

Person and Family Engagement RESOURCE LIST

Module 1: How to Help Clinicians Take Action with their Patient Experience Results- Launched June 22, 2017

Slide deck: [Click here](#)

Recording: [Click here](#)

Q and A: [Click here](#)

ACCESS SHORT VIDEOS FROM THIS MODULE:

NRHI SAN: Sharing PES Results with Clinicians and Office Staff: Teaching Empathy (4.30)

<https://youtu.be/Nrw9YZ65dHo>

NRHI SAN: Using PDSA Cycles to Achieve Buy In on PES Initiatives (4.50)

<https://youtu.be/sVgTZNlceBs>

NRHI SAN: Transitioning From a PFE Skeptic to a Champion (5 minutes)

<https://youtu.be/awyrVNpZgC0>

ADDITIONAL RESOURCES:

- [Cleveland Clinic Video: Empathy: The Human Connection to Patient Care](#)
- Survey templates available from AHRQ CAHPS that you might want to use include:
 - [CAHPS Patient Narrative Elicitation Protocol\(beta version\): A structured series of five open-ended questions to gather narrative comments from patients](#)
 - [CAHPS Patient-Centered Medical Home \(PCMH\) Item Set](#)
 - [CAHPS Health Literacy Item Set](#)
 - [CAHPS Health Information Technology Item Set](#)

Module 2: Opportunities to Improve Care Outcomes: Motivational Interviewing and Shared Decision-Making

Launched July 27, 2017

Slide deck: [Click here](#)

Recording: [Click here](#)

Q and A: [Click here](#)

ADDITIONAL RESOURCES:

Motivational Interviewing Network of Trainers

<http://www.motivationalinterviewing.org>

ACP Motivational Interviewing Module

<https://www.practiceadvisor.org/Modules/improving-clinical-care/motivational-interviewing>

Understanding Motivational Interviewing

<https://www.youtube.com/watch?v=s3MCJZ7OGRk>

AHRQ Shared Decision-Making Guide

<http://www.healthcarecommunities.org/Communities/MyCommunities/TCPI/TCPI/ChangePackage/Patient-CenteredCareDesign.aspx#item-1077-101270>

Shared Decision-Making for Medical Practices

<http://www.healthcarecommunities.org/Communities/MyCommunities/TCPI/TCPI/ChangePackage/Patient-CenteredCareDesign.aspx#item-1077-103601>

Module 3: How to Actively Engage Patients in Their Care

Launched September 7, 2017

Slide deck: <https://nrhisn.healthdoers.org/resources/how-to-actively-engage-patients-in-their-care-presentation-slides/>

Recording: <https://vimeo.com/235605506>

Q and A: <https://nrhisn.healthdoers.org/resources/nrhi-san-pfe-g-and-a/>

ADDITIONAL RESOURCES:

Gleason, M., Goldson, E., Yogman, . Council on Early Childhood, Committee on Psychosocial Aspects of Child and Family Health, Section on Development and Behavioral Pediatrics (2016). Addressing

Early Childhood Emotional and Behavioral Problems.

<http://pediatrics.aappublications.org/content/early/2016/11/17/peds.2016-3025>

Kellog, K.C., Gainer, L.A., Allen, A., O’Sullivan, T., & Singer, S.J. (2016). An intraorganizational model for developing and spreading quality improvement innovations. *Health Care Management Review*, 1.

Sinsky., C., et al. (2013). In search of joy in practice: A report of 23 high-functioning primary care practices. *Ann Fam Medicine*, 11(3): 272-278.

Johnson, K. (2016). Promoting patient and family partnerships in ambulatory care improvement: A narrative review and focus group findings. *Adv Ther*, 22: 1417-1439.

MHQP Patient Experience Survey Program:

http://www.mhqp.org/measure_and_report/?content_item_id=157

Medical Assistant Training:

<http://www.qualishealth.org/about-us/newsroom/news/medical-assistant-training-and-more-from-SNMHI>

Yogman MW Betjemann S Sagaser A and Brecher L Integrated Behavioral Health in Pediatric Primary Care . *Clinical Pediatrics* 2017, in press.