Source: Global Knowledge Sharing Platform for Patient Safety (G File Name: GKPSLINGA04-20232406	825)							
4. Patient and family engagement	Name	Link	Type of resource	Source	Description This report addresses quality problems additional to those identified in the first report "To Err is Human". As the patient safety report was a call for	Language	Cost	Interlinking areas
4.1 Co-development of policies and programmes with patients	Crossing the Quality Chasm: A New Health System for the 21st Century	https://www.nap.edu/read/10027/chap	Blook	Institute of Medicine	action to make care safer, this report is a call for action to improve the American health care delivery system as a whole, in all its quality dimensions, for all Americans.	English	Free (pay for hardback/ paperback)	1.1, 1.2, 2.1, 2.2, 4.1, 5.1, 6.5
4.1 Co-development of policies and programmes with patients	The Patient Voice in Value: The National Health Council Patient- Centered Value Model Rubric	https://nationalhealthcouncil.org/sep-c	Framework	National Health Council	The purpose of the Value Model Rubric is to provide a tool that the patient community, physicians, health systems, and payers can use to evaluate the patient cereteredness of value models and to guide value model developers on the meaningful incorporation of patient engagement throughout their processes.	English	Free	
4.1 Co-development of policies and programmes with patients	WHO community engagement framework for quality, people- centred and resilient health services	https://apps.who.int/iris/handle/1066	Framework	WHD	where precisions. This workshop report details the process undertaken, the issues discussed and captures the key outputs. It is an essential go to document that begins to a recoults a broader, inclusive approach to enhance the health security of populations while aiding the recovery and resilience of communities and health systems. The mental of collaboration across the organization and partners to achieve the goal of the CEQ fearworks are undisputed and analysis are considered and analysis of the CEQ fearworks are undisputed and the considered and the consi	English	Free	
4.1 Co-development of policies and programmes with patients	Engaging patients, carers and communities for the provision of	https://www.euro.who.int/en/health-b	Framework	WHD	require the support of all. The paper (Bustrates strategies aimed at engaging patients, their families, and carers to be an active part of health disease management and treatment, guiding them to make informed choices. Furthermore, it outlines strategies aimed at engowering populations to adopt responsible health	English	Free	
4.1 Co-development of policies and programmes with patients	coordinated/integrated health services: strategies and tools From vision to action: making patient-centred care a reality	https://www.kingsfund.org.uk/sites/de	Framework	The King's Fund	Seables and act as protagonists in influencing determinants of health in a human-rights based approach to health. This report identifies the key theems that health and social care systems should embrace to be sustainable and ensure quality. It then offers dear strategic directions that will have n impact on the quality and cost-effectiveness of care.	English	Free	
	Partnering with Patients and Families to design a Patient- and Family-Centered health Care system: recommendations and	hard the section of t	Framework/Compe	Institute for Patient- and Family-Centred	his report is based on the deficient for the table place at that resembling on the recommendations that energies from it. Its purpose is to provide unitarious to be provided by the provided of the recommendations and energies from it. Its purpose is to provide unitarious to be provided by the provided of the provided of the provided by the provided of the provided	English	Free	23, 43, 5.1
4.1 CO-GOVERNMENT OF POSICIES AND PROGRAMMES WITH PATIENTS	Promising Practices	mp.//www.prc.org/esocietyra-ta	ndium	Care	abouting patients and string-centeric circ, and specificary for creating partnerships with patients and transies in quarry improvement and neutri- care redesign. Many of the regord's recommendations are illustrated by examples drawn from health facilities and other organizations that are making examplary progress in partnering with patients and families.	English	Free	23,43,51
4.1 Co-development of policies and programmes with patients	The Guide to Improving Patient Safety in Primary Care Settings by Engaging Patients and Families	https://www.ahop.aps/sites/default/file	Guidance	Agency for Healthcare Research and Quality	intering temporary protections are positioning through a committee or position and the committee of the Guide to Improving Platient Safety in Primary Case Settings by Engaging Patients and Families (the Guide) is a resource to help primary care practions partner with patients and their families to Improve patient select, The Guide Includes materials and resources to help primary care practions insolvent national solution and entering contracts insolventer solution attention and entering contracts insolventer solution attention and entering contracts.	English	Free	15
				Canadian Patient	The purpose of the guide is to help patients and families, providers and leaders work more effectively together to improve patient safety. The guide			
4.1 Co-development of policies and programmes with patients	Engaging Patients in Patient Safety – a Canadian Guide	https://www.patientsafetyinstitute.ca/	Guidance	Safety Institute	is an extensive resource that is based on evidence and leading practices.	English	Free	
4.1 Co-development of policies and programmes with patients	Right here, right now: Taking co-production into the mainstream	https://media.nesta.org.uk/documents	Guidance	NESTA & nef	This is the third report in a series of reports, and this one offers recommendations for the direction of travel for co-production, based on what we have learn to fer. They focus on three themses. *Changing the way services were managed and disherend	English	Free	
					 Changing the way services are managed and delivered Chandstorn Bases, searcher are monagestationed This is the second of three reports on co-production from a partnership between nell (the new economics foundation) and NESSA. The first task is to understand the challenges faced by these precisioners as they have experienced them. As detailed in this report, these include difficulties in securing 	-		
4.1 Co-development of policies and programmes with patients	Public Services Inside Out: Putting co-production into practice	https://media.nesta.org.uk/documents	Guidance	NESTA & nef	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 a such and accountability in public services, and developing the professional skills required to bring these approaches into the mainstream.	English	Free	
	The Challenge of Co-Production: How equal partnerships							
4.1 Co-development of policies and programmes with patients	The Challenge of Co-Production: How equal partnerships between professionals and the public are crucial to improving public services	https://media.nesta.org.uk/documents	Guidance	NESTA & nef	This publication marks the bugginning of a partnership between the nelf (new economics (soudation) and NESTA to develop the exidence base on co- production — working with and learning from frontine practitioners in particular and from this to develop proposals to promote a more positive environment for our production in our public services and in policymaking.	English	Free	
	Involving people in their own health and care: Statutory				This guidance supports CCGs and NHS England to full their legal duties to involve people in their health and care, so that people experience better			
4.1 Co-development of policies and programmes with patients	guidance for clinical commissioning groups and NPS England	https://www.england.nhs.uk/sep-conte	Guidance	NHS	This polithone supports CCEs and MSE Explored to field their legal delate to to involve people in their health and care, so that people experience better could not east offerenced health and without good the hypothese makes more efficient use of resources. The guidance sets out 20 key actions for CCEs and NRSE England on how to involve people in their own health and care.	English	Free	2.2
