patient-safety-officer-course">https://www.who.int/publications-detail/canadian-patient-safety-officer-course</a>	Course	Canadian Patient Safety Institute	Providing an overview of the fundamentals of patient safety, the Canadian Patient Safety Officer Course provides healthcare professionals and leaders with the information, tools, and techniques to build a strong patient safety culture within their organizations.	English	Free	5.2.2. Canadian Student, 5.2.4.6
R53	Patient education and patient safety changes	A guide to report maternity safety changes	<a href="https://www.who.int/publications-detail/a-guide-to-report-maternity-safety-changes">https://www.who.int/publications-detail/a-guide-to-report-maternity-safety-changes</a>	Guidance	NHS	This guide will enable, support and empower you as a maternity safety changes, whether at frontline, trust board or regional level. The guide provides a means of gathering effective sharing of information between individuals in trusts whose goals might include how to improve the way adverse events safety might be addressed locally.	English	Free	
R54	Patient education and patient safety changes	NHS Patient Safety Strategy: Identifying patient safety priorities	<a href="https://www.who.int/publications-detail/nhs-patient-safety-strategy-identifying-patient-safety-priorities">https://www.who.int/publications-detail/nhs-patient-safety-strategy-identifying-patient-safety-priorities</a>	NHS	The NHS Patient Safety Strategy sets the ambition for the new role of patient safety specialists to be introduced in every NHS organisation in England. Patient safety specialists will be the lead patient safety experts in healthcare organisations, working full time on patient safety.	English	Free		
R55	Patient education and patient safety changes	Starting and Sustaining a Patient Advisory Board: Patient Liaison Handbook	<a href="https://www.who.int/publications-detail/starting-and-sustaining-a-patient-advisory-board-patient-liaison-handbook">https://www.who.int/publications-detail/starting-and-sustaining-a-patient-advisory-board-patient-liaison-handbook</a>	Handbook	San Francisco General Hospital	The purpose of Patient Advisory Board is to provide a guide to help patients provide their voices and insights to improve patient safety, and to provide a tool to help to make improvements, with the goal of better serving of all patients. San Francisco General Hospital provides guidance on how to set up a PAB, recruit members, and how to run it.	English	Free	4.1

6.1 Patient education and patient safety champions	Forming a Patient and Family Advisory Council (PFAC)	<a href="https://healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils">https://healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils</a>	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. Explain the nature of an action plan and the steps the PFAC can achieve	English	Free	
6.1 Patient education and patient safety champions	WHO World Alliance for Patient Safety London Declaration	<a href="https://www.who.int/patientsafety/declaration">https://www.who.int/patientsafety/declaration</a>	Report	WHO	The declaration of Patients for Patient Safety, which are partners in the effort to prevent all avoidable harm in healthcare.	English	Free	7.3
6.1 Patient education and patient safety champions	Summer Training Course for Young Patient Advocates (STYPA)	<a href="https://www.australianpatientsafety.com.au/young-patient-advocates">https://www.australianpatientsafety.com.au/young-patient-advocates</a>	Training course	European patients Forum	The Summer Training Course for Young Patient Advocates – Leadership Programme is an exciting and unique opportunity offering a tailored high-quality training for 100-120 patient advocates to represent the perspectives of young patient advocates who have the motivation to learn more about advocacy and measures that leadership potentials in real environment.	English	Free	
6.1 Patient education and patient safety champions	Patient Safety Advocates	<a href="https://patientadvocates.com.au/patient-safety-advocates">https://patientadvocates.com.au/patient-safety-advocates</a>	Webpage	Patient Safety Movement	A list of patient safety for Patient Safety Movement advocates and their motivations for becoming patient safety advocates.	English	Free	
6.1 Patient Safety Incident Disclosure to Victims	Disclosure of Errors	<a href="https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils">https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils</a>	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 how the benefits of this and highlights some institutions that have undergone this.	English	Free	
6.1 Patient Safety Incident Disclosure to Victims	Topic 8: Engaging with patients and carers	<a href="https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils">https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils</a>	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	
6.1 Patient Safety Incident Disclosure to Victims	Open Disclosure Framework for Healthcare Consumers	<a href="https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils">https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils</a>	Flowchart	Australian Commission on Safety and Quality in Health Care	A flowchart for healthcare consumers to use when they experience an adverse event	English	Free	
6.1 Patient Safety Incident Disclosure to Victims	Australian Open Disclosure Framework	<a href="https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils">https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils</a>	Framework	Australian Commission on Safety and Quality in Health Care	The Australian Open Disclosure Framework is a national initiative of the Australian, and 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	
6.1 Patient Safety Incident Disclosure to Victims	Access to Medical Records	<a href="https://www.aehc.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils">https://www.aehc.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils</a>	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	6.5
6.1 Patient Safety Incident Disclosure to Victims	Counselling and psychological support following avoidable harm in healthcare	<a href="https://www.aehc.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils">https://www.aehc.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils</a>	Guidance	Action Against Medical Accidents	This booklet 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	6.5
6.1 Patient Safety Incident Disclosure to Victims	The Duty of Candour	<a href="https://www.aehc.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils">https://www.aehc.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils</a>	Guidance	Action Against Medical Accidents	This booklet is intended to provide guidance to healthcare professionals on how to respond to a patient who has been harmed by a medical error. It outlines the duty of candour, which requires healthcare professionals to be open and honest with patients about what has happened, what caused it, and what steps are being taken to prevent it from happening again.	English	Free	6.5
