Title: Tools & Resources Mapped to Strateg File Name: GKPSLINKA04-20232406	ic Objective 4 of the WHO Global Patient Safe	ty Action Plan 2021-2030	Tune of resource	Source	Description	Language	Cost	Interlinking areas
4.1 Co-development of policies and programmes with patients	Crossing the Quality Chasm: A New Health System for the 21st Century	https://www.nap.edu/read/10027/chap	Book	Institute of Medicine	This report addresses quality problems additional to those identified in the first report "To Err is Human". As the patient safety report was a call for action to make care safer, this report is a call for action to improve the American health care delivery system as a whole, in all its quality dimen-	English	Free (pay for hardback/	11, 12, 21, 22, 41, 51, 65
4.1 Co-development of policies and programmes with patients	The Patient Voice in Value: The National Health Council Patient- Centered Value Model Rubric	https://nationa/healthcouncil.org/wp-c	Framework	National Health	sions, for all Americans. The purpose of the Value Model Rubric is to provide a tool that the patient community, physicians, health systems, and payers can use to evaluate the patient contended so of value models and to guide value model developers on the meaningful incorporation of patient engagement throughout	English	paperback) Free	
A 1 Continue of a big on the second of a big of a second of a big of a big of a second of a big of a b		No. (feet and to be her better to be		WHD	their processes. This workshop report details the process undertaken, the issues discussed and captures the key outputs. It is an essential go-to-document that begins be articulate a broader, inclusive approach to enhance the health security of populations while aiding the recovery and resilience of communities and	English	Free	
4.1 CO-Development of posicies and programmes with patients	WHO community engagement framework for quality, people- centred and resilient health services	MID 7/1001 BEO INCHISCRETARIA	Pramework	WHO	This contributes prepart details the purcous conductation, this values discussed and approves the try protects. In it we resemble gip to discussed that largers are structurated and protections of the contributed and branch typedem. The mention of collaboration across the organization and portions to achieve the goal of the CCC formwork are undisputed and when the following the contributed of still.	Engish	Free	
4.1 Co-development of policies and programmes with patients	Engaging patients, carers and communities for the provision of coordinated/integrated health services: strategies and tools	https://apps.who.int/iris/bitstream/has	Framework	WHO	he page flutzins stratgin, sined at engaging patients, ther femilies, and carn't to be an able part of health dissum management and vestimente, ploring here to raise informed discise. Endowmente, in cultims stratging, sined at empowing populations to adopt responsible health blastdes and as an orstancists in influentine distriminant of health in a human-risks based approach adoreset to health. It has report indentifies for levely herems the health and social care systems should emberge to be substantial and murray quality. If then offers clear	English	Free	
4.1 Co-development of policies and programmes with patients	From vision to action: making patient-centred care a reality	https://www.kingshand.org.uk/sites/det	Framework	The King's Fund	strategic directions that will have a impact on the quality and cost-effectiveness of care	English	Free	
4.1 Co-development of policies and programmes with patients	Partnering with Patients and Families to design a Patient- and Family-Centered health Care system: recommendations and Promising Practices	https://www.ipfcc.org/resources/Partne	Framework/Comp ndium	and Family-Centred Care	his report in based on the dishestions that took place at that residing and on the recommendations that energed from it. By purpose is to ground suitance to key excitations to key excitations. A relative excitation is desired to desire a solution of the excitation of the excit	English	Free	2.3, 4.3, 5.1
4.1 Co-development of policies and programmes with patients	The Guide to Improving Patient Safety in Primary Care Settings by Engaging Patients and Families	https://www.ahrp.epu/sites/default/file	Guidance	Agency for Healthcare Research and Quality	makins enumerar porevers in autoritatre with contents and fertiles.  The Guide to Impropriet Earlier james you feet Earlier james you fee	English	Free	15
	by Engaging Patients and Families			and Quality	practices implement patient and family engagement to improve patient safety.			