4.1 Co-development of policies and programmes with patients	Person-centred care made simple; what everyone should know about person-centred care	https://www.health.org.uk/publication	Guidance	The Health Foundation	This seeks to provide a quick overview of person-centred care, offering a clear explanation of the principles, why it is important, how it has developed, and some examples to help those considering putting person-centred care into practice. It's written for anyone interested in health and health care, including health care professionals and those who use the NGC.	English	Free	45
		https://www.kinesfund.ore.uk/sites/de						
4.1 Co-development of policies and programmes with patients	Patients as partnen: Building collaborative relationships among professionals, patients, carers and communities	https://www.kingshand.org.uk/sites/de	Guidance	The King's Fund	What helps to built catalogeneis relationships among health and can professionals, patients, service some, cores and communities? This garde is a segones to that question. It items from on evoluting body of question and supposes to that question. It items from one evoluting body of question and suppose to that question and the services, spendies, spatients and communities med to work together more—and differently the confidence of the confi	English	Free	
4.1 Co-development of policies and programmes with patients	Delivering better services for people with long-term conditions: Building the house of care	https://www.kingsfund.org.uk/sites/de	Guidance	The King's Fund	the management of case for people with long-term conditions should be presented, heliating, preventive and patient context. This report describes a conditional service of the size of the properties is surrange from a number of sizes in length of that have been souring to achieve these goals. The house of care model differs from others in two inspersant ways: it encompasses all people with long-term conditions, not be those upon it. The house of care model differs from others in two inspersant ways: it encompasses all people with long-term conditions, not be those upon its principal classes or in high-timp dayougs, and its assurance as active roll for princips, with collaborative personalisation or planning of this properties are in high-timp dayougs, and its assurance as active roll for princips, with collaborative personalisation or planning of the properties of	English	Free	1.1
	Brilding Collaboration Teams: A workshop mide for sendre		Guidance &	NHS: Integrated Care				
n.s.co-development of policies and programmes with patients	Building Collaborative Teams: A workshop guide for service managers and facilitators Personalised care and support planning handbook: The journey	www.coww.england.nhs.uk/improven	Toolkit	and Support Pioneers Programme NHS & Coalition for	This guide is designed to help bring together either two or more teams or an already integrated team composed of various disciplines, to explore occordinates to increase are be soft worken on an action state. This hardbook is one of three service components and provides an introduction to care and support planning. It has been updated for 2016 and	English	Free	
4.1 Co-development of policies and programmes with patients	to person-centred care		Handbook	Collaborative Care	This handbook is one of three service components and provides an introduction to our end support planning. It has been updated for 2005 and the attention of the service o	English	Free	
4.1 Co-development of policies and programmes with patients	Framework on integrated, people-centred health services. In: Sixty- ninth World Health Assembly, Geneva, 23–28 May 2015	https://apps.who.int/eb/ebwha/odf_fil	Meeting Report	WHO	acceptable; and all carers are motivated, skilled and operate in a supportive environment". The framework is based on experience and evidence gained recently in different countries and wide-ranging consultation with experts at the global, regional and national levels, informed by related	English	Free	
4.1 Co-development of policies and programmes with patients	Patient Engagement in Reducing Safety Risks in Health Care: Report of the Meeting on Patient Safety and Rights	https://www.euro.uho.int/_data/assa	Meeting Report	WHO	Patient safety, rights and resulting patient empowerment were reviewed from technical, legal and social points of view, at general level and to specified technical fields. Start highest, elective surgery, blood translation safety and medication were selected as sees to explore exting patient empowement and in potential cells or improve quality and entiry of care. This interface, patient in only one of the property of the prope	English	Free	
	What is the evidence on the economic impacts of integrated				emporation of the patients for an imprise death yet as larger of the control patient in the patients for an imprise death yet as larger of the control patient in the control patient in the patients of larger patients of la			
4.2 Co-development of policies and programmes with patients	care?	man-roww.euro.who.int/_data/asse	Policy	WHD	and interpretations of the concept, we propose a working definition that builds on the goal of integrated care and which considers intitatives seeking to improve outcomes for those with (complese) choose health problems and needs by overcoming issues of fragmentation through invitage or the control of the	English	Free	1.2
4.1 Co-development of policies and programmes with patients	Evaluation of the first year of the Inner North West London Integrated Care Pilot	https://www.nuffieldtrust.org.uk/files/	Report	Nuffield Trust & Imperial College	The North West London Integrated Care Pilot (JCP) is a large-scale innovative programme designed to improve the coordination of care for people over 75 years of age, and adults blong with diabetes. The pilot aims to improve outcomes for patients, create integrated care outside hospital, induce unnecessary hospital admissions and enable professionals to work across provider boundaries. This report presents the key findings from this continue.	English	Free	
4.1 Co-development of policies and programmes with patients	Making Shared Decision a Reality: No decision about me, without me	https://www.kingsfund.org.uk/sites/de	Report	The King's Fund	sites. The government wants shared decision-making to become the norm in the NNS, but there is confusion about why it is important, what it involves and what the implications might be for patients, clinicians and the wider health service. This report clarifies the concept and outlines the actions needed	English	Free	
					what the supplications regif to the graderics, choices not fit water beath service. The regort clinical the controls are the actions received the controls are the control are the contro			
4.1 Co-development of policies and programmes with patients	Exploring patient participation in reducing health-care-related safety risks	https://www.euro.who.int/en/health-b	Report	WHD	expected to contribute to the wider process of evidence collation aimed at finding efficient ways to build realistic and informed expectations of health care, while encouraging patients to be vigilant and knowledgeable to ensure maximum safety standards. Recommendations are formulated with research to the means may not entire in least a deliber.	English	Free	1.2
					A man of a signify Stratus motor, this document since by provide amongstud during and consolitable by current conferencing of integers or models. But the current implementation of the Congress remember for Attern to resigned from the content implementation of the Congress remember for Attern to resigned from the Congress of Congress or models or one-cetting enablysis of components that challenge or support integrated care, and delivers an output of greater considerations when congress part of the Congress of Congress and Congress of Congres		Free	
4.1 Co-development of policies and programmes with patients	Integrated care models: an overview	https://www.auro.uno.int/_data/aus	Report	WHO	provides a cross-cutting analysis of components that challenge or support integrated care, and delivers an output of generic considerations when designing and implementing integrated care models.	English	Free	