6.1 Patient Safety Incident Disclosure to Victims	Your Rights	<a href="https://www.aehc.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils">https://www.aehc.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils</a>	Guidance	Action Against Medical Accidents	This guidance for patient's describes their rights if they have been the victim of avoidable harm in healthcare and how to take action.	English	Free	
6.1 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	<a href="https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils">https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils</a>	Guidance	Healthcare Commission on Safety and Quality in Health Care	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	
6.1 Patient Safety Incident Disclosure to Victims	The duty of candour: guidance for providers	<a href="https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils">https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils</a>	Guidance	CSC	The duty of candour requires registered providers and registered managers (known as 'registered persons') to act in an open and transparent way to people reporting an event or incident. The regulation also defines 'reportable safety incidents' and specifies how registered persons must notify the duty of candour of such incidents.	English	Free	
6.1 Patient Safety Incident Disclosure to Victims	Confidentiality Guidance	<a href="https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils">https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils</a>	Guidance	CSC	This guidance outlines the framework for considering when to disclose patient personal information and then applies that framework to disclosures to support the direct care of an individual patient or the interests of patients and others and disclosures for other purposes. This guidance also sets out the responsibilities of all doctors for managing and protecting patient information.	English, Welsh	Free	
6.1 Patient Safety Incident Disclosure to Victims	Openness and honesty when things go wrong: The professional duty of candour	<a href="https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils">https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils</a>	Guidance	CSC	This guidance explores what things go wrong in health care and what it means to be open and honest. It also explores the professional duty of candour, which requires healthcare professionals to be open and honest with patients about what has happened, what caused it, and what steps are being taken to prevent it from happening again.	English, Welsh	Free	6.5
6.1 Patient Safety Incident Disclosure to Victims	Guidance on Open Disclosure Policies	<a href="https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils">https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils</a>	Guidance	Health and Disability Commission	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	6.1, 6.2
6.1 Patient Safety Incident Disclosure to Victims	Confidentiality - NHS Code of Practice	<a href="https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils">https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils</a>	Guidance	NHS	This article provides guidance on the role of the NHS in relation to confidentiality. It outlines the importance of confidentiality in the NHS and the steps that should be taken to ensure confidentiality is maintained.	English	Free	
6.1 Patient Safety Incident Disclosure to Victims	Saying Sorry	<a href="https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils">https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils</a>	Guidance	NHS	Guidance for healthcare professionals on how to apologise after avoidable harm in healthcare has been caused.	English	Free	
6.1 Patient Safety Incident Disclosure to Victims	Open Disclosure Handbook	<a href="https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils">https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils</a>	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 service or service. It outlines the steps and considerations involved in practicing open disclosure according to the NHS Health Open Disclosure Policy (HODS) and the Australian Open Disclosure Framework published by the Australian Commission on Safety and Quality in Health Care in 2013.	English	Free	
6.1 Patient Safety Incident Disclosure to Victims	Disclosure of Adverse Events to Patients	<a href="https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils">https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils</a>	Report	Department of Health Affairs	This document outlines the policy to ensure consistent practice in disclosing to patients in the patient's record information about the occurrence of adverse events within the health care system.	English	Free	
6.1 Patient Safety Incident Disclosure to Victims	Open Disclosure Policy	<a href="https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils">https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils</a>	Policy	NHS Commission	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 and action, and outlines the roles and responsibilities of NHS health staff in relation to open disclosure.	English	Free	
6.1 Patient Safety Incident Disclosure to Victims	Disclosure and Discussion of Adverse Events	<a href="https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils">https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils</a>	Report	American College of Obstetrics and Gynecology	Adverse outcomes are a reality of medical care and affect patients, but also affect health care practitioners. This health care practitioners and institutions should understand how to best disclose and discuss adverse events with patients and their families. Report disclosure, health care practitioners must take steps to ensure that patients and their families are informed of the adverse event and the steps that are being taken to prevent it from happening again.	English	Free	
6.1 Patient Safety Incident Disclosure to Victims	The Sorry Work Coalition: Making the Case for Full Disclosure	<a href="https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils">https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils</a>	Report	My Care Commission	This article describes The Sorry Work Coalition, an organisation of doctors, lawyers, insurers, and patient advocates that is dedicated to promoting full disclosure and apology for medical errors as a "courageous groundswell" in the medical malpractice crisis.	English	Free	
6.1 Patient Safety Incident Disclosure to Victims	Review Implementation of the Australian Open Disclosure Framework	<a href="https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils">https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils</a>	Review	Commission on Safety and Quality in Health Care	This review and action plan outlines the steps that should be taken to ensure the implementation of the Australian Open Disclosure Framework is successful. It outlines the importance of confidentiality in the NHS and the steps that should be taken to ensure confidentiality is maintained.	English	Free	
