



TOOL/UTILITY

Patient Experience of Care: Inventory of Improvement Resources

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This inventory lists a variety of free resources—including toolkits, guides, reports, and webcasts—that are available to support health care organizations in determining what they need to do to improve patient experience and how to implement those improvements.

These resources are available for both ambulatory care settings and hospitals. This inventory was developed by the Shaller Consulting Group, which updates it on a regular basis.

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About *Aligning Forces for Quality*

Aligning Forces for Quality (AF4Q) is the Robert Wood Johnson Foundation’s signature effort to lift the overall quality of health care in targeted communities, as well as reduce racial and ethnic disparities and provide real models for national reform. The Foundation’s commitment to improve health care in 16 AF4Q communities is the largest effort of its kind ever undertaken by a U.S. philanthropy. AF4Q asks the people who get care, give care and pay for care to work together to improve the quality and value of care delivered locally. The Center for Health Care Quality in the Department of Health Policy at George Washington University School of Public Health and Health Services serves as the national program office. Learn more about AF4Q at www.forces4quality.org. Learn more about RWJF’s efforts to improve quality and equality of care at www.rwjf.org/qualityequality/af4q/.

About the Author

The Shaller Consulting Group provides technical assistance to *Aligning Forces for Quality* by helping regional Alliances support patient experience measurement and improvement.

Improving Experience With Ambulatory Care: Toolkits and Guides

Resource	Source	Description	Website
CAHPS Improvement Guide	Agency for Healthcare Research and Quality	A comprehensive guide to improving the patient experience, including guidance on analyzing CAHPS survey results to identify opportunities to improve and descriptions of interventions that can help to improve patient experience with ambulatory care.	https://cahps.ahrq.gov/quality-improvement/improvement-guide/improvement-guide.html
Health Literacy and Patient Safety: Help Patients Understand	American Medical Association	An educational kit for informing physicians, health care professionals, and patient advocates about health literacy. See <i>manual for clinicians</i> .	http://www.ama-assn.org/ama/pub/about-ama/ama-foundation/our-programs/public-health/health-literacy-program/health-literacy-kit.page
Improving the Patient Experience Change Package	California Quality Collaborative	A guide to nine proven changes for the practice and the physician group to improve patient experience ratings.	http://www.calquality.org/storage/Improving_Pt_Experience_Spread_Change_Pkg_UpdatedMay2011.pdf
Resources for Patient Experience of Care Improvement	Stoeckle Center for Primary Care Innovation at Massachusetts General Hospital	Links to numerous tools, curricula, and articles, including a listing of resources categorized by survey composite topics.	http://www.massgeneral.org/stoecklecenter/programs/patient_exper/about.resources.aspx
Practice Transformation	Safety Net Medical Home Initiative	A library of implementation guides, assessment tools, presentations, and other materials designed to help medical practices understand and implement the PCMH model of care and the "Change Concepts for Practice Transformation."	http://www.safetynetmedicalhome.org/practice-transformation
Let's Talk: A guide for transforming the patient experience through improved communication	Minnesota Community Measurement	A guide to useful strategies for improving communication with patients before, during, and after visits.	http://mncm.org/wp-content/uploads/2013/04/MNCM_LetsTalk_FNLr1_LoRes.pdf

Improving Experience With Ambulatory Care: Case Studies, Papers, and Webcasts

Resource	Source	Description	Website
Good For Health, Good For Business: The Case For Measuring Patient Experience of Care	Robert Wood Johnson Foundation	A brief outlining the clinical and business benefits of measuring and addressing patient experience of care, with messages for conveying this information to stakeholders.	http://www.rwjf.org/en/research-publications/find-rwjf-research/2010/04/good-for-health--good-for-business.html
Improving Patient Experience: A Hands-on Guide for Safety-Net Clinics	California HealthCare Foundation	The report presents the results of two collaborative improvement efforts by the San Francisco Health Plan clinic network, one focused on patient access, the other on communication between patients and providers/staff. The report is a hands-on, step-by-step guide to help clinics and small practices improve.	http://www.chcf.org/publications/2011/10/patient-experience-safety-net-clinics
A Tale of Three Practices: How Medical Groups are Improving the Patient Experience	Robert Wood Johnson Foundation	A case study of three medical practices that have improved patient experience survey scores.	http://forces4quality.org/tale-three-practices-how-medical-groups-are-improving-patient-experience
Patient Experience Case Studies	The Beryl Institute	Case studies explore various efforts to improve patient experience.	http://www.theberylinstitute.org/?page=CASE
Videos about the Patient-Centered Medical Home	American Academy of Family Physicians	Videos in which family physicians discuss practice redesign aimed at lowering costs, maximizing staff expertise, and improving patient care.	http://www.aafp.org/practice-management/pcmh/overview/videos.html
Advancing the Practice of Patient- and Family-Centered Care in Primary Care and Other Ambulatory Settings: How to Get Started	Institute for Patient- and Family-Centered Care	Guidance on how to get started in advancing the practice of patient- and family-centered care and in creating effective partnerships with patients and families.	http://www.ipfcc.org/tools/downloads.html

