



Introduction..... 1

O A M a N

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.

O N R	W A
AHRQ case study on the impact of the OpenNotes®	

The National Patient Safety Foundation’s Universal Patient Compact™ defines elements of effective partnerships between clinicians and their patients and clarifies expectations and responsibilities for each partner. The Compact clarifies roles and builds mutual trust between clinicians and patients and families. When patients, families, and health care teams have clear roles and are fully engaged as partners in their care, adverse events are reduced and health outcomes are better.

Part 1: Patient Partnership	Web Address
National Patient Safety Foundation Patient Compact	http://www.npsf.org/?page=patientcompact
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	

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

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.

STEPS	W A
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
Pre-visit 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	

M a a l R	W A
University of Massachusetts Web site 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- _____ _____

