

About the *Guide to Patient and Family Engagement*

The *Guide to Patient and Family Engagement in Hospital Quality and Safety* is a tested, evidence-based resource to help hospitals work with patients and families to improve quality and safety.* The *Guide*:

- **Describes critical opportunities for hospitals to engage patients and families** and to create partnerships between patients, families, and hospitals around the same goals
- **Addresses real-world challenges**, as it was developed, implemented, and evaluated with the input of patients, family members, clinicians, hospital staff, and hospital leaders
- **Helps hospitals engage patients and families**, which can help improve quality and safety, respond to health care reform and accreditation standards, improve CAHPS® Hospital Survey scores, improve financial performance, and enhance market share
- **Facilitates implementation** and evaluation of each strategy with customizable tools and detailed implementation guidance, including real-world examples from interviews with hospitals that have experience with patient and family engagement and hospitals that implemented the *Guide* strategies and tools
- **Can help hospitals achieve meaningful results.** In a pilot project, hospitals that implemented the strategies in the *Guide* observed improved patient experiences of care, increased staff satisfaction, and improved nursing time management.

What's in the *Guide*?

The *Guide* contains four evidence-based strategies to help hospitals partner with patients and families. For each strategy, there is an implementation handbook and tools for patients, families, and clinicians.

- **Strategy 1: Working With Patients and Families as Advisors** shows how hospitals can work with patients and family members as advisors at the organizational level
- **Strategy 2: Communicating to Improve Quality** helps improve communication among patients, family members, clinicians, and hospital staff from the point of admission
- **Strategy 3: Nurse Bedside Shift Report** supports the safe handoff of care between nurses by involving the patient and family in the change of shift report for nurses
- **Strategy 4: IDEAL Discharge Planning** helps reduce preventable readmissions by engaging patients and family members in the transition from hospital to home

To get started with engaging patients and families, review the *Guide's Information to Help Hospitals Get Started*, which addresses:

- How to select, implement, and evaluate the *Guide's* strategies
- How patient and family engagement can benefit your hospital
- How senior hospital leadership can promote patient and family engagement

* The *Guide* was developed for the Agency for Healthcare Research and Quality (AHRQ), U.S. Department of Health and Human Services. Led by the American Institutes for Research, the project team included the Institute for Patient and Family-Centered Care, Consumers Advancing Patient Safety, the Joint Commission, and the Health Research and Educational Trust. Other contributing organizations included Planetree, the Maryland Patient Safety Center, Aurora Health Care, and Emory University Hospital.