4.1 Co-development of policies and programmes with patients	Our Patient Engagement Strategy	https://www.abpi.org.uk/media/8575/s	Strategy	Association of the British Pharmaceutical	Our strategy sets out how the ASPI will deliver commitments to patient engagement and make sure that it is consistently at the heart of our work.	English	Free	
	Universal Personalised Care: Implementing the Comprehensive			Industry	The Comprehensive Model for Personalised Care has been co-produced with people with lived experience and a wide range of stakeholders and brings together siz evidence-based and inter-linked components, each of which is defined by a standard, replicable delivery model. To meet the			
4.1 Co-development of policies and programmes with patients	Model	https://www.england.nhs.uk/wp-conte	Strategy	NHS	challenge and practically deliver personalised care by 2023/24 and beyond, we have set out 21 clear actions that will enable the Comprehensive	English	Free	4.5
4.1 Co-development of policies and programmes with patients	Patient and Public Involvement (PPI) Strategy - University Mospital of Leicester	https://www.leicestershospitals.nhs.uk	Strategy	NHS & Coalition for Collaborative Care	Model to be obtained. Noted to be obtained. As updated TV 2014 group develop the best by will be seen belief as exemptionaries; private years the specifically quality insprivation provides and provides of provides and provid	English	Free	1.1
4.1 Co-development of policies and programmes with patients	Always Events Toolkit	https://www.england.nhs.uk/ap-conte	Toolkit	IHI & NHS	This Always Events Tooks its designed to support leaders and point-of-care teams in partnering with patients/individuals and tamily members to co- design, reliably implement, and spread care processes to dramatically improve care seperiences for patients/individuals and inany members. The authors of this toolist have chosen to use the teem point-of-care teams to describe individuals who work directly with patients, service users, and	English	Free	2.3,
				Point of Care	This toolkit is a step-by-step guide to improving processes of care and staff-patient interactions, using a technique called Patient and Family-Centred			
4.1 Co-development of policies and programmes with patients	PFCC: Patient and Family-Centred Care toolkit	onto //www.pointolcarescendshen.or	Toolkit	Foundation	Care (PPCC), It offers a simple way for health care organisations to show their commitment to patients' experience of the care they receive while also attending to the wellbeing of the staff who deliver that care.	English	Free	42,43
4.1 Co-development of policies and programmes with patients	Experience-Based Co-Design Toolkit	https://www.paintofcarefoundation.or	Toolkit	The Point of Care Foundation	Experience-based co-design (EDCD) is an approach that enables staff and patients (or other service users) to co-design services and/or care pathways, tegether in participable, the approach is different to other service improvement stachingues. The toolist includes short videos from staff and patients involved in EDCD reports to being being to life the successes and intense rewards of narring this type of improvement project. It as in activities.	English	Free	
				The Point of Care	downloadable resources such as ternolate form. Letters, cresentations and other materials to help you olian and carry out this approach. A guide supporting dinical, patient experience and quality teams to understand how to use online patient feedback to improve quality in healthcare. By individed into 3 sections:			
4.1 Co-development of policies and programmes with patients	Using Online Patient Feedback to Improve Care	http://www.pointoicaresoundation.or	Toolkit	Foundation	getting started with orline feedback - what we know about online feedback	English	Free	
4.1 Co-development of policies and programmes with patients	Engaging Patients in Improving Ambulatory Care Toolkit	https://www.youtube.com/watch?v=Kii	Video	Robert Wood Johnson Foundation	The Engaging Patients in Improving Ambulatory Care toolist showcases patient engagement efforts from three allianors participating in Aligning Forces for Quality, the Robert Wood Johnson Foundation's signature effort to lift the quality of care in targeted communities across the United States.	English	Free	
				Center for Excellence				
4.1 Co-development of policies and programmes with patients	Patient Engagement Webinar Series	https://cepc.ucsf.edu/webinar-resource	Video/Webinars	in Primary Care & Center for Care	This is a five-part patient engagement webinar series. Each webinar in this series will focus on a different topic regarding patient engagement at the organizational level. The goal of this work is to promote best practices for how to support patient engagement within the primary care safety net within.	English	Free	42,43
	The Patient Experience Book: A collection of the NHS Institute			Innovatiosn				
4.2 Learning from patient experience for safety improvement	for Innovation and Improvement's guidance and support	https://www.england.nhs.uk/improven	Blook	NHS	This bonds is for people with designated responsibility for improving patient experience – both as providers of services and as commissionens. It is intended to give you the evidence you need to influence others, both at management/board level and team level, to focus on improving patient superienze.	English	Free	
4.2 Learning from patient experience for safety improvement	Good for Health, Good for Business: The Case for Measuring	http://forces4quality.org/af4q/downlo	Brief	The Robert Wood Johnson Foundation	This brief outlines the dinical and business benefits of measuring and addressing patient experience of care, and offers messages for conveying this information to stakeholders.	English	Free	
	vatient experience or care		Dyldence Scan					
4.2 Learning from patient experience for safety improvement	No. 18 Measuring Patient Experience	https://www.health.org.uk/sites/defau	(guidance)	The Health Foundation	he opiniess of patients and their femily and fineds are a by component of the quality of healthcare, and their is no increasing force on emproving patient opiniess. These are may approaches the measuring patient and carre operances of health various. This evidence is no reviews published research about these approaches to help gain an understanding of the advantages and instations of different methods.	English	Free	
4.2 Learning from patient experience for safety improvement	Patient experience in adult NHS services: improving the experience of care for people using adult NHS services	https://www.nice.org.uk/guidance/cg11	Guidance	NICE	Taken together, the recommendations in this guidance capture the essence of a good patient experience. Their implementation will help to ensure that healthcare services are acceptable and appropriate, and that all people using the MEG have the best possible experience of care. The recommendations in this guidance are directed principly at clinical staff, but patient experience is also agridually affected by constants with non-	English	Free	
					dinical staff such as recoptionists, derical staff and domestic staff. This guide will explain the basic principles of gathering patient feedback and provides an overview of the different methods and techniques. It			
4.2 Learning from patient experience for safety improvement	Using Patient Feedback	https://www.chssurveys.org/Tilestors/	Guidance	Picker Institute	This guide will explain the basic principles of gathering patient feedback and provides an overview of the different methods and sechniques. It outlines what to do with feedback once you have collected it in order to bring about improvements to healthcare services. Our guidence is based on what patients say is important, and what healthcare staff tell us works effectively.	English	Free	6.1
4.2 Learning from patient experience for safety improvement	Measuring & Using Patient Experiences: Surveying Adult and	https://www.pidoer.org/wp-content/up	Powerpoint	Picker Institute	A presentation held at the patietn experience conference in 2015. It describes how patient feedback surveys can be conducted, specifically for a	English	Free	
	Child Patients			Australian Institute	paedistric suddince. It then mentions how survey results can be used for service improvement.			
