Title: Compendium of Tools & Resources on Patient Safety-Strat File Name: GKPSLINGA04-20232406	tegic Objective 4							
4. Patient and family engagement	Name	Link	Type of resource	Source	Description	Language	Cost	Interlinking areas
4.1 Co-development of policies and programmes with patients	Crossing the Quality Chasm: A New Health System for the 22st Century	https://www.nap.edu/read/10027/chap	Book	Institute of Medicine	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 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 dimen-	English	Free (pay for hardback/	1.1, 1.2, 2.1, 2.2, 4.1, 5.1, 6.5
A 1 Co-design meet of policies and organizations with nations	The Patient Voice in Value: The National Health Council Patient-	https://nationalhealthcouncil.ore/wo-o	- Irameansk	National Health	isions, for all Americans. The purpose of the Value Model Rubnic is to provide a tool that the patient community, physicians, health systems, and payers can use to evaluate the patient centeredness of value models and to guide value model developers on the meaningful incorporation of patient engagement throughout	English	Pree Free	
	Centered Value Model Rubric			Council			h	
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/10665	Framework	WHO	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 articulate a breader, inclusive approach to enhance the health security of populations while sading the recovery and resilience of communities and health systems. The mentals of collaboration across the organization and patients to achieve the goal of the CCQ fearworks are undepited and	English	Free	
A 1 Co. double-control of column and consequence on the column	Engaging patients, carers and communities for the provision of coordinated/integrated health services: strategies and tools	https://seesse.euro.who.int/en/health.to		WHO	monine the support of all.  The paper illustrategies aimed at engaging patients, their families, and carer to be an active part of health classes management and bractment, guiding them to make informed classes. Furthermore, it outlines strategies aimed at engowering populations to adopt responsible health filterinde and are unatteneously in influence determinance of Annih in a forum notifies these descriptions between the description of the particular descriptions and are considered and an activities of the description of the particular des	English	Free	
4.1 Co-development of posture and programmes multipatients	coordinated/integrated health services: strategies and tools  From vision to action: making patient-centred care a reality	harman de la companya	TI ZI III III III III III III III III II	The King's Fund	Steamers, gracing their transfer control of the con	English	Free	
4.2 Co-development of posteriorand programmes man paramite			FIZINGALIA		stratesic directions that will have n impact on the quality and cost-effectiveness of 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	Lightin	nee .	
4.1 Co-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	https://www.ipfcc.ore/resources/Partne	Framework/Compe ndium	Institute for Patient- and Family-Centred	guidance to key contitioents in health care—patients and families, providers, administrators, educators, researchers, advocates, and funders—for advancing patients—and family-content care, and specifically for creating partnerships with patients and families in quality improvement and health care redesign. Many of the report's recommendations are illustrated by examples drawn from health facilities and other organisms that are	English	Free	2.3, 4.3, 5.1
				Agency for	making avamplary progress in partnering with nations and families		$\vdash$	
4.1 Co-development of policies and programmes with patients	The Guide to Improving Patient Safety in Primary Care Settings by Engaging Patients and Families	https://www.ahrp.gov/sites/default/file	Guidance	Healthcare Research and Quality	The Guide to Improving Patient Safety in Primary Care 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 safety. The Guide includes materials and resources to help primary care sractious inclinent solation and family enzagement to incroove statest safety.	English	Free	1.5
						l.		
