

Quality Field Notes



Robert Wood Johnson Foundation

NUMBER 3
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Patient Engagement

Resource Guide

Choosing Quality Care

Title	Source	Description	Link
It's All About ME!	Maine Quality Counts	Tips and resources to help patients improve their health and make better care choices.	http://www.mainequalitycounts.org/page/2-667/its-all-about-me
It's All About ME! Handout	Maine Quality Counts	A brochure for educating patients on the important role they play in managing their health.	http://www.mainequalitycounts.org/image_upload/BHBM_Brochure_0812_Final.pdf
How to Find the Right Primary Care Doctor for You	Washington Health Alliance	A guide for patients with information on comparing medical groups and clinics in Washington state and making informed decisions when choosing a doctor.	http://wacommunitycheckup.org/owny_ourhealth/wp-content/uploads/how_to_find_the_right_primary_care_doctor.pdf
Your Primary Care Doctor Is Your Partner in Health	Washington Health Alliance	A handout to educate patients on the role primary care providers play in their health care.	http://wacommunitycheckup.org/owny_ourhealth/wp-content/uploads/your_primary_care_doctor_is_your_partner_in_health.pdf
How to Find Trustworthy Health Information on the Internet	Washington Health Alliance	A guide for consumers on how to properly use the Internet as a health care information tool.	http://www.wacommunitycheckup.org/owny_ourhealth/wp-content/uploads/how_to_find_trustworthy_health_information.pdf
Tips on What to Do Before Your Health Care Appointment	Washington Health Alliance	A guide to help patients prepare for upcoming doctors' appointments.	http://wacommunitycheckup.org/owny_ourhealth/wp-content/uploads/what_to_do_before_health_care_appointment.pdf
Personal Medication Tracker	Washington Health Alliance	A form that patients can use to track health information and prepare for doctors' appointments.	http://www.wacommunitycheckup.org/owny_ourhealth/wp-content/uploads/personal_medication_tracker.pdf
Three Tips to Help With the Challenges of Taking Care of Yourself	Washington Health Alliance	A guide to help patients follow their doctor's instructions post appointment.	http://www.wacommunitycheckup.org/owny_ourhealth/wp-content/uploads/three_tips_to_help_with_taking_care_of_yourself.pdf
Five Ways to Get the Right Amount of Health Care	Washington Health Alliance	A guide to help patients recognize when they are receiving high-quality care.	http://wacommunitycheckup.org/owny_ourhealth/wp-content/uploads/five_ways_to_get_right_amount_of_health_care.pdf
Tips on What to Do During Your Health Care Appointment	Washington Health Alliance	A guide to help patients get the most out of their doctor's appointment.	http://wacommunitycheckup.org/owny_ourhealth/wp-content/uploads/what_to_do_during_health_care_appointment.pdf
Own Your Health	Washington Health Alliance	Fun, educational tools and videos to help empower patients to become active participants in their own health and health care.	http://wahealthalliance.org/alliance-reports-websites/own-your-health/

Choosing Quality Care (continued)

