

**The Guide to Improving Patient Safety in Primary Care
Settings by Engaging Patients and Families**



**Resources for
Advanced Practices**



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Introduction

The Guide to Improving Patient Safety in Primary Care Settings by Engaging Patients and Families (the Guide) is a resource to help primary care practices partner with patients and their families to improve patient safety. Threats to patient safety in primary care include breakdowns in communication; fragmentation of care; issues surrounding medication management, including challenges in filling, prescribing, and adhering to medicines; and breakdowns in diagnosis and treatment. These threats may be mitigated by enhancing patient and family engagement.

The Guide is intended for clinicians and primary care practices new to patient and family engagement. For those practices that are already actively engaging patients and families, but looking to further strengthen engagement, this document provides additional resources.

Shared Decisionmaking

Shared decisionmaking is a collaborative process that allows patients and their clinicians to make health care decisions together. It considers the current clinical evidence about treatment options and engages patients and families in a discussion of those options in the context of the patient's individual values, beliefs, and preferences.

Shared decisionmaking has demonstrated effectiveness in improving decisionmaking around medications, alternative treatments, and chronic disease management and self-management strategies. Toolkits and resources such as the SHARE Approach from the Agency for Healthcare Research and Quality (AHRQ) and decision aids support the patient-provider partnership in care decisions.

Shared Decisionmaking Resources	Web Address
AHRQ case study on shared decisionmaking	https://www.ahrq.gov/sites/default/files/wysiwyg/professionals/quality-patient-safety/patient-family-engagement/pfprimarycare/shareddec-1.pdf
AHRQ SHARE Approach to shared decisionmaking	https://www.ahrq.gov/professionals/education/curriculum-tools/shareddecisionmaking/index.html
ABIM Foundation Choosing Wisely® initiative to help physicians and patients partner in medical decisionmaking on tests, treatments, and procedures	http://www.choosingwisely.org/

Patient and Family Advisory Councils

A Patient and Family Advisory Council, or PFAC, is an approach to partner patients and families with members of the health care team to guide practice improvements. The PFAC itself becomes an agent for change. Clinicians gain insight on the care experience from the patient and family perspective. Patients and families in turn gain perspective on the challenges within the practice of health care. This open dialogue creates a community of partnership with a common goal of improving the care experience for all patients and families.

PFAC Resources	Web Address
AHRQ case study on PFACs in primary care	https://www.ahrq.gov/sites/default/files/wysiwyg/professionals/quality-patient-safety/patient-family-engagement/pfeprimarycare/partnering-1.pdf
AHRQ guide for developing community-based patient safety advisory councils	https://www.ahrq.gov/sites/default/files/wysiwyg/professionals/quality-patient-safety/patient-safety-resources/resources/patient-safety-advisory-council/patient-safety-advisory-council.pdf
The Beryl Institute toolkit on getting started with PFACs	http://c.ymcdn.com/sites/www.theberylinstitute.org/resource/resmgr/webinar_pdf/pfac_toolkit_shared_version.pdf
Institute for Patient- and Family-Centered Care guide to creating patient and family advisory councils	http://www.ipfcc.org/resources/Advisory_Councils.pdf

Open Access to Medical Notes

Patients can be engaged in their own care by having access to their medical records. OpenNotes® is a leading approach to enhancing patient and clinician communication by providing patients with access to the medical record. This includes access to medical information, such as lab results or scheduled appointments, and access to the medical note written by the provider.

Patients often do not fully understand, or later do not remember, what their provider tells them during an office visit. This can lead to confusion about the diagnosis, the care plan, and any necessary followup. Open access may be achieved with an electronic solution, typically a patient portal, or may be as simple as a printout or photocopy from the medical record.

OpenNotes® Resources	Web Address
AHRQ case study on the impact of the OpenNotes® approach on patient safety	https://www.ahrq.gov/sites/default/files/wysiwyg/professionals/quality-patient-safety/patient-family-engagement/pfeprimarycare/opennotes-1.pdf
Web site for the OpenNotes® initiative with implementation guidance and support for physicians, practices, and health systems	http://www.opennotes.org/

Embracing Patients as Partners

The National Patient Safety Foundation's Universal Patient Compact™ defines elements of effective partnerships between clinicians and their patients and clarifies expectations and responsibilities for each partner. The Compact clarifies roles and builds mutual trust between clinicians and patients and families. When patients, families, and health care teams have clear roles and are fully engaged as partners in their care, adverse events are reduced and health outcomes are better.

Patients as Partners Resources	Web Address
National Patient Safety Foundation Patient Compact	http://www.npsf.org/?page=patientcompact
Report from the King's Fund on patient activation	http://www.kingsfund.org.uk/sites/files/kf/field/field_publication_file/supporting-people-manage-health-patient-activation-may14.pdf
National Patient Safety Foundation white paper on partnering with patients and families for safe care	http://c.ymcdn.com/sites/www.npsf.org/resource/resmgr/LLI/Safety_Is_Personal.pdf
American Academy of Family Physicians report on strategies to build doctor-patient relations	http://www.aafp.org/dam/AAFP/documents/medical_education_residency/fmig/tips_relationships.pdf
Institute for Patient- and Family-Centered Care patient and family resources model	http://www.ipfcc.org/bestpractices/better-together.html http://ipfcc.org/resources/Patient-Safety-Toolkit-04.pdf

Team-Based Care

Team-based care is defined by the National Academy of Medicine (formerly known as the Institute of Medicine) as “...the provision of health services to individuals, families, and/or their communities by at least two health providers who work collaboratively with patients and their caregivers—to the extent preferred by each patient—to accomplish shared goals within and across settings to achieve coordinated, high-quality care.”¹

Team-based care is a transformative method of delivering care that emphasizes teamwork centered around the patient. Engaging patients and their family members in a team-based care approach improves care quality, safety, and satisfaction for patients, clinicians, and community. There are several models of team-based care. Common elements include changes in workflow, communication, and access to care to help practices better manage preventive and chronic care services to meet the needs of the practice’s patient population.