4.1 Co-development of policies and programmes with patients	Engaging Patients in Patient Safety – a Canadian Guide	https://www.patientsafetyinstitute.ca/s	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	
					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		<b></b>	
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	have learnt to far. They focus on three thermes:  - Changing the way services are managed and delivered - Changing the way services are commissioned.	English	Free	
					This is the second of three reports on co-production from a partnership between nef (the new economics foundation) and NESTA. The first task is to understand the challenges faced by these gractitioners as they have experienced them. As detailed in this report, these include difficulties in securing	Ī		
4.1 Co-development of policies and programmes with patients	Public Services Inside Out: Putting co-production into practice	https://media.nesta.org.uk/documents;	Guidance	NESTA & nef	This is the second of their reports on co-production from a partnership between off the new economic foundation) and MESTA. The first task is to discretized the discharges fixed by these proceedings and any though experiment of them. All detailed in this report, these include difficulties in securing support from existing funding and commissioning studiously approaches to sude and accountability in public services, and developing the professional visits from existing foundations are consistent of the support of the proceedings of the procession with the measurement.	English	Free	
	The Challenge of Co-Production: How equal partnerships							
4.1 Co-development of policies and programmes with patients	between professionals and the public are crucial to improving public services	https://media.nesta.org.uk/documents.	Guidance	NESTA & nef	This publication marks the beginning of a partnership between the nef (new economics foundation) and NESTA to develop the evidence base on co- production—working with and learning from frontline practitioners is particular and from this to develop proposals to promote a more positive environment for co-production in our public services and for policymaking.	English	Free	
							$\vdash$	
4.1 Co-development of policies and programmes with patients	Involving people in their own health and care: Statutory guidance for clinical commissioning groups and NHS England	https://www.england.nhs.uk/ag-contes	Guidance	NHS	This guidance supports CCGs and NMS England to fulfil their legal duties to involve people in their health and care, so that people experience better quark use and improved health and wellbeing, and the system nakes more efficient use of resources. The guidance sets out 10 key actions for CCGs and MMS England on how to invoke people in their own health and care.	English	Free	2.2
					and NPS crigans on now to involve people in their own nearth and care.			
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/publications	Guidance	The Health	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 cure, including health care provisionals and these whose use the NEC.	English	Free	45
					What helps to build collaborative relationships among health and care professionals, patients, service users, carers and communities? This guide is a		<b> </b>	
4.1 Co-development of policies and programmes with patients	Patients as partners: Building collaborative relationships among professionals, patients, carers and communities	https://www.kingsfund.org.uk/sites/det	Guidance	The King's Fund	response to that question. It stems from an evolving body of our work focused on exploring and supporting shared leadership. It is reinforced by a growing consensus that health services, agencies, patients and communities need to work together more – and differently.	English	Free	
	Delivering better services for people with long-term conditions:	harm the standard are at the standard	Guidance	The King's Fund	The management of case for people with long-term conditions should be prostable, holistic, preventive and patient-centred. This report describes a conditional service delayer prodet.—It has been of care!—In this contributed service on a number of sites in linguistic principal that have been undersigned that have been undersigned that have been undersigned that there is no solve of care. The house of care model differs from others in two important ways: it encompasses all people with long-term conditions, not be those with a variety disease or in high-time youngs and successions. In a solve two fire preferred, with collaborative personalistic care principal et al.		Free	11
4.1 Co-development of posicies and programmes with patients	Building the house of care	mp. //www.cregound.org.cc/men/der	Guidance	ine kings rund	acritive triest goals. Into notice or care model directs from others in two important ways: it encompasses an people with long-cern conditions, not just those with a single disease or in high-risk groups; and it assumes an active role for patients, with collaborative personalised care planning at its heart.	English	Free	*1