4.1 Co-development of policies and programmes with patients	Engaging Patients in Patient Safety – a Canadian Guide	https://www.patientsafetyinstitute.ca/s	Guidance	Canadian Patient Safety Institute	The purpose of the guide is to help patients and families, providers and leaders work more effectively together to improve patient safety. The guide is an extensive resource that is based on evidence and leading practices.	English	Free	
					This is the third report in a series of reports, and this one offers recommendations for the direction of travel for co-production, based on what we have learn so far. They focus on three therms:			
4.1 Co-development of policies and programmes with patients	Right here, right now: Taking co-production into the mainstream	https://media.nesta.org.uk/documents.	Guidance	NESTA & nef	Changing the way services are managed and delivered     Changing the way services are commissioned.	English	Free	
4.1 Co-development of policies and programmes with patients	Public Services Inside Out: Putting co-production into practice	https://media.nesta.org.uk/documents.	Guidance	NESTA & nef	This is the second of three reports on co-production from a partnership between nef (the new economics foundation) and NESTA. The first task is to understand the challenges is seed by these practitioners as they have experienced them. As detailed in this report, these include difficulties in securing support from existing funding and commissioning, traditional approaches to exalt and accomplishing in public services, and developing the	English	Free	
					professional skills required to bring these approaches into the mainstream.			
4.1 Co-development of policies and programmes with patients	The Challenge of Co-Production: How equal partnerships between professionals and the public are crucial to improving public services	https://media.nesta.org.uk/documents,	Guidance	NESTA & nef	This publication marks the beginning of a partnership between the nef (new economics foundation) and NESTA to develop the evidence base on co- production—working with and learning from founding practitioners to particular and from this to develop proposals to promote a more positive environment for co-production to our public services and it is polycopaling.	English	Free	
4.1 Co-development of policies and programmes with patients	involving people in their own health and care: Statutory guidance for clinical commissioning groups and NHS England	https://www.england.nhs.uk/wp-conten	Guidance	NHS	This guidance supports CCGs and NISS England to fulfil their legal duties to involve people in their health and care, so that people experience better quality care and insproved health and wellbeing, and the system makes more efficient use of resources. The guidance sets out 10 key actions for CCGs and NICS England on how to involve speciple in their own health and care.	English	Free	2.2
4.1 Co-development of policies and programmes with patients	Person-centred care made simple: what everyone should know	https://www.health.ore.uk/publication	Guidance	The Health	This seeks to provide a quick overview of person-centred care, offering a clear explanation of the principles, why it is important, how it has developed, and some examples to help those considering putting person-centred care into practically written for anyone interested in health and	English	Free	45
	about person-centred care			Foundation	health care, including health care professionals and those who use the NHS.			
4.1 Co-development of policies and programmes with patients	Patients as partners: Building collaborative relationships among professionals, patients, carers and communities	https://www.kingsfund.org.uk/sites/del	Guidance	The King's Fund	Whit helps to built collaborative relationships enrong health and care professionsh, pattern, survice users, cores and communities? This patter is a suppose to that qualities. It is then from an evoluting body of our work focused on exploring and supporting have laudenship. It is related to an evolution of the profession of the profes	English	Free	
4.1 Co-development of policies and programmes with patients	Delivering better services for people with long-term conditions: Building the house of care	https://www.kingsfund.org.uk/sites/del	Guidance	The King's Fund	the management of case for people with long-term conditions should be presentive, holistic, preventive and patient-centers. This report describes a conditional service dietally reported – their Sowie of care"—that hospitates learning report as a number of lates in Ingelind that have been working to achieve these goals. The house of our emodel differs from others in two important ways: it encompasses all people with long-term conditions, not those with a self-red learner or in late of the conditions, not a though the conditions of the conditions o	English	Free	1.1
	Building Collaborative Teams: A workshop guide for service	hard the same of the same of	Guidance &	NHS: Integrated Care and Support	ment.		Free	
4.1 Co-development of policies and programmes with patients	Building Collaborative Teams: A workshop guide for service managers and facilitators Personalised care and support planning handbook: The journey	https://www.engand.nhs.uk/wn_conte	Toolkit Handbook	NHS & Coalition for	This guide is designed to help bring together either two or more teams or an already integrated team composed of various disciplines, to explore concentrations in uncome make being another to an exten of all and the second of provides an introduction to care and support planning. It has been updated for 2016 and	English English	Free	