Title	Source	Description	Link
Maine Quality Counts' Consumer/Patient Engagement Framework	Maine Quality Counts	A guide detailing various levels of patient engagement.	http://forces4quality.org/af4q/download-document/6656/3458
Resources to Find and Compare Health Care Professionals	<i>Aligning Forces for Quality South Central PA</i>	A list of resources to guide patients when searching for a health care provider.	http://www.aligning4healthpa.org/pdfs/Resources%20to%20FindandCompare%20HealthCare%20Professionals.pdf
Lessons Learned: Engaging Consumers to Improve Ambulatory Care	<i>Aligning Forces for Quality</i>	A brief sharing lessons from five AF4Q alliances engaging patients to improve ambulatory care.	http://forces4quality.org/lessons-learned-engaging-consumers-improve-ambulatory-care-0
A Community Embracing the Consumer Voice to Improve Care	<i>Aligning Forces for Quality</i>	A look at how a council of consumers helps guide efforts to improve health care in Greater Boston .	http://forces4quality.org/community-embracing-consumer-voice-improve-care?term_id=45
Helping Consumers Make Better Health Care Choices	<i>Aligning Forces for Quality</i>	A summary of patients' involvement supporting <i>Consumer Reports</i> patient experience survey in Greater Boston .	http://forces4quality.org/helping-consumers-make-better-health-care-choices?term_id=140
Local QI Collaborative Provides Framework for Culture Shift	<i>Aligning Forces for Quality</i>	An overview of a project that engages patients to help the Independent Practice Association redesign health care in Humboldt County .	http://forces4quality.org/local-qi-collaborative-provides-framework-culture-shift?term_id=145
Bright Spot: Humboldt Del-Norte Independent Practice Association Patient Engagement in the Primary Care Renewal Collaborative	<i>Aligning Forces for Quality</i>	A brief about the effectiveness of engaging consumers in improving health care in Humboldt County .	http://forces4quality.org/af4q/download-document/4356/1653
Building a New Health Care System Around Community	<i>Aligning Forces for Quality</i>	A summary of partnerships with community organizations to engage patients in improving health care in Maine .	http://forces4quality.org/building-new-health-care-system-around-community?term_id=147
Engaging the Patient Perspective Produces Real Change	<i>Aligning Forces for Quality</i>	An overview of a program in Oregon to help health organizations establish patient and family advisory councils.	http://forces4quality.org/engaging-patient-perspective-produces-real-change?term_id=154
Patients and Families as Leaders in Health Care	<i>Aligning Forces for Quality</i>	A summary of how an effort in Oregon is helping a medical group improve the care it provides.	http://forces4quality.org/patients-and-families-leaders-health-care?term_id=154
Improving Care with Patient Partners	<i>Aligning Forces for Quality</i>	An overview of efforts to involve patients in quality improvement in South Central Pennsylvania .	http://forces4quality.org/improving-care-patient-partners?term_id=151
The Empowered Patient	<i>Aligning Forces for Quality</i>	A summary of a consumer empowerment training program in West Michigan .	http://forces4quality.org/empowered-patient?term_id=45

Choosing Quality Care (continued)

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Partnering with Patients to Improve Primary Care	Robert Wood Johnson Foundation	A case study on a program to engage patients in guiding quality improvement efforts in primary care practices in South Central Pennsylvania.	http://www.rwjf.org/en/research-publications/find-rwjf-research/2014/02/quality-field-notes--case-studies-for-engaging-patients-in-care.html
Preparing Patients for Success in Improving Health and Health Care	Robert Wood Johnson Foundation	A case study on an innovative framework to identify and engage patients in different efforts to improve health care in Humboldt County.	http://www.rwjf.org/en/research-publications/find-rwjf-research/2014/02/quality-field-notes--case-studies-for-engaging-patients-in-care.html
Empowering Patients to Own Their Health	Robert Wood Johnson Foundation	A case study on an educational campaign in Washington state to get patients to be active participants in their care.	http://www.rwjf.org/en/research-publications/find-rwjf-research/2014/02/quality-field-notes--case-studies-for-engaging-patients-in-care.html
Involving Patients to Guide a Health System's Goals	Robert Wood Johnson Foundation	A case study about a committee in Maine to lead a health system's quality improvement goals.	http://www.rwjf.org/en/research-publications/find-rwjf-research/2014/02/quality-field-notes--case-studies-for-engaging-patients-in-care.html
Minnesota <i>Aligning Forces for Quality</i> Consumer Engagement Workgroup	<i>Aligning Forces for Quality</i>	A report chronicling the efforts of the Minnesota Consumer Engagement Workgroup for other communities that want to replicate this effort.	http://forces4quality.org/af4q/download-document/3424/912
Guide to Engaging Consumer Advocates in AF4Q Alliances	<i>Aligning Forces for Quality</i>	A guide for regional health care collaboratives to help them engage consumers in improving health care in their communities.	http://forces4quality.org/af4q/download-document/2937/557
Early Lessons From Four <i>Aligning Forces for Quality</i> Communities Bolster the Case for Patient-Centered Care	<i>Health Affairs</i>	An article with key findings from efforts to involve patients in practice improvement in AF4Q communities.	http://rwjf.org/en/research-publications/find-rwjf-research/2013/02/early-lessons-from-four--aligning-forces-for-quality--communitie.html
The <i>Aligning Forces for Quality</i> Experience: Lessons On Getting Consumers Involved In Health Care Improvements	<i>Health Affairs</i>	An article describing lessons learned when engaging patients to improve health care quality.	http://rwjf.org/en/research-publications/find-rwjf-research/2013/06/the-aligning-forces-for-quality-experience.html
Consumer Engagement Resources	<i>Aligning Forces for Quality</i>	A collection of consumer engagement resources from AF4Q communities.	http://forces4quality.org/c/45/consumer-engagement
Survey Collection and Consent Form	American Institutes for Research's Center for Patient & Consumer Engagement	A survey from the AIR Center for Patient and Consumer Engagement to gather feedback from patients and caregivers on their health care.	http://aircpce.org/survey-consent/
Compendium: Tools for Engaging Patients in Your Practice	<i>Aligning Forces for Quality</i>	A guidebook of resources and videos for clinicians sharing insights and experiences from AF4Q alliances to engage patients in practice improvements.	http://forces4quality.org/compendium-tools-engaging-patients-your-practice