4.1 Co-development of policies and programmes with patients	Building Collaborative Teams: A workshop guide for service managers and facilitators	https://www.england.nhs.uk/improvem	Guidance &	NHS: Integrated Care and Support	This guide is designed to help bring together either two or more tearns or an already integrated team composed of various disciplines, to explore	English	Free	
A 1 Co designment of calling	managers and facilitators  Personalised care and support planning handbook: The journey	https://www.endard.chs.uk/wnt	Toolkit	NHS & Coalition for	proportionities to improve care by inint working on an action plan.  This handbook is one of three service commonship and couldes an introduction to care and support planning. It has been undated for 2016 and		Free	
overeopment of policies and programmes with patients	to person-centred care		ranapook	Collaborative Care	metans has to practical politices, case studies and theory on been to introduce axes and support plearing.  If all the process in the contraction of the contraction	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/gb/ebwha/pdf_f6	Meeting Report	WHO	acceptable; and all carers are motivated, itselfed 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, reational and national levels. Informed to variety	English	Free	
					panel receit in efferent countries and sele-enging committees with separts at the global, regional and national levels, informed by related before safety, right and musting patiest experiments were reviewed from technical, legisly decision places of several parties and in specified to thoroutal fields. Hard Spapers, dective surgery, blood translations safely and reductation were selected as seen to explore entire gatest engouements and to protestic articles transport quality and safely of an other conformation and consolerants and shall have appear to be inclose,			
4.1 Co-development of policies and programmes with patients	Patient Engagement in Reducing Safety Risks in Health Care: Report of the Meeting on Patient Safety and Rights	https://www.euro.who.int/_data/asse	Meeting Report	WHO	empowement and its potential role to improve quality and safety of care. Enhancing patient involvement and health literacy appear to be incisive, but not easy to achieve, ways to improve patient safety.	English	Free	
4.1 Co-development of policies and programmes with patients	What is the evidence on the economic impacts of integrated	https://www.euro.who.int/_data/asse	Policy	WHD	but not easy to achieve, way to improve prisent safety.  This report provide a summary of publisher foreises on the economic impacts of integrated care approaches. Given the wide range of definitions and integratations of the conopy, we propose a working definition that build on the goal of integrated one and which considers intitutives seeking to reprove outcome for those with (inceptal) chorch leafty provides and need by externing issues of fragmentation through inflorations.	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/2	Report	Nuffield Trust & Imperial College	The North West London Integrated Care Pilot (ICF) is a large-scale innovative programme designed to improve the coordination of care for people over 37 years of age, and adults living with disabetes. The pilot aims to improve outcomes for patients, create integrated care outsides the hospital, endour contracts and models professionable to work zone provider boundation. This report presents the key findings from this	English	Free	
				, conste			<b>  </b>	
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/del	Report	The King's Fund	The government wants shared decision-making to become the norm in the RNS, but there is confusion about why it is important, what it involves and what the implications might be for patients, clinidans and the wider health service. This report clarifies the concept and outlines the actions needed to make the agriculton a reality.	English	Free	
	Exploring patient participation in reducing health-care-related				The report presents an overview of legal aspects influencing patient safety and describes examples of patient involvement. It highlights the need to strengthen a continuum of information between various levels of care, including patient experiences, health literacy and engagement. The work is	Ī		
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-to	Report	WHO	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	English	Free	1.2
					asth respect to the macro, meso and micro levels of health service delivery.  By means of a scoping literature review, this document aims to provide conceptual clarity and consolidate the current understanding of integrated			
4.1 Co-development of policies and programmes with patients	Integrated care models: an overview	https://www.eurp.who.int/_data/asse	Report	WHD	by means of a scoping literature review, this document aims to provide conceptual derity and convolidate the current understanding of integrated as models. In light of the current implementation of the turgent representation of the Surgeons Perseneant for Action on their grant Metalli Aversice Solviery, this document provides a cross-cotting 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	
				Association of the				