4.2 Learning from patient experience for safety improvement	Patient-reported experience and outcome measures	https://www.athur.gov.au/getmedia/31	Report	of Health and Welfare	This article presents information on the current and potential use of patient-reported experience and outcome measures in Australia.	English	Free	
4.2 Learning from patient experience for safety improvement	Learning from serious incidents in NHS acute hospitals	https://www.cqc.org.uk/sites/default/fi	Report	Care Qualiy	One of the most common issues we find is the way that organisations investigate, communicate and learn when things go wrong. We wanted to get a better understanding of these issues, so we decided to carry out a review of a sample of serious incident investigation reports. We also wanted to	English	Free	
	Key learning from the Dana-Parber Cancer Institute's 30-year				test a method that we could use in our inspections and identify ways that we could help to encourage improvement.			
4.2 Learning from patient experience for safety improvement	Key learning from the Dana-Farber Cancer Institute's 10-year patient safety journey	http://www.ibi.org/resources/Pages/Pu	Report	1041	The triggs charmothrough reventions to firstly informs and Marcero Esterman, which were discovered at the Gasic Serber Cancer ventiline (DECI) in Annivary 1909, we will known to the carecommentity and the packle With 2004 to Colon Reside (the 1 Digital consistency the 1 Digital commissionary of these events, DECI laudership is assessed its patient which yet leaving. The six most critical elements of learning were as follows: the responsibility and power of all standards in a data contact velocity after mostly and the mostly the residence developes colonized and colonized contact and an article and the colonization contacts county and colonized and search and the colonization contacts and the colonization contacts and the colonization colonization of the colonization colonization colonization colors and the colonization colors and the	English	Free	
4.2 Learning from patient experience for safety improvement	Analysis of trends in NHS inpatient surveys 2005–13	https://www.kingsfund.org.uk/sites/de	Report	King's Fund & Picker Institute	Patient surveys – recognised internationally as a key marker of the quality of care, and an important tool for improvement in the NMS – provide a unique pempective, comprehensiting the wealth of other data on hospital performance gathered by trusts and regulators. The King's Fund and Picker Institute Europe have analyzed longitudinal inpatients survey data for eache trusts over a nine-year period (from 2005 to 2013), be report in a	English	Free	6.17
	Report of the Mid Staffordshire NHS Foundation Trust Public	hitro-/fanous pro-hitro-		Mid Staffordshire NHS Foundation Trust Public Inquiry	summary of these findings.			
4.2 Learning from patient experience for safety improvement	Inquiry	gov.ux/government/publi	report	Trust Public Inquiry	This is a summary of the Mid Staffordshire NHS FoundationTrust public inquiry with a set of recommendations from the lessons learned. The final export and recommendations to the Director General Research and Development / Chief Medical Officer (CMCI) Insurtment of Health of the	English	Free	
4.2 Learning from patient experience for safety improvement	Going the Extra Mile: Improving the nation's health and wellbeing through public involvement in research	https://www.nihr.ac.uk/documents/ab	Report	National Institute for Health Research	The final report and recommendations to the Director General Research and Development / Chief Medical Officer (CMG) Department of Health of the Treaking Boundaries' strategic review of public involvement in the National Institute for Health Research (NPR)	English	Free	
4.2 Learning from patient experience for safety improvement	NHR Improving Care by using Patient Feedback: Themed Review	https://content.nihr.ac.uk/nihndc/them	Themed Review	NHR	We wrote this review to bring together emergent themes and to provide practitioners, policy maken and the public with an overview of the findings of current NRM-funded research and to influence debate, policy and practice on the use of patient experience data.	English	Free	
4.2 Learning from patient experience for safety improvement	Friends and Family Test	https://www.endand.nhs.uk/fft/	Tool	NHS	The Priends and Family Test (PET) is an important feedback tool that supports the fundamental principle that people who use NMS services should have the opportunity to provide feedback on their experience. Littlering to the views of patients and staff helps identify what is working well, what	English	Free	6.1
4.2 Learning from patient experience for safety improvement	Friends and Family Test	onto / www.angang.ms.uo.ms	Tool	NHS	have the opportunity to provide feedback on their experience. Listening to the views of patients and staff helps identity what is working well, what can be improved and how.	English	Free	6.1
				NHS Institute for	h Aust A Routine Operation Martin talks about his experience of losing his wife during an apparently routine procedure and his hopes for making a dhappe to practice in healthcare. As a result of his personal experience, Martin Bromliey founded the Clinical Numan Factors Group in 2007. This			
4.2 Learning from patient experience for safety improvement	Just a Routine Operation	https://www.youtube.com/watch?v=lsf	Video	Innovation and	ecous brings together experts, chairious and enthusiasts who have an integrat in placing the undentanties of human factors at the heart of	English	Free	6.5
4.2 Learning from patient experience for safety improvement	Using patient experience for improvement	https://www.pointofcarefoundation.or	Webpage	The Point of Care Foundation	A guide supporting distail, patient reperience and quality teams to draw on patient experience data to improve quality in healthcare. Describes how to gather data, get started with quality improvement and finally improve care.	English	Free	4.1
4.2 Learning from patient experience for safety improvement	Chartered Institute of Engonomics & Human Factors: Learning from adverse events	https://www.ergonomics.org.uk/comm	White Paper	Chartered Institute of Ergonomics & Human Factors	This white paper shares the knowledge and experience of human factor sin incident prevention and management. IT is designed to help organisations to understand these key principles and human factors and ooffer practical guidance in how to improve the way adverse events are managed.	English	Free	2.1, 2.4, 4.2
4.1 Deligent arburyates and nations of the decomposition	Champions in Care	https://www.skillsforcare.org.uk/Ah	Nor	skills for care	ministration. Shirley Lough, registered manager at START and a member of the National Skills Academy for Social Cire, describes how creating 'Champton' roles halped them advises an outstanding rating.	English	Free	
and accounts and pattern sarrey champions	and the same		Blog	ruf Care		English	FFEE	
4.1 Delicent arburates and anticotraction	Patients for Patient Safety: Partennships for Safer Health care	https://goggy.john.int/mytimanshid	Brochure	WHO	he Mississ for Release Sufery programme is a core priction of the MEO Delean Sules Programme (PSP), Guided by an Advisory Coresponded on a desirent and with the Secretarial based of Mississ (by programme superiors) a global primoter. Secretaris for Priests Selfest is an unique approach with MEO to repige and empower patients in the belief that by sharing experiences and expertise, each individual and organization can learn and improve. Pulsation Selfest Selfey (PSP) with the patient experience as a learning foul and expendite patient deleaning and involvement in patient of the patient of the Selfest Selfey (PSP) and the patient experience as a learning foul and expendite patient deleaning and involvement in patient of the Selfest Selfest Selfey (PSP) and the Selfest Selfe	Seatob.	Free	7.3
