

Guide to Improving Patient Safety in Primary Care Settings by Engaging Patients and Families

Executive Summary

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Introduction

Patient and family engagement (PFE) is an evolving concept in health care transformation in the United States and worldwide. A growing body of evidence suggests that PFE can improve the safety and quality of care delivery.¹⁻⁵ The Agency for Healthcare Research and Quality (AHRQ) contracted with MedStar Health Research Institute to develop the *Guide to Improving Safety in Primary Care Settings by Engaging Patients and Families* (the Guide). The Guide is being developed to provide primary care practices with interventions they can use to engage patients and families in ways that lead to improved patient safety.

The comprehensive Guide will include explicit instructions to help primary care practices, providers, and patients and families adopt new behaviors to increase patient and family engagement to improve patient safety. The first step in developing the Guide was to perform an environmental scan of the peer-reviewed and grey literature to understand the state of the field.

The purpose of the environmental scan was to identify:

- § Descriptive, qualitative, and quantitative studies on methods to engage patients and families in their care in primary care settings and the impact of these methods on patient safety.
- § Existing interventions and associated tools and materials for engaging patients and families in the primary care setting to improve safety.
- § Gaps between existing tools and materials and those that need to be developed to ensure that the Guide is comprehensive in addressing PFE in primary care.

Methods

The project team used the York framework⁶ for conducting scoping reviews to direct the environmental scan.⁷⁻¹⁰ The primary research question the scan addressed was: effective and potentially generalizable approaches for engaging patients and families to improve
