

## Patient Engagement

### AGENCY FOR HEALTHCARE RESEARCH AND QUALITY

- AHRQ Health Literacy Universal Precautions Toolkit, 2nd Edition
- Guide to Patient and Family Engagement in Hospital Quality and Safety
- Guide to Improving Patient Safety in Primary Care Settings by Engaging Patients and Families
- The Comprehensive Unit-based Safety Program (CUSP) toolkit

### AMERICAN HEALTH INFORMATION MANAGEMENT ASSOCIATION

- Improved Patient Engagement for LGBT Populations: Addressing Factors Related to Sexual Orientation/Gender Identity for Effective Health Information Management

### AMERICAN HOSPITAL ASSOCIATION

- A Leadership Resource for Patient and Family Engagement Strategies
- The Association Between Patient and Family Engagement Practices and Patient Experience

### AMERICAN MEDICAL ASSOCIATION

- AMA STEPS Forward™: Forming a Patient and Family Advisory Council
- AMA STEPS Forward™: Listening With Empathy

### CENTERS FOR MEDICARE AND MEDICAID SERVICES

- Partnership for Patients: Patient and Family Engagement
- Person and Family Engagement

## **GORDON AND BETTY MOORE FOUNDATION/AMERICAN INSTITUTES FOR RESEARCH**

- A Roadmap for Patient + Family Engagement in Healthcare: Practice and Research

## **HEALTH RESEARCH AND EDUCATIONAL TRUST**

- Patient and Family Engagement Resource Compendium

## **HEALTHCARE INFORMATION AND MANAGEMENT SYSTEMS SOCIETY**

- Customer Relationship Management Technology and Improving the Patient Experience
- Patient Engagement from the Persona Perspective
- Transforming Healthcare Communication to Improve Patient Care
- What Is Patient Engagement?

## **HEALTHIT.GOV**

- Patient Engagement Playbook
- Strategies for Improving Patient Engagement Through Health IT

## **INSTITUTE FOR HEALTHCARE IMPROVEMENT**

- Person- and Family-Centered Care
- Safety Is Personal: Partnering with Patients and Families for the Safest Care

## **MAYO CLINIC**

- Shared Decision Making National Resource Center

## **NEJM CATALYST**

- Patient Engagement versus Patient Experience

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