and accounts and pattern sarrey champions	s no reserv. serety: Parternarips for Safer Health care	and the conjust territory (par	- around?#		WHO to engage and empower patients in the belief that by sharing experiences and expertise, each individual and organization can learn and exprove. Patients for Patient Safety (PPPS) uses the patient experience as a learning tool and promotes patient leadership and involvement in patient safety efforts at all levels.	English	Free	7.3
4.3 Patient advocates and patient safety champions	Canadian Patient Safety Officer Course	https://www.patientsafetyinstitute.ca/	Course	Canadian Patient Safety Institute	Providing an overview of the fundamentals of patient safety, the Canadian Patient Safety Officer Course equips healthcare professionals and leaders with the information, tools, and exchanges to build a strong patient safety culture within their organizations.	English	\$2,295 Canadian Student, \$2,495	5.1
		hitten-/fannag gendered ab					Free	
are entranged and patient safety champions	A guide to support maternity safety champions		uuldance	neff)	this paids will enable, support and empower you as a maternity safety champion, whether at frontlier, front board or regional level. The guide augusts a mass of optimizing efficient whether of information between individuals in trusts whose roles provide insights into areas where local safety needs neight be addressed locally.	English	Free	
4.3 Patient advocates and patient safety champions	NHS Patient Safety Strategy: Identifying patient safety specialists	https://www.england.nhs.uk/ep-conte	Guidance	NHS	The NHS Patient Safety Strategy set the ambition for the new role of patient safety specialist 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	
4.3 Patient advocates and patient safety champions	Starting and Sustaining a Patient Advisory Board: Patient Liaison Handbook	https://cepc.ucid.edu/sites/cepc.ucid.ed	Handbook	San Fransisco General Hospital	The purpose of a Patient Advisory Board is for patients to provide their unique and invaluable perspective to clinic management, staff, and providers about how to make improvements, with the poal of better serving all clinic patients. San Fransisco General Roupital provides guidance on how to create a PAS, through their own separations.	English	Free	41
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4.3 Patient advocates and patient safety champions	Forming a Patient and Family Advisory Council (PFAC)	https://edhub.ema.essn.org/steps-fors	Module	АМА	The learning objection of the models are: Learning with a special process of the model of the special process of developing a business care for PRAC and engaging the special process of developing a business care for PRAC and engaging the special process of the special proce	English	Free	
4.3 Patient advocates and patient safety champions	WHO World Alliance for Patient Safety: London Declaration	https://www.who. int/patientsafety/pa	at Report	WHD	The declaration of Patients for Patient safety, which are parterns in the effort to prevent all avoidable barm in healthcare.	English	Free	7.3
4.3 Pablent advocates and patient safety champions	Summer Training Course for Young Patient Advocates (STYPA)	https://www.eu-patient.eu/Capadity-B	Training course webpage	European patients Forum	The Summer Training Course for Young Patient Advocates – Leadership Programme is an exciting and unique opportunity offering a tailored high- quality staining to young (IE-30) patient advocates or representations of young patient advocates who have the motivation to learn more about advocacy and maximist their leadership potentials in real externment.	English	Free	
			mespage	roidii	advocacy and maximise their leadership potentials in real environment.			
4.3 Patient advocates and patient safety champions	Patient Safety Advocates	https://patientsafetymovement.org/ad	2 Webpage	Patient Safety Movement	A list of patient safety for Patient Safety Movement advocates and their motivations for becoming patient safety advocates.	English	Free	
4.4 Patient Safety Incident Disclosure to Victims	Disclosure of Errors	https://psnet.ahrg.gos/orimer/discloss	tiog	Agency for Healthcare Research	The Patient Safety Network of the Agency for Healthcare Research and Quality describes how disclosing errors to patietrs can improve patiets safety. If outlines how the benefits of this and highlights some institutions that have undergone this.	English	Free	
				and Quality				
4.4 Patient Safety Incident Disclosure to Victims	Topic 8: Engaging with patients and carers	https://www.who.int/patientsafety/ed	Curriciulum	WHO	The objective of this topic is to understand the ways in which patients and carers can be involved as partners in health care, both in preventing harm and learning and healing from an adverse event	English	Free	
4.4 Patient Safety Incident Disclosure to Victims	Open Disclosure Flowchart for Healthcare Consumers	https://www.safetyandquality.gov.au/s	Flowchart	Australian Commission on	A flowchart for healthcare consumers to use when they experience an adverse event	English	Free	
				Safety and Quality in Australian				
4.4 Patient Safety Incident Disclosure to Victims	Australian Open Disclosure Framework	https://www.safetyandouality.gov.au/	Framework	Safety and Quality in Healthcare	The Australian Open Disclours Framework is a national initiative of the Australian, and state and tentary governments, is conjunction with private haulth services, the Orbergh the Australian Commission on Safety and Quality in Health Care. It is intended to contribute to improving the safety and quality of health care.	English	Free	
4.4 Patient Safety Incident Disclosure to Victims	Access to Medical Records	https://www.avma.org.uk/up-content)	(Guidance	Action Against Medical Accidents	This self-help guide contains all the information that patients should need to access their medical records, or those of a loved one or someone who has died, and what action they can take afterwards.	English	Free	4.5
4.4 Patient Safety Incident Disclosure to Victims	Counselling and psychological support following avoidable harm	https://annu sures org.uk/sm.contant	Guidance	Action Against	This leaflet aims to offer some key principles to patients that may help them decide whether they want to access counselling (therapy), what to	English	Free	45
4.4 Patient Safety Incident Disclosure to Victims	in healthcare The Duty of Candour	https://www.avma.ore.uk/wp-content/	Guidance	Medical Accidents Action Against	consider when choosing a counsellor (therapist) and what to expect when they go for counselling. The duty of candour is a statutory (pigal) duty to be open and honest with patients (or service users), or their terralies, when something goes wrong, that appears to have caseed or could lead to significant harm in the future. This leaflet explaint or patients what to expect if such an incident occurs.	English	Free	45
NA PROBLEM SHELY HOUSEN DISCUSSIVE TO VICINIS	ine buy or carabas		dudite	Medical Accidents	with appears to rainer season or source less to approximate testing or the source respective to promote the source results of the so	Legen	7.00	
4.4 Patient Safety Incident Disclosure to Victims	Your Rights	https://www.svms.org.uk/ep-content/	Guidance	Action Against Medical Accidents	This guidance for patient's describes their rights if they have been the victim of avoidbale harm in healthcare and how to take action.	English	Free	