posters and programmes and patients	to person-centred care	handless and the second		Collaborative Care	This handbook is one of three service components and provides an introduction to one and support planning. It has been updated for 2005 and outside like to prescribe polarize, case and takes and theory on how to introduce case and support planning. The and polarized polarized polarized polarized in the provider of the provider polarized polar			
n.s. co-development of policies and programmes with patients	Framework on integrated, people-centred health services. In: Sixty-minth World Health Assembly, Geneva, 23–28 May 2015	uugs://apps.who.int/gb/ebwha/pdf_file	Meeting Report	WHO	scoptable, and all cares are motivated, skilled and operate in a supportive environment. The framework is based on experience and evidence gained recently in different countries and wide-ranging consultation with experts at the global, regional and national levels, informed by related. This report provides a summary of published reviews on the economic impacts of integrated care approaches. Given the wide range of definitions	English	Free	
4.1 Co-development of policies and programmes with patients	What is the evidence on the economic impacts of integrated care?	https://apps.who.int/iris/bitstream/has	Policy	WHD	This report provides a summary of published enviews not the extremix impacts of integrated one symmetric. Sheen the side renge of deficitions and interpretations of the composition grows a varieting definition in the table on the place of long render one of which considers intestitions residing to improve outcomes for these with (complians) channels which provides and needs by overcoming issues of Exprentiation through Inology or continuous and additional continuous and the continuous and render the continuous and the co	English	Free	1.2
4.1 Co-development of policies and programmes with patients	Evaluation of the first year of the Inner North West London Integrated Care Pilot	https://www.nuffieldtrust.org.uk/files/;	Report	Nuffield Trust & Imperial College	The North West London Integrated Care Plot (DS) is a large-scale innovative programme designed to improve the coordination of care for people over 75 years of age, and adults being with diabetes. The plot aims to improve octomes for patients, create integrated care outside the hospital, or micro and emaliar professionals to work across provider boundaries. This report presents the key findings from this	English	Free	
4.1 Co-development of policies and programmes with patients	Making Shared Decision a Reality: No decision about me,	https://www.kingsfund.org.uk/sites/del	Report	The King's Fund	olot. The government wants shared decision-making to become the norm in the NHS, but there is confusion about why it is important, what it involves and what the implications might be for patients, clinicians and the wider health service. This report clarifies the concept and outlines the actions needed what the implications might be for patients, clinicians and the wider health service. This report clarifies the concept and outlines the actions needed	English	Free	
	without me				to make the aspiration a reality.  The report presents an overview of level aspects influencing nations safety and describes assembles of nations involvement. It highlights the need to	-		
4.1 Co-development of policies and programmes with patients	Exploring patient participation in reducing health-care-related safety risks	https://apps.who.int/iris/bitstream/has	Report	WHO	tereighns a continuum of information between version levels of care, including gateret experiences, health biteracy and engagement. The work is expected to contribute to the water process of evidence collisions made at finding editions ways to build evaluate can delivered expectations of health care, white executage patients to be vigilar and inovaledgeable to ensure maximum safety standards. Recommendations are formulated with respect to the treacy, necess and include levels of health care delivery.	English	Free	1.2
4.1 Co-development of policies and programmes with patients	Our Patient Engagement Strategy	https://www.abpi.org.uk/media/orsall	Strategy	Association of the British Pharmaceutical	Our strategy sets out how the ASPI will deliver commitments to patient engagement and make sure that it is consistently at the heart of our work.	English	Free	
				Industry				
4.1 Co-development of policies and programmes with patients	Universal Personalised Care: Implementing the Comprehensive Model	https://www.england.nhs.uk/sep-contes	Strategy	NHS	The Comprehensive Model for Personalised Care has been or persolated with people with Yead experience and a water range of stakeholders and tempts (suppliers the indexinne based and interfine indexide components, each of which is defined by a basedure, registrate deflower, model for meet the disallenge and practically deliver personalised care by 2023/24 and beyond, we have set out 21 clear actions that will enable the Comprehensive Model to be deliverable.	English	Free	45
4.1 Co-development of policies and programmes with patients	Patient and Public Involvement (PPI) Strategy - University Hospital of Leicester	https://www.leicestershospitals.nhs.uk	Strategy	NHS & Coalition for Collaborative Care	This updated PM Strategy describes how they will undertake a complementary journey towards "co-producing" (uality Improvement priority areas. Such an approach recognises that the vall "Daviness intelligence" and partnership their patients on proode will positively influence their Quality Improvement journey and support them to provide the best houghts wrices for our local population.  The Always Event Toolkis is designed to support tackers and point-of-care teams in partnersing with patients/individuals and family members to co-	English	Free	1.1
