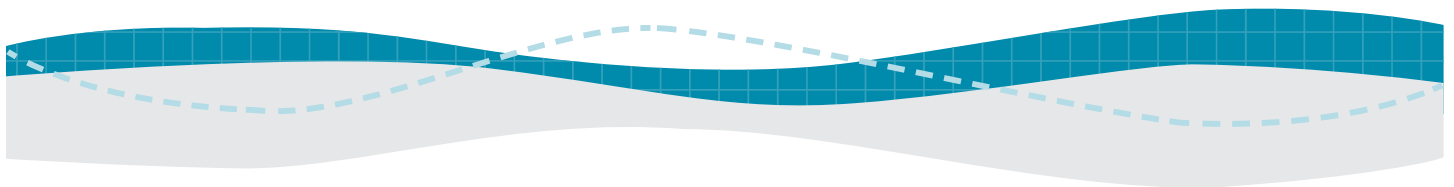**The Guide to Improving Patient Safety in Primary Care Settings by Engaging Patients and Families**

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 Decision Making

Shared decision making is a collaborative process that allows patients and their clinicians to make healthcare 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 decision making has demonstrated effectiveness in improving decision making 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 Decision Making Resources	Web Address
AHRQ case study on shared decision making	https://www.ahrq.gov/sites/default/files/wysiwyg/professionals/quality-patient-safety/patient-family-engagement/pfeprimarycare/shareddec-1.pdf
AHRQ resources on shared decision making	https://effectivehealthcare.ahrq.gov/products-tools/shared-decisionmaking-tools
AHRQ SHARE Approach to shared decision making	https://www.ahrq.gov/professionals/education/curriculum-tools/shareddecisionmaking/index.html
ABIM Foundation Choosing Wisely® initiative to help physicians and patients partner in medical decision making on tests, treatments, and procedures	http://www.choosingwisely.org

Agency for Healthcare Research and Quality

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 healthcare 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 healthcare. 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
Website for the OpenNotes® initiative with implementation guidance and support for physicians, practices, and health systems	http://www.opennotes.org

Embracing Patients as Partners

When patients, families, and healthcare 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
Agency for Healthcare Research and Quality Toolkit to Engage High-Risk Patients in Safe Transitions Across Ambulatory Settings	https://www.ahrq.gov/professionals/quality-patient-safety/hais/tools/ambulatory-care/safetransitions.html
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/pfeprimarycare/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 care	https://www.nationalahec.org/pdfs/VSRT-Team-Based-Care-Principles-Values.pdf
National Academy of Medicine discussion paper on patients and healthcare 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

1. Schottenfeld L, Petersen D, Peikes D, et al. Creating patient-centered team-based primary care. (Prepared by Mathematica Policy Research under Contract No. HHSA2902009000191/HHSA29032006T.) Rockville, MD: Agency for Healthcare Research and Quality; March 2016. AHRQ Pub No. 16-0002-EF. https://www.pcmh.ahrq.gov/page/creating-patient-centered-team-based-primary-care. Accessed March 26, 2018.

AHRQ
Agency for Healthcare Research and Quality

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
Previsit 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 decision making. 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 healthcare clinician and are an important component of shared decision making.

Decision Aids Resources	Web Address
Ottawa Health Research Institute's searchable inventory of decision aids for shared decision making	https://decisionaid.ohri.ca
Website clearinghouse of option grids (decision aids) available for several diseases	https://health.ebsco.com/products/option-grid

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 website 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

Understanding is a prerequisite to patient and family engagement. 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. Using strategies to make health information easier to understand and health systems easier to navigate can increase patients' health literacy.

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 Health Literacy Resources	https://www.ahrq.gov/topics/health-literacy.html