4.4 Patient Safety Incident Disclosure to Victims	Open disclosure of things that don't go to plan in health care: A booklet for patients beginning an open disclosure process	https://www.safetyandquality.gov.au/	Guidance	Australian Commission on Safety and Quality in	This guide has been designed to help patients in open disclosure of their own care or of a relative/friend. This guide focuses on health services (including hospitals) and doctors and nurses, but also covers health care provided in other health facilities and by other healthcare providers.	English	Free	
4.4 Patient Safety Incident Disclosure to Victims	The duty of candour: guidance for providers	https://www.cgc.org.uk/sites/default/i	Guidance	coc	The duty of candour requires registered providers and registered managers (known as 'registered persons') to act in an open and transparent way with people receiving care or treatment from them. The registation also defines 'notifiable safety incidents' and specifies how registered persons must	English	Free	
					EAST HE RIP WATERWAY STREET EASTERN AFTER			
4.4 Patient Safety Incident Disclosure to Victims	Confidentiality Guidance	https://www.gmc-uk.org/ethical-guidar	Guidance	GMC	has guidance outlines the framework for considering when to dischore patient, framework information and then applies that framework to disclosures to support the discrete and included applies and others are disclosures for all other papers and others are disclosures for all other papers. This patience also sets out the responsibilities of all describe for managing and protecting patients information. Note that the patients were particularly all the patients and the patients are particularly as the patient patient to formation. The patients were described when the patients are particularly and their page patient patients are particularly and their page patient patients.	English, Welsh	Free	
4.4 Patient Safety Incident Disclosure to Victims	Openness and honesty when things go wrong: The professional duty of candour	https://www.gmc-uk.org/-/media/docu	Guidance	GMC	In this gozianno we expore whith deling open and notices about mistasis means in practice. And whole responsibility is to explain and record what has gone wrong. We include practical advice on: when and who you should apologise to, what to include in an apology, how to say sorry. There is	English, Welsh	Free	45
4.4 Patient Safety Incident Disclosure to Victims	Guidance on Open Disclosure Policies	https://www.hdc.org.nz/media/5372/g	Guidance	Mealth and Disability Commissioner	Internationally, there is a move towards the development of national standards and organisational policies to promote open disclosure. Set out in this guidance are guiding points that provider organisations should consider when developing open disclosure policies.	English	Free	41,42
4.4 Patient Safety Incident Disclosure to Victims	Confidentiality - NHS Code of Practice	https://assets.publishing.service.gov.ul	Guidance	NHS	repose is to procee guidance to the arro are area reused organisations on petient information complemently instant, alone, uses, and use, new endorsed the document. This will help send a consistent message across the Service on confidentiality and issues around the processing of patient	English	Free	
4.4 Patient Safety Incident Disclosure to Victims	Saying Sorry	http://resolution.nhs.uk/wo-coreers/	Guidance	NHS	Guidance for healthcare professionals on how to apologies after avoidable harm in healthcare has been caused	English	Free	
		THE WAS ASSESSED.	-consent.il	M		sogisti	1166	
4.4 Patient Safety Incident Disclosure to Victims	Open Disclosure Handbook	https://www.cec.health.cow.eov.au/_	S Handbook	Clinical Excellence Commission	The Open Disclosure Handbook has been prepared by the Clinical Excellence Commission as a resource for clinicians and other health care staff and an extension of the Commission of the NSW Health Open Disclosure Policy PODIG-QUB and the Australian Open Disclosure Policy PODIG by Australian Commission on Safety and the Commission of the Commission of	English	Free	
4.4 Patient Safety Incident Disclosure to Victims	Disclosure of Adverse Events to Patients	https://www.ethics.va.gov/docs/policy	Policy	Department of Veteran Affairs	Quality in Health Care in 2011. This Verrans Health Administration (VHA) directive establishes the policy to ensure consistent practice in disclosing to patients or to the patient's exercised and administration (VHA) directive establishes the policy to ensure consistent practice in disclosing to patients or to the patient's ensured revenues and extractive establishes the policy of the ensured area.	English	Free	
4.4 Patient Safety Incident Disclosure to Victims	Open Disclosure Policy	https://www1.health.now.gov.au/pds/c	A Policy	NSW Government	This policy sets out the minimum requirements for implementing open disclosure within NSW Health facilities and services, describes when open	English	Free	
				American College of	disclosurs is required, defines the two stages of the open disclosure process - clinician disclosure and, where indicated, formal open disclosure - outlines key steps, and outlines the roles and responsibilities for NOW Health staff in relations to open disclosure. Adverse outcome, are a reality of medical care and affect patients, but also affect health care practitioners. Thus, health care practitioners and		**	
4.4 Patient Safety Incident Disclosure to Victims	Disclosure and Discussion of Adverse Events	https://www.acog.org/clinical/clinical-g	Report	Obstetricians and Gynecologists'	institutions should understand how to best disclose and discuss adverse events with patients and their families. Beyond disclosure, health care teams also must look to each other, identifying and assistive health care conclisioners and arcifary staff who become deceily affected by the adverse	English		
4.4 Patient Safety Incident Disclosure to Victims	The Sorry Works\ Coalition: Making the Case for Full Disclosure	https://www.jointcommission.org/-/m	Report	The Joint Commission	This article describes The Sorry Works! Coalition, an organization of doctors, lawyers, insurers, and patient advocates that is dedicated to promoting full disclosure and applogies for medical errors as a "middle-ground solution" to the medical malpractice crisis.	English	Free	
4.4 Patient Safety Incident Disclosure to Victims	Review: implementation of the AustralianOpen Disclosure Framework	https://www.safetsandquality.gov.au/	Beview	Commission on Safety and Quality in	review and consult on: the activities undertaken by Australian health services, jurisdictions and the private hospital sector to implement the Framework, including state, territory and organizational policies, processes, training and strategies. Also review the extent to which the Framework	English	Free	
4.4 Patient Safety Incident Disclosure to Victims	Communication and Optimal Resolution (CANDOR)	https://www.ahro.gov/patient-safety/o	Toolkit	Agency for Healthcare Research and Quality	Communication and Optimal Resolution (CANCOR) is a process that health care institutions and practitioners can use to respond in a timely, thorough, and just way when unexpected events cause patient harm. This AHIQ tookis, based on the CANCOR process, is intended to assist hospitals in intellementine communications and optimal resolution oronaries.	English	Free	
4.4 Patient Safety Incident Disclosure to Victims	Disclosing Errors: Calgary-Cambridge Guide	httro-/ Januar hop inferred abrest/rest-ha	Total Contact	and Quality	to implementation communication and continual resolution programs. A step-by-step guide on how healthcare professionals can disclose a medical error to their patietrs.	English	Free	
NA Parent Safety Houses Encourse to Victoria	associate cross-cargory-cantaloge desce		TOURCE OUTUBRIES	Australian	A sub-roll-body Serve must use some breastware reu merces a useries and a man benefits	Light	****	