4.1 Co-development of policies and programmes with patients	Always Events Toolkit	https://www.england.nhs.uk/publicatio	Toolkit	IHI & NHS	This Always Events Tockit is designed to support leaders and point-of-care teams in partnering with patients/individuals and family members to co- design, reliably implement, and spread care processes to dramatically improve care experiences for patients/individuals and family members. The authors of this toolist have chosen to use the term point-of-care teams to describe includuals who work directly with patients, service users, and	English	Free	2.3,
	PECC: Patient and Family-Centred Care toolkit	The first state of the state of	Toolkit	Point of Care	Associate.  This toolbil it is stop-by-stop guide to improving processes of care and staff-patient interactions, using a technique called Patient and Family-Centered Care (PECS). It offers a simple way for health care organisations to show their commitment to patients' experience of the care they receive while also starteding to the staff who other patient care.	English	Free	42,43
4.1 LO-Development of posicies and programmes with patients	PFCC: Patient and Pamily-Centred Care todays		IDDICT	Foundation		Engisin	Free	42,43
4.1 Co-development of policies and programmes with patients	Experience-Based Co-Design Toolkit	https://www.paintofcarefoundation.org	Toolkit	The Point of Care Foundation	Sperious-based on-design (EECS) in a approach that mobile staff and patients (or other service usurs) to on-design workers and/or care pathways, tagether in pathements). The approach is different to other service improvement techniques. The toolist studies short visions from staff and patients worked in EECS projects to help long to life him to be a service and or serving this type of improvement project. It also includes a service of the service of	English	Free	
4.1 Co-development of policies and programmes with patients	Using Online Patient Feedback to Improve Care	https://www.sointofcarefoundation.org	Toolkit	The Point of Care	Constructed in resources such as regular forms, latter, presentations and other naturals to help you play and cony out this apparaish.  Applies supported ground, pastern experience can digularly fearm to understand from to use online patient Verdical to improve quality in healthcase.  **gating started with online feedback**  **acting started with online feedback**	English	Free	
				Foundation	-what we know about online feedback			
4.1 Co-development of policies and programmes with patients	Engaging Patients in Improving Ambulatory Care Toolkit	https://www.youtube.com/wetch?v=Kill	Video	Robert Wood Johnson Foundation	The Engaging Patients in Improving Ambulatory Care toolist showcases patient engagement efforts from three alliances participating in Aligning Forces for Quality, the Robert Wood Johnson Foundation's signature effort to lift the quality of care in targeted communities across the United States.	English	Free	
				Center for Excellence	This is a five-part patient engagement webnar series. Each webnar in this series will focus on a different topic regarding patient engagement at the organizational level. The goal of this work is to promote best practices for how to support patient engagement within the primary care sufety not			
4.1 Co-development of policies and programmes with patients	Patient Engagement Webinar Series	https://cepc.ucid.edu/webinar-resource	Video/Webinars	in Primary Care & Center for Care Innovation	organizational level. The goal of this work is to promote best practices for how to support patient engagement within the primary care safety net setting.	English	Free	42,43
4.2 Learning from patient experience for safety improvement	The Patient Experience Book: A collection of the NHS Institute for Innovation and Improvement's guidance and support	https://www.england.nhs.uk/improvem	Book	NHS	This book is for people with designated responsibility for improving patient experience – both as providers of services and as commissioners. It is intended to give you the evidence you need to influence others, both at management/board level and team level, to focus on improving patient executions.	English	Free	
	Good for Health, Good for Business: The Case for Measuring			The Robert Wood				
4.2 Learning from patient experience for safety improvement	Good for Health, Good for Business: The Case for Measuring Patient Experience of Care	http://forceusquality.org/af4q/downloa	Brief	The Robert Wood Johnson Foundation	This brief cuttines the disical and business benefits of measuring and addressing patient experience of care, and offers messages for conveying this information to stakeholders.	English	Free	
4.2 Learning from patient experience for safety improvement	No. 18 Measuring Patient Experience	https://www.health.org.uk/sites/defaul	Evidence Scan (guidance)	The Health Foundation	The experiences of patients and their family and friends are a key component of the quality of healthcare, and there is an increasing focus on improving patient experience. There are many approaches to measuring patient and carer experiences of health services. This evidence scan reviews published research about these approaches to help gain an understanding of the advantages and invitations of different methods.	English	Free	