6.1 Patient Safety Incident Disclosure to Victims	Communication and Optimal Resolution (CANOR)	<a href="https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils">https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils</a>	Toolkit	Agency for Healthcare Research and Quality	The Communication and Optimal Resolution (CANOR) is a process that health care institutions and practitioners can use to respond in a timely, thorough, and just way when unexpected events occur in patient care. This toolkit, based on the CANOR process, is intended to assist health care institutions and practitioners in implementing communication and optimal resolution programs.	English	Free	
6.1 Patient Safety Incident Disclosure to Victims	Disclosing Errors: Calgary-Cambridge Guide	<a href="https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils">https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils</a>	Tool/Talksheet	QSC	A step-by-step guide on how healthcare professionals can disclose a medical error to their patients	English	Free	
6.1 Patient Safety Incident Disclosure to Victims	Open Disclosure resources for clinicians and health care providers	<a href="https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils">https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils</a>	Webpage	Australian Commission on Safety and Quality in Health Care	A compilation of resources for healthcare professionals to use for open disclosure	English	Free	
6.5 Information and Education to Patients and Families	QuestionBuilder App	<a href="https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils">https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils</a>	App	AHRQ	The AHRQ Question Builder app helps patients and caregivers prepare for medical appointments and maximizes visit time. It enables patients to select or create questions that they can ask during their appointment.	English	Free	6.5
6.5 Information and Education to Patients and Families	8 Ways to Improve Health Literacy	<a href="https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils">https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils</a>	Report	NS	8 Executive Director Frank Federico describes what care providers should do to improve their communication with patients to help improve the safety and quality of care.	English	Free	
6.5 Information and Education to Patients and Families	Shared Decision Making	<a href="https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils">https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils</a>	Tool	Healthcare Resource Institute	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
6.5 Information and Education to Patients and Families	The 10 Questions You Should Know	<a href="https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils">https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils</a>	Guidance	AHRQ	The AHRQ sets out 10 questions that patients should know the answer to for their healthcare visits. 5	English	Free	
6.5 Information and Education to Patients and Families	Using Well with Asthma	<a href="https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils">https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils</a>	Guidance	John Hopkins Medicine	Using 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, listen to the audio recording of each section, highlight text and more.	English, Spanish, French, Chinese, German, Portuguese, Italian	Free	
6.5 Information and Education to Patients and Families	Using Well with Chronic Lung Disease	<a href="https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils">https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils</a>	Guidance	John Hopkins Medicine	Using 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, listen to the audio recording of each section, highlight text and more.	English, Spanish, French, Chinese, German, Portuguese, Italian	Free	
6.5 Information and Education to Patients and Families	Using Well with Diabetes	<a href="https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils">https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils</a>	Guidance	John Hopkins Medicine	Using 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, listen to the audio recording of each section, highlight text and more.	English, Spanish, French, Chinese, German, Portuguese, Italian	Free	
6.5 Information and Education to Patients and Families	Using Well with Heart Disease	<a href="https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils">https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils</a>	Guidance	John Hopkins Medicine	Using 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, listen to the audio recording of each section, highlight text and more.	English, Spanish, French, Chinese, German, Portuguese, Italian	Free	
6.5 Information and Education to Patients and Families	Using Well with Heart Failure	<a href="https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils">https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils</a>	Guidance	John Hopkins Medicine	Using 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, listen to the audio recording of each section, highlight text and more.	English, Spanish, French, Chinese, German, Portuguese, Italian	Free	
6.5 Information and Education to Patients and Families	The SHARE Approach: A Model for Shared Decision Making	<a href="https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils">https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils</a>	Guidance/Toolkit	AHRQ	The SHARE Approach is a five-step process for shared decision making that includes exploring and comparing the benefits, harms, and risks of each option; understanding the patient's values and preferences; and making a decision together. It is a process that can be used in a variety of settings, including primary care, specialty care, and emergency care.	English	Free	
6.5 Information and Education to Patients and Families	Shared Decision Making: Summary Guide	<a href="https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils">https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils</a>	Guide and Tool	NHS	The Shared Decision 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 a tool for better conversations with people using services, thereby supporting them to make more informed choices based on their own values and preferences and what is known of the risks and benefits.	English	Free	5.1, 6.1
6.5 Information and Education to Patients and Families	Health Literacy programme	<a href="https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils">https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils</a>	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 Teachback, 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 of how you intend to use the techniques in your practice.	English	Free	