4.1 Co-development of policies and programmes with patients	Our Patient Engagement Strategy	https://www.abpi.org.uk/media/8575/a	Strategy	British Pharmaceutical Industry	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 Model	hard the same and the same			The Comprehensive Model for Personalised Care has been co-produced with people with lived experience and a wide range of stakeholders and brings together six evidence-based and inter-linked components, each of which is defined by a standard, replicable delivery model. To meet the		Free	45
4.1 Co-development of posicies and programmes with patients	Model	Impl.//www.sigano.inc.uq.ap-conse	Strategy	NID.	challenge and practically deliver personalised care by 2023/24 and beyond, we have set out 21 clear actions that will enable the Comprehensive Model to be delivered	English	Free	45
4.1 Co-development of policies and programmes with patients	Patient and Public Involvement (PPI) Strategy - University Hospital of Leicester	https://www.leicestershospitals.nhs.uk	Strategy	NHS & Coalition for Collaborative Care	This updated PPI Strategy describes how they will undertake a complementary journey towards "co-producing". Quality improvement priority areas. Such an approach recognises that the vital "business intelligence" and partnership their patients can provide will positively influence their Quality	English	Free	1.1
	Always Events Toolkit	Luc. (6	Toolkit	IHI & NHS	Improvement journey and support them to provide the best hospital environs for our local population.  This Always Event Toolkis is designed to support leaders and opini-of-care teams in partnering with patients/individuals and family members to co-design, reliably implement, and presid care processes to dramatically improve care experiences for patients/individuals and family members. The authors of this tools that who closes to subtract the control of	English	Free	2.3,
4.1 Co-development of posicies and programmes with patients	Amays events lobect	11101778888311911121111111111111111111111111111	ibbeet	IN & NIO	familias	English	Free	2.3,
4.1 Co-development of policies and programmes with patients	PFCC: Patient and Family-Centred Care toolkit	https://www.paintofcarefoundation.org	Toolkit	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 Care (PFCC). It offers a simple way for health care organizations to show their commitment to patients' experience of the care they receive while also attending to the walkbeing of the staff who observ that care.	English	Free	42,43
	·			Foundation	attending to the wellbeing of the staff who deliver that care.	-		
4.1 Co-development of policies and programmes with patients	Experience-Based Co-Design Toolkit	https://www.paintofcarefoundation.org	Toolkit	The Point of Care Foundation	Experience-based co-design (ECCI) is an approach that enables staff and patients (or other service usurs) to co-design versions and/or care pathways, taggether is pathematics. The approach is different to other service improvement shorthages. The stock thinks what visions from staff and patients modeled in ECCI product to high bright self-the is excessed and interner earlier of corruing this lyad of improvement product, also includes dispositionally ensured usurb as terminals forms, littless, resemblations and other materials to help usure plant and care rout this approach and paint suppliess of patient operations and quarter passed understand note to use desire agent restocked or employed quarter part and pass suppliess general restorations and quarter general understand note to use desire agent introduction stronger quarter part and passed participations.	English	Free	
					downloadable resources such as terrolate forms, letters, presentations and other materials to help you gian and carry out this approach. A guide supporting context, patient experience and quarry teams to understand now to use other patient recount to improve quarry in nearthcare.			
4.1 Co-development of policies and programmes with patients	Using Online Patient Feedback to Improve Care	https://www.pointofcarefoundation.org	Toolkit	The Point of Care Foundation	R is divided into 3 sections: -getting strated with orline feedback -shalt we know about online feedback -	English	Free	
					The state of the s			
4.1 Co-development of policies and programmes with patients	Engaging Patients in Improving Ambulatory Care Toolkit	https://www.youtube.com/watch?v=Kill	Video	Robert Wood Johnson Foundation	The Engaging Patients in Improving Ambulatory Care toolist showcases patient engagement efforts from three alliances participating in Aligning Forces for Quality, the Robert Wood Johnson Foundation's signature effort to lift the quality of care in targeted communities across the United States.	English	Free	
				Contro for Freedom				
4.1 Co-development of policies and programmes with patients	Patient Engagement Webinar Series	https://cepc.ucsf.edu/webinar-resource	Video/Webinars	Center for Excellence in Primary Care & Center for Care	This is a five-part patient engagement webriar series. Each webriar in this series will focus on a different topic regarding patient engagement at the originalizational level. The goal of this work is to promote best practices for how to support patient engagement within the primary care safety net setting.	English	Free	42,43