8.31 marine from entired annulus for refer income	Patient experience in adult NHS services: improving the	https://www.nice.ore.uk/euklance/cs13	Guidance	NICE	alter tappfor, the recommendation in this guidance counter the exerce of a good patient requirence. This implementation will help to ensure a distribution and the shall be extended as exceptable and experience, not have large point using the 10th Content between these repossible and experience of ears. The exammendations in this guidance are directed presently at chical staff, but patient experience is also significantly affected by contacts with non-directed staff us have prespectived, described and downestic staff.	English	Free	
A. Learning interspendent expension on saming improvement	experience of care for people using adult NHS services		oudine	ac.		Lightin	7.00	
4.2 Learning from patient experience for safety improvement	Using Patient Feedback	https://www.nhssurveys.org/Téestore/o	Guidance	Picker Institute	This guide will explain the basic principles of gathering patient feedback and provides an overview of the different methods and techniques. It outlines what to do with feedback once you have collected it in order to bring about improvements to healthcare services. Our guidence is based on what patients said is important, and with healthcare safe fall our works effectively.	English	Free	6.1
	Paris and an annual second			Australian Institute				
4.2 Learning from patient experience for safety improvement	Patient-reported experience and outcome measures	nmps://www.aihw.gov.au/getmedia/31	Report	of Health and Welfare	This article presents information on the current and potential use of patient-reported experience and outcome measures in Australia.	English	Free	
4.2 Learning from patient experience for safety improvement	Learning from serious incidents in NHS acute hospitals	https://www.cgc.cre.uk/sites/default/fi	Report	Care Qualty Commission	One of the most common issues we find is the way that organisations investigate, communicate and fearn when things go wrong. We wanted to get a better understanding of these issues, so we decided to carry out a review of a sample of serious incident investigation reports. We also wanted to test a method that we could use in our impections and identify ways that we could only help concurrency improvement.	English	Free	
4.2 learning from nation to recover for	Key learning from the Dana-Farber Cancer Institute's 20-year	http://www.ibi.ore/reserves-in	Report	104	The tragic chemotherapy overdoses to Betsy Lehman and Maureen Bateman, which were discovered at the Dana-Farber Cancer Institute (DFCI) in February 1995, are well known to the cancer community and the public. With 2004 to 2005 marking the 10-year anniversary of these events, DFCI	English	Free	
and the same of same of married improvement	patient safety journey			ļ-	leadership assessed its nations safety learning. The six most critical elements of learning were as follows: the responsibility and nasser of all	angest	road	
4.2 Learning from patient experience for safety improvement	Analysis of trends in NHS inpatient surveys 2005–13	https://www.kingsfund.org.uk/sites/del	Report	King's Fund & Picker Institute	Madeship to After actions referred their the manifests and filmships the manufact for administrative nature for administrative nature for the films of the manufact of the design of the filmships of the filmship	English	Free	6.17
4.2 Learning from patient experience for safety improvement	Report of the Mid Staffordshire NHS Foundation Trust Public Inquiry	https://www.gov.uk/government/public	Report	Mid Staffordshire NHS Foundation Trust Public Inquiry	jummary or trisse intends.  This is a summary of the Mid Staffordshire NHS FoundationTrust public inquiry with a set of recommendations from the lessons learned.	English	Free	
4.2 Learning from patient experience for safety improvement	Going the Extra Mile: Improving the nation's health and wellbeing through public involvement in research	https://www.nihr.ac.uk/documents/abs	Report	National Institute for Health Research	The final report and recommendations to the Director General Research and Development / Chief Medical Officer (CMC) Department of Nealth of the Teresing Soundaries' strategy review of public involvement in the National Finations for Health Research (NRSI)	English	Free	
			1.					
4.2 Learning from patient experience for safety improvement	NIHR Improving Care by using Patient Feedback: Themed Review	https://content.nihr.ac.uk/nihrdc/them	Themed Review	NHR	We wrote this review to bring together emergent themes and to provide practitioners, policy makers and the public with an overview of the findings of current NRM-funded research and to influence debate, policy and practice on the use of patient experience data.	English	Free	
4.2 Learning from patient experience for safety improvement	Friends and Family Test	https://www.england.nhs.uk/fft/	Tool	NHS	The Friends and Family Test (IFT) is an important feedback tool that supports the fundamental principle that people who use NRS services should have the opportunity to provide feedback on their experience. Listening to the views of patients and staff helps identify what is working well, what can be improved and how.	English	Free	6.1
					·			
4.2 Learning from patient experience for safety improvement	Just a Routine Operation	https://www.youtube.com/watch?v=lzh	Video	NHS Institute for Innovation and Improvement	In has A Routine Operation Murits talks about his experience of losing his set's during an apparently routine procedure and his hopes for making a change to practice in healthcare. As a result of his personal experience, Martin Bromiley founded the Cinical Human Factors Group in 2007. This process brins to mether experts, circlesians and enthusiants who have an interest in calciter the understanding of human factors at the heart of	English	Free	6.5