Managing Your Care

Title	Source	Description	Link
Get Screened, Humboldt	Aligning Forces Humboldt	Educational materials to encourage individuals to get screened for colon cancer.	http://aligningforceshumboldt.org/get_screened_humboldt.php
Get Vertical: And Don't Take Back Pain Lying Down!	Oregon Health Care Quality Corporation	An online quiz to educate patients on treatment options for back pain.	http://www.partnerforqualitycare.org/lowbackpain
Safe and Effective Care for Low Back Pain	Oregon Health Care Quality Corporation	A brochure with tips and information on treatment options and ways to relieve low back pain.	http://www.partnerforqualitycare.org/q/assets/lowbackpain.pdf
A Diabetes Checklist For Your Doctor Visit	The Health Collaborative	A checklist to help patients understand the tests and checkups they should receive for proper diabetes care.	http://farmza.com/lab/yhmttest/upload/images/Diabetes_Checklist_Doctor_Visit.pdf
Your Cardiovascular Appointment Brochure for Men	The Health Collaborative	A guide to help male patients prepare for appointments with their doctor regarding cardiovascular care and understand heart attack symptoms.	http://farmza.com/lab/yhmttest/upload/images/CV_appt-Men.pdf
Your Cardiovascular Appointment Brochure for Women	The Health Collaborative	A guide to help female patients prepare for appointments with their doctor regarding cardiovascular care and understand heart attack symptoms.	http://farmza.com/lab/yhmttest/upload/images/CV_appt-Women.pdf
Guide to Colon Cancer Screening	The Health Collaborative	A guide to help patients prepare for a colonoscopy.	http://farmza.com/lab/yhmttest/upload/images/Colon_Cancer_Screening.pdf
Our Pathways to Health	Aligning Forces Humboldt	A brochure on Our Pathways to Health, a six-week program to help patients with chronic illnesses improve and manage their health.	http://aligningforceshumboldt.org/upload/media/Our_Pathways_Brochure_CCRP_Jan_9_2012.pdf
Success With Diabetes	Maine Quality Counts	A brochure to educate patients about proper diabetes care, including a checklist for doctors' appointments.	http://www.getbettermaine.org/sites/default/files/af4q_diabetes_pathway_maine_web_08-09.pdf
Checklist for your Doctor	Maine Health Management Coalition	A handout to educate patients with heart disease on necessary tests at their regular doctors' visits.	http://www.getbettermaine.org/sites/default/files/checklist_for_your_doctor.pdf
Knowledge Is Power for Prevention	Maine Quality Counts	A brochure for patients to improve their health, including self-care guidelines and a checklist for doctors' visits.	http://www.getbettermaine.org/sites/default/files/prevention_brochure.pdf
Getting Ready for Your Next Appointment	Aligning Forces for Quality South Central PA	A checklist to help patients prepare for their next doctor's appointment.	http://www.aligning4healthpa.org/pdfs/Preparing%20for%20Next%20Appointment.pdf
Medications I Take	Aligning Forces for Quality South Central PA	A tracker to help patients organize their medications.	http://www.aligning4healthpa.org/pdfs/Medications%20I%20Take.pdf