Team-Based Care Resources	Web Address
AHRQ case study on team-based care	https://www.ahrq.gov/sites/default/files/wysiwyg/professionals/quality-patient-safety/patient-family-engagement/pfeprietarycare/teambased-1.pdf
AHRQ resources for adopting team-based primary care	https://pcmh.ahrq.gov/ https://www.pcmh.ahrq.gov/page/creating-patient-centered-team-based-primary-care
TeamSTEPPS® for Office-Based Care	https://www.ahrq.gov/teamstepps/officebasedcare/index.html
National Academy of Medicine (formerly the Institute of Medicine) position paper on the core principles of effective team-based health care	https://www.nationalahec.org/pdfs/VSRT-Team-Based-Care-Principles-Values.pdf
National Academy of Medicine discussion paper of patients and health care teams	https://www.accp.com/docs/positions/misc/PatientsForgingEffectivePartnerships%20-%20IOM%20discussion%20paper%202014.pdf
American Medical Association’s STEPSforward™ modules on team-based care	https://www.stepsforward.org/modules/team-based-care https://www.stepsforward.org/modules/patient-discharge-and-rooming https://www.stepsforward.org/modules/team-documentation

- Schottenfeld L, Petersen D, Peikes D, Ricciardi R, Burak H, McNellis R, et al. Creating Patient-centered Team-based Primary Care | PCMH Resource Center [Internet]. AHRQ Pub No. 16-0002-EF. March 2016 [cited 2017 Jan 20]. Available from: <https://www.pcmh.ahrq.gov/page/creating-patient-centered-team-based-primary-care>

American Medical Association’s STEPSforward™

The American Medical Association provides resources for physicians and practices to improve the quality, safety, and experience of care. A series of modules on topics ranging from workflow and process changes to engage patients and families to professional well-being is available to help meet the Triple Aim: better patient experience, better population health, and lower overall costs, plus improve professional satisfaction (the “Quadruple Aim”). Engaging the patient and family more directly in care is a hallmark of this program.

STEPSforward™ Resources	Web Address
AMA’s STEPSforward™	https://www.stepsforward.org/
STEPSforward™ Learning modules	https://www.stepsforward.org/modules
Forming a Patient and Family Advisory Council module	https://www.stepsforward.org/modules/pfac
Advancing Choosing Wisely® module	https://www.stepsforward.org/modules/choosing-wisely
Adopting the ECHO model™ module	https://www.stepsforward.org/modules/project-echo
Pre-visit planning module	https://www.stepsforward.org/modules/pre-visit-planning
Listening with empathy module	https://www.stepsforward.org/modules/empathetic-listening
Using the SafeMed model to improve transitions of care module	https://www.stepsforward.org/modules/safemed-transition-care
Building an intensive primary care practice module	https://www.stepsforward.org/modules/intensive-primary-care

Decision Aids

Patient decision aids are tools that help patients and their caregivers become involved in decisionmaking. They provide information about treatment options, including benefits, risks, and outcomes, to help clarify how each option aligns with patients’ personal values. They are designed to complement, rather than replace, counseling from a health care clinician and are an important component of shared decisionmaking.

Decision Aids Resources	Web Address
Ottawa Health Research Institute’s searchable inventory of decision aids for shared decisionmaking	https://decisionaid.ohri.ca/
Web site clearinghouse of option grids (decision aids) available for several diseases	http://optiongrid.org/
AHRQ resources on patient decision aids	http://effectivehealthcare.ahrq.gov/index.cfm/tools-and-resources/patient-decision-aids/

Motivational Interviewing

Motivational interviewing is a method that works to facilitate and engage motivation within a patient or family member to change behavior. Motivational interviewing is a goal-oriented, patient-centered communication style for eliciting behavior change by helping patients to explore and resolve ambivalence to health behavior changes. A core element of motivational interviewing is collaboration between the clinician and the patient.

Motivational Interviewing Resources	Web Address
University of Massachusetts Web site with information and training resources on motivational interviewing	http://www.umassmed.edu/cipc/motivational-interviewing/intro-to-mi/
AHRQ resources and case study on motivational interviewing to support patient engagement in chronic disease management	https://www.ahrq.gov/professionals/prevention-chronic-care/improve/community/obesity-pcpresources/obpcp3.html
AHRQ resources and training to advance physicians' communication skills	https://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving-communication/strategy6gtraining.html

Health Literacy

Health literacy is the degree to which individuals have the capacity to obtain, process, and understand basic health information and services needed to make appropriate health decisions. Strategies to improve a practice's awareness of the health literacy of the patients they serve will yield improvements in the safety, quality, and satisfaction of the care delivered.

Health Literacy Resources	Web Address
AHRQ Health Literacy Universal Precautions Toolkit	https://www.ahrq.gov/professionals/quality-patient-safety/quality-resources/tools/literacy-toolkit/index.html
AHRQ resources to improve cultural competence	https://www.ahrq.gov/topics/topic-cultural-competence.html