				Innovatiosn				
4.2 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	https://www.england.nhs.uk/improvem	Book	NHS	This book is for people with designated responsibility for improving patient experience – both as providers of services and as commissioners. It is intended to give you the exidence you need to influence others, both at management/board level and team level, to focus on improving patient experience.	English	Free	
							$\vdash$	
4.2 Learning from patient experience for safety improvement	Good for Health, Good for Business: The Case for Measuring Patient Experience of Care	http://forces/quality.ore/af4q/downloa	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	
			Evidence Scan	The Health	The experiences of patients and their family and friends are a key component of the quality of healthcare, and there is an increasing focus on			
4.2 Learning from patient experience for safety improvement	No. 18 Measuring Patient Experience	https://www.health.org.uk/sites/defaul	(guidance)	Foundation	improving patient experience. There are many approaches to measuring patient and carer experiences of health services. This evidence scan reviews published research about these approaches to help gain an understanding of the advantages and limitations 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.pice.ore.uk/esidance/**	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 NHS have the best possible experience of care. The	English	Free	
and the second section of the s	experience of care for people using adult NHS services				recommendations in this guidance are directed primarily at clinical staff, but patient experience is also significantly affected by contacts with non- directal staff such as receptionists, clerical staff and domestic staff.	and and	*****	
4.2 Learning from publical according to	Using Patient Feedback	https://www.phaseness.com/et-as	Guida	Dirker Investor	This guide will explain the basic principles of gathering patient feedback and provides an overview of the different methods and schniques. 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 in important, and what matterize staff left on works affectionly.	English	Free	6.1
4.2 Learning from patient experience for safety improvement	uning residint reedback	A STATE OF THE STA	Galdance	xer institute		ungish	rree	0.1
4.2 Learning from patient experience for safety improvement	Measuring & Using Patient Experiences: Surveying Adult and Child Patients	https://www.picker.org/ap-content/up	Powerpoint	Picker Institute	A presentation held at the patient experience conference in 2016. It describes how patient feedback surveys can be conducted, specifically for a paediatric audeince. It then mentions how survey results can be used for service improvement.	English	Free	1
				Australian Institut-				
4.2 Learning from patient experience for safety improvement	Patient-reported experience and outcome measures	https://www.aihw.gov.au/getmedia/31	Report	Australian Institute of Health and Welfare	This article presents information on the current and potential use of patient-reported experience and outcome measures in Australia.	English	Free	
					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			
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 Quality Commission	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 test a method that we could use in our inspections and identify ways that we could help to encourage improvement.	English	Free	
4.2 Learning from patient experience for safety improvement	Key learning from the Dana-Farber Cancer Institute's 20-year	http://www.ibi.org/resgurces/Pages/b-	Report	1041	The tragic chemotherapy overdoses to Betsy Lehman and Mauneen Bateman, which were discovered at the Dana-Farber Cancer Institute (DFCI) in Rebruary 1995, are well known to the cancer community and the qubits. With 2004 to 2005 marking the 10-year analysmany of these events. DFCI	English	Free	
, and the same of	patient safety journey		1		leadership assessed its patient safety learning. The six most critical elements of learning were as follows: the responsibility and power of all leadership to drive satient safety when the the manuface and themselve the near for calestines utellane mount due to safety visit arms, near miss and better the most form the near	* -	H	
4.2 Learning from patient experience for safety improvement	Analysis of trends in NHS inpatient surveys 2005–13	https://www.kingsfund.org.uk/sites/def	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 RMS – provide a unique perspective, complementing the wealth of other data on beguing informance gained by treats and registration. The King Full and Art Rober Institute Europe have enabyted longitudinal legislation upon glass for acuse treats over a inter-year prediction (from 2005 to 2018), for report in a	English	Free	6.17
			<del>                                     </del>	Mid Staffordshire	aumany or transmission.		<b></b>	