4.4 Patient Safety Incident Disclosure to Victims	Open Disclosure resources for clinicians and health care providers	https://www.safetyandouality.gov.au/	Webpage compendium	Commission on Safety and Quality in Maniferance	A compliation of resources for healthcare professionals to use for open disclosure	English	Free	
4.5 Information and Education to Patients and Families	QuestionBuilder App	https://www.ahro.gov/questions/ques	Арр	AHRQ	The AHRQ Question Builder app helps patients and caregivers prepare for medical appointments and maximize visit time. It enables patients to select or create questions that they can ask during their accontinent.	English	Free	6.5
4.5 Information and Education to Patients and Families	8 Ways to Improve Health Literacy	http://www.ibi.org/communities/blogs	al Blog post	194	HE Decoutive Director Frank Federico describes what care providers should do to improve their communication with patients to help improve the safety and reliability of care.	English	Free	
4.5 Information and Education to Patients and Families	Shared Decision Making	https://www.healthit.eox/sites/default	Sheet/Resource		This document is an educational fact sheet about shared decision making in healthcare. It also provides selected tools that can help organisations with shared decision making.	English	Free	5.1
4.5 Information and Education to Patients and Families	The 10 Questions You Should Know	https://www.ahrq.gov/questions/10qu	Guidance	AHRQ John Hapkins	The AHRQ sets out 10 questions that pateits should know the answer to for their healthcare visits. 5	English English, Spanish, French, Chinese, German, Portuguese,	Free	
4.5 Information and Education to Patients and Families	Living Well with Asthma	https://staywell.mydigitalpublication.c	Guidance	Medicine	Dring Well guides are designed by John Hopkins to provide excellent information about managing a chronic condition. Each guide includes interactive features to enhance the learning experience of patients. They can watch videos, laten to the audio recording of each section, highlight text and more.	Chinese, German, Portuguese, Italian English, Spanish, French,	Free	
4.5 Information and Education to Patients and Families	Dring Well with Chronic Lung Disease	https://staywell.mydigitalpublication.c	Guidance	John Hopkins Medicine	Diving Well guides are designed by John Nopkins to provide excellent information about managing a chronic condition. Each guide includes interactive features to enhance the learning experience of patients. They can watch videos, laten to the audio recording of each section, highlight text and more.	Chinese, German, Portuguese, Italian	Free	
4.5 Information and Education to Patients and Families	During Well with Diabetes	https://staywell.mydigitalpublication.c	Guidance	John Hopkins Medicine	Uving Well guides are designed by John Hopkins to provide excellent information about managing a chronic condition. Each guide includes interactive features to enhance the learning experience of patients. They can waith videos, laten to the audio recording of each section, highlight text and more.	English, Spanish, French, Chinese, German, Portuguese, Italian	Free	
4.5 Information and Education to Patients and Families	Duing Well with Heart Disease	https://staywell.mydigitalpublication.c	S Guidance	John Hopkins Medicine	Dring Well guides are designed by John Hopkins to provide excellent information about managing a chronic condition. Each guide includes interactive features to enhance the learning experience of patients. They can waich videos, laten to the audio recording of each section, highlight text and more.	English, Spanish, French, Chinese, German, Portuguese, Italian	Free	
				John Hopkins		English, Spanish, French.		
4.5 Information and Education to Patients and Families	Living Well with Heart Failure	https://staywell.mydigitalpublication.c	Guidance	Medicine	Dring Well goldes are designed by John Hopkins to provide oscillent information about managing a chronic condition. Each golde includes interactive features to enhance the learning experience of patients. They can waith videos, batter to the audio recording of each section, highlight text and more.	Chinese, German, Portuguese, Italian	Free	
4.5 Information and Education to Patients and Families	The SHARE Approach: A Model for Shared Decision Making	https://www.ahrp.gov/sites/default/fil	Guidance/Toolkit	AHRQ	he SMER Approach is a five-step process for shared decision making that includes exploring and comparing the benefits, haves, and nisks of each option through meaningful dislique about what matters must to the patient. It also provides a curriculum, tools, webitars and success stories of the SMER approach.	English	Free	
4.5 Information and Education to Patients and Families	Shared Decision Making: Summary Guide	https://www.england.nhs.uk/publicatio	Guide and Tool	NHS	Men Augustions Making Summary Guide is intended for people leading local implementation of shared decision making. It enables: increased understanding of good shared decision making commissioning of local shared decision making initiatives and embedding them in care pathways provides to have better conversations with people using services, theorety supporting them on make more informed choices based on their	English	Free	5.1, 6.3
					personal values and preferences and what is known of the risks and benefits The externing session takes about 30 misustes to complete. At the end of the session, you will know why health literary is important and brew to use.			
4.5 Information and Education to Patients and Families	Mealth Literacy programme	https://www.e-lth.org.uk/programmes.	Programme	NHS	some simple techniques including TeachBack, chunk and check, uning pictures and simple language to improve how you communicate and check understanding with others. After each section you can complete an action plan of how you intend to use the techniques in your practice.	English	Free	
		https://anne has the sk/sites/defects		Health Education	This report focuses on how education and training interventions can actively improve patient safety. There is a real need for a systematic approach		-	
commercial and education to varients and families'	Improving Safety Through Education and Training		Report	England	that uses learning tools effectively, both for short term reduction in risk to patients and also to build a long-term, sustainable learning environment within healthcare that is centred on patients and on the need for the safest care possible.	English	Free	
4.5 Information and Education to Patients and Families	Improving health literacy to reduce health inequalities	http://www.healthliteracyplace.ore.uk	& Report	Public Health England + UCL Institute of Health	This practice resource is based on analysis of research and service literature on health literacy including statistical evidence, primary evaluations of interventions, network-level studies of interventions, and descriptions of interventions. The report draws on the evidence base and examples of local practice to filastrate notable approaches for local action.	English	Free	[]
				Institute of Health Equity	practice to illustrate notable approaches for local action.	-		
4.5 Information and Education to Patients and Families	AHRQ Shareable Resources	https://www.ahro.gov/questions/resor	Resource Compilation	AHRQ	The resources will help patient prepare for medical appointments, ask questions, and talk with members of their health care team.	English	Free	
	Princeton Dations	hitter (farmer planes to be a	Resource	Center for Disease Control and	Resources are available in various formats—flyers, fact sheets, posters, videos, web buttons—and includes links to other useful web=== CDC			
