



TOOL/UTILITY

Patient Experience of Care: Inventory of Improvement Resources

June 2013

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.

Please note that several resources developed by the Agency for Healthcare Research and Quality as part of its CAHPS (Consumer Assessment of Healthcare Providers and Systems) program are temporarily unavailable. This inventory will be updated once those resources are accessible.

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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 descriptions, interventions categorized by performance problems, and specific survey topics.	The website for this resource is temporarily unavailable. However, a PDF version is available on request. Contact Dale Shaller (d.shaller@comcast.net).
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/programs/patientexp/resources/documents/Improving_Pt_Experience_Spread_Change_Pkg_UpdatedMay2011.pdf
Improving Patient Experience Program Resources	California Quality Collaborative	A listing of resources, organized by different patient experience domains.	http://www.calquality.org/programs/patientexp/resources/
Resources for Patient Experience of Care Improvement	Stoeckle Center for Primary Care Innovation at Massachusetts General Hospital	Links to numerous tools, curriculum, 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

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; also offers 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 and 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

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	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® Tool Box	Picker Institute	The Picker Institute has introduced a concept called Always Events, defined as those aspects of the patient and family experience that should always occur when patients interact with the health care system. The tool box provides specific tools and strategies developed by health care organizations across the country implementing Always Events initiatives.	http://alwaysevents.pickerinstitute.org/?page_id=882
Go Guide—Transform Care in Six Steps: The Patient- and Family-Centered Care (PFCC) Methodology	The Innovation Center at Magee-Womens Hospital of University of Pittsburgh Medical Center	Guide to using patient- and family-centered care methodology to transform hospital care.	http://www.pfcc.org/
Health Care Leader Action Guide to Effectively Using HCAHPS	Health Research & Educational Trust	Describes how HCAHPS data should be used in context with other information about organizational performance and outlines a five-step approach to using HCAHPS effectively to improve the patient experience, quality, and safety.	http://www.hpoe.org/resources/hpohretaha-guides/807
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 providing an introduction to the concept of patient- and family-centered care, video and discussion guide, and a self-assessment inventory.	http://www.aha.org/aha/issues/Quality-and-Patient-Safety/strategies-patientcentered.html

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

Resource	Source	Description	Website
Achieving an Exceptional Patient and Family Experience of Inpatient Hospital Care	Institute for Healthcare Improvement	White paper including exemplars from a variety of hospitals, tips on how to get started, and references that provide further evidence, guidance, and applied examples.	http://www.ihp.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/

Improving Experience Across All Healthcare Settings: Additional Resources

Aligning Forces for Quality sections on patient-centered care (Robert Wood Johnson Foundation)

<http://forces4quality.org/a/46/patient-centered-care#featured-resource>

http://forces4quality.org/search/apachesolr_search/?filters=type:resources&tids=46

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.ihf.org/knowledge/Pages/Publications/PartneringwithPatientsandFamiliesRecommendationsPromisingPractices.aspx>

Patient-Centered Care for Underserved Populations: Definitions and Best Practices (former Economic and Social Research Institute)

<http://www.esresearch.org>

Patient-Centered Care: What Does it Take? (The Commonwealth Fund)

<http://www.commonwealthfund.org/Content/Publications/Fund-Reports/2007/Oct/Patient-Centered-Care--What-Does-It-Take.aspx>

Patient Decision Aids Implementation Toolkit (Ottawa Hospital Research Institute)

<http://decisionaid.ohri.ca/implement.html>

Patient Experience Improvement Tools (The Commonwealth Fund)

<http://www.whynotthebest.org/contents/index/2/5>

**Aligning Forces
for Quality** | Improving Health & Health Care
in Communities Across America


Robert Wood Johnson Foundation

The Robert Wood Johnson Foundation focuses on the pressing health and health care issues facing the United States. As the nation's largest philanthropy devoted exclusively to improving the health and health care of all Americans, the Foundation works with a diverse group of organizations and individuals to identify solutions and achieve comprehensive, meaningful and timely change. For nearly 40 years RWJF has brought experience, commitment, and a rigorous, balanced approach to the problems that affect the health and health care of those it serves. When it comes to helping Americans lead healthier lives and get the care they need, the Foundation expects to make a difference in your lifetime. Learn more at www.rwjf.org.