4.2 Learning from patient experience for safety improvement	Using patient experience for improvement	https://www.pointofcarefoundation.org	Webpage	The Point of Care Foundation	A guide supporting dinical, patient experience and quality teams to draw on patient experience data to improve quality in healthcare. Describes how to gather data, get started with quality improvement and finally improve care.	English	Free	41
4.2 Learning from patient experience for safety improvement	Chartered Institute of Ergonomics & Human Factors: Learning from adverse events	https://ergonomics.org.uk/asset/t0668	White Paper	Chartered Institute of Ergonomics & Human Factors	This white paper shares the knowledge and experience of human factor sin incident prevention and management. IT is designed to help organisations to understand these key principles and human factors and ooffer practical guidance in how to improve the way adverse events are	English	Free	2.1, 2.4, 4.2
				named FRCIOIS	manage.  The Patients for Patient Safety programme is a core priority of the WHO Patient Safety Programme (PSP), Guided by an Advisory Group made up of			
4.3 Patient advocates and patient safety champions	Patients for Patient Safety: Partennships for Safer Health care	https://cdn.who.int/media/docs/defaul	Brochure	WHD	patients and with the Secretariat based at WHO, the programme supports a global network. Patients for Patient Safety is a unique approach within WHO to engage and empower patients in the belief that by sharing experiences and expertise, each individual and organization can learn and reprove. Patients for Patient Safety (PPS) uses the patient experience as a learning tool and promotes patient leadership and involvement in patient	English	Free	7.3
		No. 16		Canadian Patient	safety efforts at all levels.		\$2,295 Canadian	
4.3 Patient advocates and patient safety champions	Canadian Patient Safety Officer Course	gatientsarety(nititute.cs/s	Course	Safety Institute	Providing an overview of the fundamentals of patient safety, the Canadian Potient Safety Officer Course equips healthcare professionals and leaders with the information, took, and techniques to half a strong patients after patient safety and the safety patients.	English	Student, \$2,495	5.1
4.3 Patient advocates and patient safety champions	A guide to support maternity safety champions	https://www.england.nhs.uk/wp-contes	Guidance	NHS	This guide will enable, support and empower you as a maternity safety champion, whether at frontline, trust board or regional level. The guide suggests a means of optimising effective sharing of information between individuals in trusts whose roles provide insights into areas where local safety need might be addressed locally.	English	Free	
4.3 Patient advocates and patient safety champions	NHS Patient Safety Strategy: Identifying patient safety specialists	https://www.england.nhs.uk/ap-conte	Guidance	NHS	The NMS Patient Safety Strategy set the ambition for the new role of patient safety specialist to be introduced in every NMS organisation in England. Patient safety specialists will be the lead patient safety experts in healthcare organisations, working full time on patient safety.	English	Free	
4.3 Patient advocates and patient safety champions	Starting and Sustaining a Patient Advisory Board: Patient Liaison Handbook	https://cepc.ucsf.edu/sites/cepc.ucsf.ed	Handbook	San Fransisco General Hospital	The purpose of a Patient Advisory Board is for patients to provide their unique and invaluable perspective to clinic management, staff, and providers about how to make improvements, with the goal of better serving all clinic patients. San Fransico General Hospital provides guidance on how to	English	Free	41
4.3 Patient advocates and patient safety charmons	Forming a Patient and Family Advisory Council (PFAC)	https://edhub.ama-assn neelshans fee-	Module	AMA	create a 7AL, through their come experience.  The learning objectives of the module area  2 Describe what a "Element and Remity Admisory Council (PRAC) is and how this pertnership can improve early practice.  2 Describe what a "Element and Remity Admisory Council (PRAC) is and how this pertnership can improve early practice.  2 Describe the importance of developing a business case for PRAC and engaging the appropriate individuals to serve on the planning committee.  2 Taking the purpose of an attent nation after after for early the PRAC area only the council and area to the planning committee.  2 Taking the purpose of an attent nation after after support the PRAC area only the council and area.	English	Free	
4.3 Patient advocates and patient safety champions	WHO World Alliance for Patient Safety: London Declaration	https://cdn.who.int/media/docs/defaul	Report	WHO	The declaration of Patients for Patient safety, which are parterns in the effort to prevent all avoidable harm in healthcare.	English	Free	7.3
			Training course	European patients	The Summer Training Counse for Young Patient Advocates - Leadership Programms is an exciting and unique opportunity offering a tailored high-			
n.a radient advocates and patient safety champions	Summer Training Course for Young Patient Advocates (STYPA)		webpage	Forum	quality training to young (IS-30) patient advocates or representatives of young patient advocates who have the motivation to learn more about advocacy and maximise their leadership potentials in real environment.	English	Free	
			<del>                                     </del>	L		1		

Patient Safety
Movement A list of patient safety for Patient Safety Movement advocates and their motivations for becoming patient safety advocates.