4.5 Information and Education to Patients and Families	Educating Patients	uuuga: / reverse.cdc.gov/vaccines/hcp/pat	Compilation	Control and Prevention	Resources are available in various formats—Byers, fact sheets, posters, videos, web buttors—and includes links to other careful verbilles. CDC materials can be downloaded, copied, and distributed to patients. Some items can be ordered through an online ordering system.	English	Free	
4.5 Information and Education to Patients and Families	Live Well Guides	https://www.nhs.uk/hon-well/	Resource Compilation	NHS	Guidance, above, tips and tools for patients to make informed choices about their health and wellbeing. They cover various areas of health that guide people about questions and towards appropriate resources.	English	Free	
4.5 Information and Education to Patients and Families	Speak Up Campaigns	https://www.jointcommission.org/reso	Resource Compilation	The Joint Commission	The goal of the Joint Commission's Speak Up patient Safety Programme is to help aptients and their advocates become active in their care. They provide infographics and animated violetos for patients for various healthcare scenarios	English	Free	6.2
4.5 Information and Education to Patients and Families	Self-help guides	https://www.avma.org.uk/helo-advice/	Resource Compliation	Action Against Medical Accidents	AvAA's self-help guides have been written by experts to help guide patients through the process of taking action following a medical injury. In clear and straightforward language, they set out the procedures patients will need to follow, and legal rights and obligations, and contain useful contact	English	Free	(individual resources seelected
				reus.al Accidents	details for regulatory bodies, advice services and other organisations that may be of help.			resources seelected for 4.4)
4.5 Information and Education to Patients and Families	Mind of My Own	https://mindofreyown.org.uk	Service	MindOfMyOwn	As Mont of May Claim on believe that every child should be able to previous to their loved experience—and he heard. We create fully accessible appart that provide a variety deglate solution to advance quarteral of defender cipitat, as is such we are the only digital storage of the support Article 12 of the United Nations Convention on the Rights of the Child (UNCRIC).	English	Free	41
4.5 Information and Education to Patients and Families	Accessible Information Standard	https://www.england.nhs.uk/nurwork/	5 Standards	NHS	The Standard sets out a specific, consistent approach to identifying, recording, flagging, sharing and meeting the information and communication support needs of patients, service users, carers and parents, with a disability, impairment or sensory loss.	English (Video in BSL and subtitles)	Free	[]
	and the SATE Manager	hitter () manual advantage of the control	7	Charles		English, Dutch, Norwegian, Spanish, Danish, French, Swedish, Mandarin, Traditional Chinese, German,		
Afternasion and Education to Patients and Families	collaboRATE Measure		1001	Glyn Elwyn	A patient reported measure with three brief questions completed after a consultation, to assess how well informed the patient is	yweash, Mandarin, Traditional Chinese, German, Japanese Chinese, Cook, Transport	Free	
4.5 Information and Education to Patients and Families	The 9-item Shared Decision Making Questionnaire	http://www.patient-ab-partner.de/ind	Tool	Patient als Partner	The S-Item Shared Decision Making Questionnaire was developed in a theory-driven manner and measures the extent to which patients are involved in the process of decision-making from the perspective of the patient (patient version SDM-Q-0) and from the perspective of the physician insuring SDM-Q-0.	Dutch, English, Filipino, French, German, Greek, Hebrew, Hungarian, Italian,	Free	
					wenion SDM-Q-Doc).	Japanese, Korean, Lithuanian,		
	Se More Engaged in Your Healthcare	https://www.ahro.gov/sites/default/fil	a Toolkit	AHRQ	The AHRQ, provides patients with practical tips to use before, during and after their medical appointment by being engaged with their appointment.	English	Free	
4.5 Information and Education to Patients and Families		I.			The purpose of this Toolkit is to provide evidence-based evidence to support release was nearlies in additional basish like to the Yorkit was had.			
4.5 Information and Education to Patients and Families					governor or support primary the practices in addressing neutral interacy, the Toolkit can help			1
4.5 Information and Education to Patients and Families 4.5 Information and Education to Patients and Families	ARRQ Health Literacy Universal Precautions Toolkit	https://www.ahrq.gov/sites/default/fil	Toolkit	AHRQ	he purpose of this Tocklis is to provide evidence based guidence to support primary care practices in addressing health iteracy. The Toolst can help practices reduce the complexity of health care, increase patient understanding of health information, and enhance support for patients of all literacy levels. The Toolst comprises 3.2 tools addressing a domain that are important for promoting health literacy in practice.	English	Free	ļ ļ
4.5 Information and Education to Patients and Ferniles 4.5 Information and Education to Patients and Ferniles		https://www.ahrq.gov/sites/default/fill	E Toolkit		practions reduce the complexity of health care, increase passive understanding of health information, self enhances support to patients of all therapy in practices. A patient in the patients of all therapy in practices. 1. Sophical Communication. 1. Molitates Communication.	English	Free	
4.5 Information and Education to Patients and Parelles 4.5 Information and Education to Patients and Families 4.5 Information and Education to Patients and Families 4.5 Information and Education to Patients and Families	AMIQ Health Literacy Universal Precautions Toolket Mealth Literacy	https://www.ahmg.gov/sites/default/fill https://healtheducation.england.share	E Toolkit	AHRQ Health Education England	1 Späte Controllation Auditor Communication	English English	Free	5.1
Stiffermation and Education to Protection and Formities Indianatesis and Education to Protection and Education Indianatesis and Education to Protection and E		https://www.ahrq.gov/utss/default/fili https://www.ahrq.gov/utss/default/fili https://www.ahrq.gov/utstonengland.shure	Toolkit Toolkit Video Resources	Mealth Education	1 Späte Controllation Auditor Communication		Free Free Free	5.1
4.3 Information and Education to Potentia and Families 4.3 Information and Education to Potentia and Families 4.5 Information and Education to Potentia and Families 4.5 Information and Education to Potentia and Families	Nealth Literacy Patient and Clinician Videos	https://www.ahra.gov/uten/defeath/fill https://www.ahra.gov/uten/defeath/fill https://www.ahra.gov/uten/defeath/fill https://www.ahra.gov/usention.ahra/defeath https://www.ahra.gov/usention.ahra/defeath https://www.ahra.gov/usention.ahra/defeath https://www.ahra.gov/usention.ahra/defeath	P Toolkit Video Resources	Health Education England	1. Spaint Commission Assistant Commission Assistant of resource about Neight Henry Assistant of resource about Neight Henry These data index, patient that should be enright quantities can help patient that before one of Homestee, for bottom and go the opt care at registration. Outside are well about the complete control of the complete control of the complete control of the complete of our teachboart team and and their control on assessment.	English English	Free	
4.5 Information and Education to Patients and Families 4.5 Information and Education to Patients and Families	Health Uteracy	https://www.ahma.gov/uhten/defesis/fill https://www.ahma.gov/uhten/defesis/fill https://www.ahma.gov/usetistens-beder https://www.ahma.gov/usetistens-beder https://www.ahma.gov/usetistens-beder https://www.ahma.gov/usetistens-beder	9 Toolkit	Health Education England	1 Späte Controllation Auditor Communication	English	Free	5.1