Improving Experience With Hospital Care: Toolkits and Guides

Resource	Source	Description	Website
Advancing Effective Communication, Cultural Competence, and Patient- and Family-Centered Care: A Roadmap for Hospitals	The Joint Commission	A guide to the systems and processes necessary to support effective communication, cultural competence, and patient- and family-centered care, including recommended issues to address and practice examples.	http://www.jointcommission.org/assets/1/6/ARoadmapforHospitalsfinalversion727.pdf
Advancing the Practice of Patient- and Family-Centered Care in Hospitals: How to Get Started	Institute for Patient- and Family-Centered Care	Guidance for how to get started in advancing the practice of patient- and family-centered care and in creating effective partnerships with patients and families.	http://www.ipfcc.org/pdf/getting_started.pdf
Always Events® Getting Started Kit	Institute for Healthcare Improvement	A kit that explains what an Always Event is, how to select a set of practices for an Always Event initiative, and the steps for implementing the initiative. It includes two case studies and practical guidance for implementing the four foundational elements of an Always Event: leadership, patient and family partnership, staff engagement, and measurement.	http://www.ihl.org/resources/Pages/Tools/AlwaysEventsGettingStartedKit.aspx
Always Events® Tool Box	Picker Institute	“Always Events” are those aspects of the patient and family experience that should always occur when patients interact with the healthcare system. The tool box provides specific tools and strategies developed by healthcare organizations across the country as they implemented initiatives to support Always Events.	http://alwaysevents.pickerinstitute.org/?page_id=882
Guide to Patient and Family Engagement in Hospital Quality and Safety	Agency for Healthcare Research and Quality	A guide to four evidence-based strategies that help hospitals partner with patients and families. For each strategy, there is an implementation handbook and tools for patients, families, and clinicians.	http://www.ahrq.gov/professionals/systems/hospital/engagingfamilies/index.html
PFCC Go Guides	Patient and Family Centered Care (PFCC) Innovation Center	Guides to using a patient- and family-centered care methodology to transform hospital care.	http://www.pfcc.org/get-started/
Health Care Leader Action Guide to Effectively Using HCAHPS	Health Research & Educational Trust	A guide to using HCAHPS data in context with other information about organizational performance to improve the patient experience, quality, and safety.	http://www.hpoe.org/resources/hpoehretaha-guides/807

Resource	Source	Description	Website
Patient-Centered Care Improvement Guide	Developed by Planetree and funded by the Picker Institute	Best practices and practical implementation tools contributed by hospitals from across the United States.	http://www.patient-centeredcare.org/inside/abouttheguide.html
Strategies for Leadership: Patient- and Family-Centered Care	American Hospital Association and the Institute for Family-Centered Care	A toolkit that includes an introduction to the concept of patient- and family-centered care, a video and discussion guide, and a self-assessment inventory.	http://www.aha.org/aha/issues/Quality-and-Patient-Safety/strategies-patientcentered.html
Patient- and Family-Centered Care: A Key Element in Improving Quality, Safety, Perception of Care, and Care Outcomes 2013	The Hospital and Healthsystem Association of Pennsylvania	A guidebook with guidance on implementing patient and family engagement initiatives, assessment tools to measure the quality of the patient experience, and advice on using assessment results to develop patient and family advisory groups and other patient-centered care strategies.	https://www.haponline.org/Portals/o/docs/Quality/Patient_Family_Centered_Care/HAP_Patient_and_Family_Centered_Care_Guidebook_July2013.pdf
Patient Safety Learning Networks	Agency for Healthcare Research and Quality	Curriculum focused on strategies for improving HCAHPS performance.	http://www.psl-network.org/