Managing Your Care (continued)

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Questions for Your Health Care Team	<i>Aligning Forces for Quality</i> South Central PA	A list to help patients prepare for appointments.	http://www.aligning4healthpa.org/pdfs/QuestionsForHealthCareTeam.pdf
Providing Diabetes Self-Management Education in the Workplace	<i>Aligning Forces for Quality</i>	An overview of Detroit's efforts to educate patients with diabetes on properly managing their health care.	http://forces4quality.org/providing-diabetes-self-management-education-workplace?term_id=45
Managing Health Begins with Education	<i>Aligning Forces for Quality</i>	An overview of a Detroit pilot to train people with diabetes on self-management at their workplaces.	http://forces4quality.org/managing-health-begins-education?term_id=144
Step by Step: Creating A Pathway To Better Health	<i>Aligning Forces for Quality</i>	A summary of the Our Pathways to Health program in Humboldt County, Calif., which educates patients on how to manage their chronic conditions.	http://forces4quality.org/step-step-creating-pathway-better-health?term_id=45
Increasing Colon Cancer Screening Rates	<i>Aligning Forces for Quality</i>	A summary of Humboldt County's "Get Screened Humboldt" education campaign about colon cancer screenings.	http://forces4quality.org/increasing-colon-cancer-screening-rates?term_id=145
On the Front Lines of Asthma Treatment	<i>Aligning Forces for Quality</i>	An overview of efforts in Kansas City to educate consumers on recommended asthma care.	http://forces4quality.org/front-lines-asthma-treatment
Partnering With Patients To Make Decisions About Colorectal Cancer Screening	<i>Aligning Forces for Quality</i>	An overview of efforts to increase the number of patients receiving colorectal cancer screening tests in Minnesota.	http://forces4quality.org/partnering-patients-make-decisions-about-colorectal-cancer-screening?term_id=45
Paving the Way for Difficult Conversations	<i>Aligning Forces for Quality</i>	An overview of a patient engagement program in Minnesota focused on palliative care.	http://forces4quality.org/paving-way-difficult-conversations?term_id=149
Get Vertical: And Don't Take Back Pain Lying Down	<i>Aligning Forces for Quality</i>	A summary of the patient education program on low back pain in Oregon.	http://forces4quality.org/get-vertical-and-don%E2%80%99t-take-back-pain-lying-down?term_id=154
Oregon: Working with Consumers to Tackle Low Back Pain	<i>Aligning Forces for Quality</i>	A summary of a campaign in Oregon to help patients understand low back pain and set expectations about safe and effective care.	http://forces4quality.org/oregon-working-consumers-tackle-low-back-pain
Empowering Patients for Diabetes Management	<i>Aligning Forces for Quality</i>	An overview of Western New York's efforts to educate patients on properly managing their diabetes.	http://forces4quality.org/empowering-patients-diabetes-management?term_id=153
Helping At-Risk Patients Adopt Healthy Behaviors	Robert Wood Johnson Foundation	A case study on a program in Detroit to encourage patients at risk for heart disease to exercise and learn ways to manage their health.	http://www.rwjf.org/en/research-publications/find-rwjf-research/2014/02/quality-field-notes--case-studies-for-engaging-patients-in-care.html

Emergency Department Overuse and Hospital Readmissions

Title	Source	Description	Link
Make the Right Call	The Health Collaborative	A toolkit and educational materials to help patients understand when it is appropriate to seek emergency care.	http://www.yourhealthmatters.org/make-the-right-call-learn.php
Hospital Discharge Checklist and Care Transition Plan	Robert Wood Johnson Foundation	A checklist from Care About Your Care to help patients understand their discharge instructions and help prevent a hospital readmission.	http://www.rwjf.org/content/dam/farm/toolkits/toolkits/2013/rwjf404048
How to Avoid Being Readmitted to the Hospital	Robert Wood Johnson Foundation	A tip sheet from Care About Your Care providing patients with steps to help prevent a hospital readmission.	http://www.rwjf.org/content/dam/farm/toolkits/toolkits/2013/rwjf404088