4.2 Learning from patient experience for safety improvement	Report of the Mid Staffordshire NPS Foundation Trust Public Inquiry	https://www.eov.uk/eovernment/public	Report	NHS Foundation Trust Public Inquiry	This is a summary of the Mid Staffordshire NHS FoundationTrust public inquiry with a set of recommendations from the lessons learned.	English	Free	
4.2 Learning from patient experience for safety improvement	Going the Extra Mile: Improving the nation's health and wellbeing through public involvement in research	https://www.nihr.ac.uk/documents/abo	Report	National Institute for Health Research	The final report and recommendations to the Director General Research and Development / Chief Medical Officer (CMO) Department of Health of the Tereaking Soundaries' strategic review of public involvement in the National Institute for Health Research (NRM)	English	Free	
	v v v management of residents							
4.2 Learning from patient experience for safety improvement	NIHR Improving Care by using Patient Feedback: Themed Review	https://content.nihr.ac.uk/nihodc/them	Themed Review	NHR	We wrote this review to bring together emergent themes and to provide practitionens, policy makers and the public with an overview of the findings of current NRM-funded research and to influence debate, policy and practice on the use of patient experience data.	English	Free	
			<b>!</b>					
			1		The Friends and Farnily Test (FFT) is an important feedback tool that supports the fundamental principle that people who use NHS services should	ļ		
4.2 Learning from patient experience for safety improvement	Friends and Family Test	https://www.eneland.nhs.uk/fft/	Tool	NHS	nee intends and intensy (set (in i) is an important necessar cool that supports the fundamental principle char people who use nero services should have the opportunity to groundle 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
			1			i l		
4.2 Learning from patient experience for safety improvement	Just a Routine Operation	https://www.youtube.com/watch?valvi-	Video	NHS Institute for Innovation and	In Just A Routine Operation Martin talks about his experience of fosing his selfe during an apparently routine procedure and his hopes for making a change to practice in healthcare. As a result of his personal experience, Martin Bromsley founded the Clinical Numan Factors Group in 2007. This	English	Free	6.5
				Impovement Impovement The Point of Care	onage to practice in finalization. As a result or mis personal experience, learnin storage factories that clinical number is access Group in JULY. Into			
4.2 Learning from patient experience for safety improvement	Using patient experience for improvement	https://www.paintofcarefoundation.org	Webpage	Foundation	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.arepnomics.org.uk/commo	White Paper	Chartered Institute of Ergonomics &	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	English	Free	2.1, 2.4, 4.2
				Human Factors	managed.			
4.3 Patient advocates and patient safety champions	Champions in Care	https://www.skillsforcare.org.uk/About	Blog	skills for care	Shirley Lough, registered manager at START and a member of the National Skills Academy for Social Care, describes how creating 'Champion' roles helped them achieve an outstanding rating.	English	Free	
4.3 Patient advocates and patient safety champions	Patients for Patient Safety: Partenships for Safer Health care	https://www.pho.int/patientsefet-/	Brochure	WHO	The Patients for Patient Safety programme is a core priority of the WHD Patient Safety Programme 1959, Guided by an Advisory Group made up of patients and with the Screttariat based at WHD, the programme supports a global network. Patients for Patient Safety is a unique approach within WHD to engage and empower patients in the ballet that by sharing expeniences and expertise, each individual and organization can learn and	English	Free	7.3
and parties and y champions		, , , , , , , , , , , , , , , , , , ,			WHD to engage and empower patients in the belief that by sharing experiences and expertise, each individual and organization can learn and improve. 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.	a-gran		7.4
4.3 Patient advocates and patient safety champions	Canadian Patient Safety Officer Course	https://www.patientsafetyinstitute.ca/s	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, took, and techniques to build a strong patient safety culture within their organizations.	English	\$2,295 Canadian Student, \$2,495	5.1
- Julian			-	safety Institute			latera eliza el	
4.3 Patient advocates and patient safety champions	A guide to support maternity safety champions	https://www.eneland.nhs.uk/ep-contes	Guidance	NHS	This guide will enable, support and empower you as a maternity safety champion, whether at frontline, trust board or regional level. The guide suggests a means of optimising effective sharing of information between individuals in trusts whose roles provide insights into areas where local safety needs might be addressed occur.	English	Free	
		American de la companya de la compan	<del>                                     </del>		safety needs might be addressed locally.  The NMS Patient Safety Strategy set the ambition for the new role of patient safety specialist to be introduced in every NMS organisation in England.		<b></b>	