Free

				Agency for				
4.4 Patient Safety Incident Disclosure to Victims	Disclosure of Errors	https://psnet.ahrq.gou/primer/disclosu	Blog	Agency for Healthcare Research and Quality	The Patient Safety Network of the Agency for Neuhhore Research and Quality describes how disclosing errors to patietre can improve patietre safety.  If outlines how the benefits of this and highlights some institutions that have undergone this.	English	Free	
4.4 Patient Safety Incident Disclosure to Victims	Topic B: Engaging with patients and carers	https://cdn.who.int/media/docs/defau	Curriciulum	WHO	The objective of this topic is to understand the ways in which patients and carers can be involved as partners in health care, both in preventing hairs and fearing and healing from an effective exect.	English	Free	
4.4 Patient Safety Incident Disclosure to Victims	Open Disclosure Flowchart for Healthcare Consumers	https://www.safetyandquality.gov.au/s	Flowchart	Commission on Safety and Quality in	A flouchart for healthcare consumers to use when they experience an adverse event	English	Free	
4.4 Patient Safety Incident Disclosure to Victims	Australian Open Disclosure Framework	https://www.safetyandquality.gov.au/s	Framework	Australian Commission on Safety and Quality in	The Australian Open Disclosure Framework is a national intitative of the Australian, and state and territory governments, in conjunction with private health services, through the Australian Commission on Safety and Quality in Health Care. It is intended to contribute to improving the safety and quality of health care.	English	Free	
4.4 Patient Safety Incident Disclosure to Victims	Access to Medical Records	https://www.avma.org.uk/sep-content/	Guidance	Action Against Medical Accidents	This self-help guide contains all the information that patients should need to access their medical records, or those of a loved one or someone who has died, and what action they can take afterwards.	English	Free	45
4.4 Patient Safety Incident Disclosure to Victims	Counselling and psychological support following avoidable harm in healthcare	https://www.avma.ora.uk/ssp-content/	Guidance	Action Against	This iselfet airms to offer some key principles to patients that may help them decide whether they want to access counselling (therappy), what to consider when choosing a counsellor (bhenapati) and what to expect when they go for counselling.	English	Free	45
4.4 Patient Safety Incident Disclosure to Victims	The Duty of Candour	https://www.avma.org.uk/up-content/	Guidance	Action Against Medical Accidents	consister when motivating a consister generalized as we make to expect when many go for commissing.  The duty of candour is a statutory (legal) duty to be open and homest with patients (or "service users"), or their families, when something goes wrong that appears no howe caused or could lead to significant harm in the future. This leaflet explains to patients what to expect if such an incident occurs.	English	Free	45
					and what to do if they think their healthcare provider has not complied with the duty of candour.			
4.4 Patient Safety Incident Disclosure to Victims	Your Rights	https://www.avma.org.uk/ssp-content/	Guidance	Action Against Medical Accidents	This guidance for patient's describes their rights if they have been the victim of avoidbale harm in healthcare and how to take action.	English	Free	
4.4 Patient Safety Incident Disclosure to Victims	Open disclosure of things that don't go to plan in health care: A booklet for patients beginning an open disclosure process	https://www.safetyandquality.gov.au/s	Guidance	Commission on Safety and Quality in	This guide has been designed to help patients in open disclosure of their own care or of a relative/friend. This guide focuses on health services including hospitals) and doctors and nurses, but also covers health care provided in other health facilities and by other healthcare providers.  The details of control requires controlled controlled and extended in other health facilities and by other healthcare providers.	English	Free	
4.4 Patient Safety Incident Disclosure to Victims	The duty of candour: guidance for providers	https://www.cqc.org.uk/sites/default/fi	Guidance	cac	The day of another requires registered providers and registered managers (florers as "registered persons") to act is an open and transporters way.  With people receiving one or treatment from them. The regulation also defines "notifiable safety incidents" and specifies how registered persons must assolv the duty of candour if these incidents occur.	English	Free	