Improving Experience With Hospital Care: Case Studies, Papers, and Webcasts

Resource	Source	Description	Website
Improve Patients' Experiences	Agency for Healthcare Research and Quality	Reports, case studies, and presentations available from the CAHPS User Network.	https://cahps.ahrq.gov/surveys-guidance/hospital/improve/index.html
Achieving an Exceptional Patient and Family Experience of Inpatient Hospital Care	Institute for Healthcare Improvement	A white paper with exemplars from a variety of hospitals, tips on how to get started, and references that provide further evidence, guidance, and applied examples.	http://www.ihl.org/knowledge/Pages/IHIWhitePapers/AchievingExceptionalPatientFamilyExperienceInpatientHospitalCareWhitePaper.aspx
Improving Patient Experience in the Inpatient Setting: A Case Study of Three Hospitals	Robert Wood Johnson Foundation	A case study of three hospitals that have undertaken targeted improvement efforts to improve patient experience.	http://forces4quality.org/improving-patient-experience-inpatient-setting-case-study-three-hospitals
Patient Experience Case Studies	The Commonwealth Fund	Seven case studies on successful strategies in delivering high-quality, patient-centered care.	http://www.whynotthebest.org/contents/index/1/5
Profiles of High-Performing Patient- and Family-Centered Academic Medical Centers	Picker Institute	Six case study profiles on how academic medical centers have achieved high levels of patient- and family-centered care. Each profile provides real-world, operational examples of how core elements of patient- and family-centered care are brought to life in practice.	http://pickerinstitute.org/profiles-of-medical-centers/
Patient Experience Case Studies	The Beryl Institute	Case studies explore various efforts to improve patient experience.	http://www.theberylinstitute.org/?page=CASE
Feeling better? Improving patient experience in hospital	NHS Confederation	A report that summarizes what is known about improving patients' experiences of hospital care and shares the approaches of both UK and US hospital providers that have made significant progress in providing patient-centered services.	http://www.nhsconfed.org/publications/reports/pages/feeling-better-improving-patient-experience-in-hospital.aspx
Case Studies and Best Practices	Association for Patient Experience	Case studies that highlight the implementation of techniques or methodologies that improve aspects of patient experience in the hospital setting.	http://www.patient-experience.org/Resources/Best-Practices.aspx
Advancing the Practice of Patient- and Family-Centered Care in Hospitals: How to Get Started	Institute for Patient- and Family-Centered Care	Guidance on how to get started in advancing the practice of patient- and family-centered care and in creating effective partnerships with patients and families.	http://www.ipfcc.org/tools/downloads.html

Improving Experience Across All Healthcare Settings: Additional Resources

Resource	Source	Website
<i>Aligning Forces for Quality</i> sections on patient experience	Robert Wood Johnson Foundation	http://forces4quality.org/search/apac_hesolr_search/patient%20experience?filters=type:resources&
Case Studies of Quality Improvement Initiatives	Agency for Healthcare Research and Quality	https://cahps.ahrq.gov/quality-improvement/reports-and-case-studies/Case-Study_QI-Initiatives.html
Partnering with Patients and Families to Design a Patient and Family-Centered Health Care System: Recommendations and Promising Practices	Institute for Family-Centered Care	http://www.ihc.org/knowledge/Pages/Publications/PartneringwithPatientsandFamiliesRecommendationsPromisingPractices.aspx
Patient-Centered Care for Underserved Populations: Definitions and Best Practices	Prepared by the Economic and Social Research Institute	http://www.patientnavigatortraining.org/course2/documents/underserved_patient_centered_care.pdf
Patient-Centered Care: What Does it Take?	The Commonwealth Fund	http://www.commonwealthfund.org/publications/fund-reports/2007/oct/patient-centered-care--what-does-it-take
Patient Experience Improvement Tools	The Commonwealth Fund	http://www.whynotthebest.org/contents/index/2/5
Patient Decision Aids Implementation Toolkit	Ottawa Hospital Research Institute	http://decisionaid.ohri.ca/implementation.html
Voices of Practice: Exploring the Patient Experience in Action: Highlights from On the Road with The Beryl Institute	The Beryl Institute	https://theberylinstitute.site-ym.com/store/ViewProduct.aspx?id=1577844
Insights into the Patient Experience—Research Brief	The Beryl Institute	https://theberylinstitute.site-ym.com/store/ViewProduct.aspx?id=599475
Transforming Patient Experience: The Essential Guide	NHS Institute for Innovation and Improvement	http://www.institute.nhs.uk/patient_experience/guide/how_to_improve_patient_experience_-_the_critical_list.html
Partnering with Patients, Families, and Communities For Health: A Global Imperative	World Innovation Summit for Health	http://www.wish-qatar.org/inaugural-summit/reports/forum-reports