6.5 Information and Education to Patients and Families	Improving Safety Through Education and Training	<a href="https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils">https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils</a>	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 can 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	
6.5 Information and Education to Patients and Families	Improving health literacy to reduce health inequalities	<a href="https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils">https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils</a>	Report	Public Health England & NICE Institute of Health Equity	This practice resource is based on analysis 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 possible approaches for local action.	English	Free	
6.5 Information and Education to Patients and Families	AHRQ Shareable Resources	<a href="https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils">https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils</a>	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	
6.5 Information and Education to Patients and Families	Educating Patients	<a href="https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils">https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils</a>	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 material can be downloaded, copied, and distributed to patients. Some items can be ordered through an online ordering system.	English	Free	
6.5 Information and Education to Patients and Families	Use Well Guides	<a href="https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils">https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils</a>	Resource Compilation	NHS	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	
6.5 Information and Education to Patients and Families	Speak Up Campaigns	<a href="https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils">https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils</a>	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 information and resources for patients for various healthcare scenarios.	English	Free	6.2
6.5 Information and Education to Patients and Families	Self-help guides	<a href="https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils">https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils</a>	Resource Compilation	Action Against Medical Accidents	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 details for regulatory bodies, advice services and other organisations that may be able to help.	English	Free	Individual resources outlined for 6.4, 6.5
6.5 Information and Education to Patients and Families	Mind of My Own	<a href="https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils">https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils</a>	Service	MindOfMyOwn	At Mind Of My Own we believe that every child should be able to give voice to their lived experience – and be heard. We create fully accessible apps that provide a unique digital solution to advancing universal children's rights, so each one is the only digital tool that comprehensively supports Article 12 of the United Nations Convention on the Rights of the Child (UNCRC).	English	Free	6.1
6.5 Information and Education to Patients and Families	Accessible Information Standard	<a href="https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils">https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils</a>	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 disability, impairment or sensory loss.	English (Video in BSL and subtitles)	Free	
6.5 Information and Education to Patients and Families	LiabilityATE Measure	<a href="https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils">https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils</a>	Tool	Glynn Elwyn	A patient reported measure with three brief questions completed after a consultation, it assesses how well informed the patient is	English, Dutch, Norwegian, Spanish, Danish, French, Swedish, Mandarin, Traditional Chinese, German, Vietnamese, Thai, Urdu, Hindi, Bengali, Gujarati, Telugu, Malay, Tamil, Sinhala, Punjabi, Urdu, Hindi, Bengali, Gujarati, Telugu, Malay, Tamil, Sinhala, Punjabi	Free	
6.5 Information and Education to Patients and Families	The 9-item Shared Decision Making Questionnaire	<a href="https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils">https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils</a>	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 SDM-Q-9) and from the perspective of the physician (physician version SDM-Q-9c).	English, Spanish, French, Chinese, German, Portuguese, Italian, Hebrew, Hungarian, Greek, Indonesian, Norwegian, Vietnamese, Thai, Urdu, Hindi, Bengali, Gujarati, Telugu, Malay, Tamil, Sinhala, Punjabi	Free	
6.5 Information and Education to Patients and Families	Be More Engaged in Your Healthcare	<a href="https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils">https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils</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	
6.5 Information and Education to Patients and Families	AHRQ Health Literacy Universal Precautions Toolkit	<a href="https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils">https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils</a>	Toolkit	AHRQ	The purpose of the 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 levels. The Toolkit comprises 21 tools addressing 4 domains that are important for promoting health literacy in practice: 1. Patient Communication 2. Patient Education 3. Patient Engagement 4. Patient Empowerment	English	Free	
6.5 Information and Education to Patients and Families	Health Literacy	<a href="https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils">https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils</a>	Toolkit	Health Education England	A collection of resources about Health Literacy	English	Free	5.1
6.5 Information and Education to Patients and Families	Patient and Clinician Videos	<a href="https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils">https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils</a>	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. Doctors and nurses talk about how simple questions help them take better care of patients and give advice on how to be an active member of your healthcare team and ask their questions openly.	English	Free	
6.5 Information and Education to Patients and Families	Shared Decision Making Resources	<a href="https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils">https://www.healthcare.gov.au/healthcare/2019/04/24/patient-and-family-advisory-councils</a>	Webpage Resources	Choosing Wisely UK	These are a combination of guidance and opinion pieces to aid shared decision making with patients and healthcare professionals.	English	Free	6.1