4.3 Patient advocates and patient safety champions	NHS Patient Safety Strategy: Identifying patient safety specialists	https://www.england.nhs.uk/ap-conten	Guidance	NHS	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	https://cepc.ursf.edu/sites/cepc.ursf.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 goal of better serving all clinic patients. San Francisco General Rospital provides guidance on how to create a PAB, francisco the companies and the provides purpose to purpose provides purpose provides purpose provides purpose provides purpose provides	English	Free	4.1

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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 explains to 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	
					BOOD THE RIPUM PERCENT OF THESE REPORTS FOR THE			
4.4 Patient Safety Incident Disclosure to Victims	Confidentiality Guidance	https://www.gmc-uk.org/ethical-guidar	Guidance	GMC	has guidance outlines the framework for considering when to dischore patient, framework information and then applies that framework to disclosures to support the discrete and included applies and others are disclosures for all other papers and others are disclosures for all other papers. This patience also sets out the responsibilities of all describe for managing and protecting patients information.  Note that the patients were particularly all the patients and the patients are particularly as a set of the patients and the patients are patients.	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 proose guidance to the arro are area reused organisations on petient information complemently instant, alone, uses, and use, new endorsed the document. This will help send a consistent message across the Service on confidentiality and issues around the processing of patient	English	Free	
4.4 Patient Safety Incident Disclosure to Victims	Saying Sorry	http://resolution.nhs.uk/wo-coreers/	Guidance	NHS	Guidance for healthcare professionals on how to apologies after avoidable harm in healthcare has been caused	English	Free	
		THE WAS ASSESSED.	-consent.fl	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 a commission a NOW Hald health or server. In confirme the steps and considerations involved in practising open disclosure according to the NOW Health Open Disclosure Policy PODOS _028 and the Australian Open Disclosure Framework published by the Australian Commission on Safety and	English	Free	
4.4 Patient Safety Incident Disclosure to Victims	Disclosure of Adverse Events to Patients	https://www.ethics.va.gov/docs/policy	Policy	Department of Veteran Affairs	Quality in Health Care in 2011.  This Verrans Health Administration (VHA) directive establishes the policy to ensure consistent practice in disclosing to patients or to the patient's exercised and administration (VHA) directive establishes the policy to ensure consistent practice in disclosing to patients or to the patient's ensured revenues and extractive establishes the policy of the ensured area.	English	Free	
4.4 Patient Safety Incident Disclosure to Victims	Open Disclosure Policy	https://www1.health.now.gov.au/pds/c	A Policy	NSW Government	This policy sets out the minimum requirements for implementing open disclosure within NSW Health facilities and services, describes when open	English	Free	
				American College of	disclosurs in 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/s	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	is implementary communication and cottinal resolution programs.  A step-by-step guide on how healthcare professionals can disclose a medical error to their patietrs.	English	Free	
NA Parent Safety Houses Exclusive to Victoria	associate cross-cargary-cantal age desce		TOURCE 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 Maniferate	A compliation of resources for healthcare professionals to use for open disclosure	English	Free	
4.5 Information and Education to Patients and Families	QuestionBuilder App	https://www.ahro.gov/questions/ques	Арр	AHRQ	The AHRQ Question Builder app helps patients and caregivers prepare for medical appointments and maximize visit time. It enables patients to select or create questions that they can ask during their accontinent.	English	Free	6.5
4.5 Information and Education to Patients and Families	8 Ways to Improve Health Literacy	http://www.ibi.org/communities/blogs	al Blog post	194	HE Decoutive Director Frank Federico describes what care providers should do to improve their communication with patients to help improve the safety and reliability of care.	English	Free	
4.5 Information and Education to Patients and Families	Shared Decision Making	https://www.healthit.eox/sites/default	Sheet/Resource		This document is an educational fact sheet about shared decision making in healthcare. It also provides selected tools that can help organisations with shared decision making.	English	Free	5.1
4.5 Information and Education to Patients and Families	The 10 Questions You Should Know	https://www.ahrq.gov/questions/10qu	Guidance	AHRQ John 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 Datasta	hitter (farmer planes to be a	Resource	Center for Disease Control and	Resources are available in various formats—flyers, fact sheets, posters, videos, web buttons—and includes links to other useful web=== CDC			
4.5 Information and Education to Patients and Families	Educating Patients	uuuga: / rwww.cdc.gov/vaccines/hcp/pat	Compilation	Control and Prevention	Resources are available in various formats—Byers, fact sheets, posters, videos, web buttors—and includes links to other careful verbilles. CDC materials can be downloaded, copied, and distributed to patients. Some items can be ordered through an online ordering system.	English	Free	
4.5 Information and Education to Patients and Families	Live Well Guides	https://www.nhs.uk/hon-well/	Resource Compilation	NHS	Guidance, above, tips and tools for patients to make informed choices about their health and wellbeing. They cover various areas of health that guide people about questions and towards appropriate resources.	English	Free	
4.5 Information and Education to Patients and Families	Speak Up Campaigns	https://www.jointcommission.org/reso	Resource Compilation	The Joint Commission	The goal of the Joint Commission's Speak Up patient Safety Programme is to help aptients and their advocates become active in their care. They provide infographics and animated violetos for patients for various healthcare scenarios	English	Free	6.2
4.5 Information and Education to Patients and Families	Self-help guides	https://www.avma.org.uk/helo-advice/	Resource Compliation	Action Against Medical Accidents	AvAA's self-help guides have been written by experts to help guide patients through the process of taking action following a medical injury. In clear and straightforward language, they set out the procedures patients will need to follow, and legal rights and obligations, and contain useful contact	English	Free	(individual resources seelected
				reus.al Accidents	details for regulatory bodies, advice services and other organisations that may be of help.			resources seelected for 4.4)
4.5 Information and Education to Patients and Families	Mind of My Own	https://mindofreyown.org.uk	Service	MindOfMyOwn	As Mont of May Claim on believe that every child should be able to previous to their loved experience—and he heard. We create fully accessible appart that provide a variety deglate solution to advance quarteral of defender cipitat, as is such we are the only digital storage of the support Article 12 of the United Nations Convention on the Rights of the Child (UNCRIC).	English	Free	41
4.5 Information and Education to Patients and Families	Accessible Information Standard	https://www.england.nhs.uk/nurwork/	5 Standards	NHS	The Standard sets out a specific, consistent approach to identifying, recording, flagging, sharing and meeting the information and communication support needs of patients, service users, carers and parents, with a disability, impairment or sensory loss.	English (Video in BSL and subtitles)	Free	[ ]
	and the SATE Manager	hitter ( ) manual advantage of the control	7	Charles		English, Dutch, Norwegian, Spanish, Danish, French, Swedish, Mandarin, Traditional Chinese, German,		
Afternasion and Education to Patients and Families	collaboRATE Measure		1001	Glyn Elwyn	A patient reported measure with three brief questions completed after a consultation, to assess how well informed the patient is	yweash, Mandarin, Traditional Chinese, German, Japanese Chinese, Cook, Transport	Free	
4.5 Information and Education to Patients and Families	The 9-item Shared Decision Making Questionnaire	http://www.patient-ab-partner.de/ind	Tool	Patient als Partner	The S-Item Shared Decision Making Questionnaire was developed in a theory-driven manner and measures the extent to which patients are involved in the process of decision-making from the perspective of the patient (patient version SDM-Q-0) and from the perspective of the physician insuring SDM-Q-0.	Dutch, English, Filipino, French, German, Greek, Hebrew, Hungarian, Italian,	Free	
					wenion SDM-Q-Doc).	Japanese, Korean, Lithuanian,		
	Se More Engaged in Your Healthcare	https://www.ahro.gov/sites/default/fil	a Toolkit	AHRQ	The AHRQ, provides patients with practical tips to use before, during and after their medical appointment by being engaged with their appointment.	English	Free	
4.5 Information and Education to Patients and Families		I .			The purpose of this Toolkit is to provide evidence-based evidence to support release was nearlies in additional absolute literature.			
4.5 Information and Education to Patients and Families					governor or support primary the practices in addressing neutral interacy, the Toolkit can help			1
4.5 Information and Education to Patients and Families  4.5 Information and Education to Patients and Families	ARRQ Health Literacy Universal Precautions Toolkit	https://www.ahrq.gov/sites/default/fil	Toolkit	AHRQ	he purpose of this Tocklis is to provide evidence based guidence to support primary care practices in addressing health iteracy. The Toolst can help practices reduce the complexity of health care, increase patient understanding of health information, and enhance support for patients of all literacy levels. The Toolst comprises 3.2 tools addressing 4 domains 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