4.4 Patient Safety Incident Disclosure to Victims	Confidentiality Guidance	https://www.emc-uk.org/ethical-puidar	Guidance	GMC	This putdone outlines the framework for considering when to disclose patients' personal information and then applies that framework to disclosures to support the direct one of an individual patient, disclosures for the protection of potential and disclosures for all other purposes. This puddonce also sets out the responsibilities of all other purposes. This puddonce also sets out the responsibilities of all other purposes. This puddonce access what better can early home puddonce and protecting patient information.  This puddonce section while their can early borned above more protection, and of which we reportability it to expose and record while their cases while their cases are all borned above.	English, Welsh	Free	
4.4 Patient Safety Incident Disclosure to Victims	Openness and honesty when things go wrong: The professional duty of candour	https://www.emc-uk.org/-/media/docu	Guidance	GMC	In this goldence we explore what being open and honest about mistakes means in practice. And whose responsibility it is to explain and record what has gone wrong. We include practical advice on: when and who you should a	English, Welsh	Free	4.5
4.4 Patient Safety Incident Disclosure to Victims	Guidance on Open Disclosure Policies	https://www.hdc.org.nz/media/5372/g	Guidance	Mealth and Disability Commissioner	Internationally, there is a move towards the development of national standards and organisational policies to promote open disclosure. Set out in this guidance are guiding points that provider organisations should consider when developing open disclosure policies.	English	Free	41,42
4.4 Patient Safety Incident Disclosure to Victims	Confidentiality - NHS Code of Practice	https://assets.publishing.service.gov.uk	Guidance	NHS	Aurpose is to provide guidance to the NNS and NNS related organisations on patient information confidentiality issues BMM, GMC and GNC have endoused the document. This will help send a consistent message across the Service on confidentiality and issues around the processing of patient	English	Free	
4.4 Patient Safety Incident Disclosure to Victims	Saying Sorry	https://resolution.chs.uk/wp-content/	Guidance	NHS	Guidance for healthcare professionals on how to apologise after avoidable harm in healthcare has been caused	English	Free	
4.4 Patient Safety Incident Disclosure to Victims	Open Disdosure Handbook	https://www.cec.health.nsw.gov.au/_	Handbook	Clinical Excellence Commission	The Open Disclosure Handbook has been proposed by the Clinical Intelligence Commission as a resource for discissan and other health care staff anxiety authles AVM Health facility or service. It outliers the steps and consideration intelled on proceedings open disclosure according to the Vision seconding to the Vision Health Open Disclosure Picinical Pic	English	Free	
4.4 Patient Safety Incident Disclosure to Victims	Disclosure of Adverse Events to Patients	https://www.ethics.va.gov/docs/policy	Policy	Department of Veteran Affairs	Quality in Health Care in 2021.  This Vietness Health Administration (VMA) directive establishes the policy to ensure consistent practice in disclosing to patients or to the patient's account at the accuracy of advance exects adated to the exitent's district sear.	English	Free	
4.4 Patient Safety Incident Disclosure to Victims	Open Disclosure Policy	https://www.l.health.mw.gov.au/pds//	Policy	NSW Government	This policy sets out the minimum requirements for implementing open disclosure within NSW Health facilities and services, describes when open disclosure is required, defines the two stages of the open disclosure process - clinical disclosure and, where indicated, formal open disclosure , outlines key steps, and outlines the reload and responsibilities for NSW Health Safe in relation to open disclosure.	English	Free	
4.4 Patient Safety Incident Disclosure to Victims	Disclosure and Discussion of Adverse Events	https://www.acog.org/clinical/clinical-g	Report	American College of Obstetricians and Consendations	Adverse outcome, are a reality of medical care and affect patients, but also affect health care practitioners. Thus, health care practitioners and institutions should understand how to best disclose and discuss adverse events with patients and their families. Beyond disclosure, health care examples of the patients of the patients and patients are patients and patient	English		
4.4 Patient Safety Incident Disclosure to Victims	The Sorry Works! Coalition: Making the Case for Full Disdosure	https://www.jointcommission.journal.co	Report	The Joint Commission	This article describes The Sorry Works! Coslition, an organization of doctors, lawyers, insurers, and patient advocates that is dedicated to promoting full disclosure and policipes for medical errors as a "middle-ground robbino" to the medical majorators crisis.	English	Free	
4.4 Patient Safety Incident Disclosure to Victims	Review: Implementation of the AustralianOpen Disclosure Framework	https://www.safetyandquality.gov.au/s	Review	Australian Commission on Safety and Quality in	The Commission has undertaken this review to assess the implementation of the Prantework in Australian Reach Lencks, Project aims were to review and consult on the activities undertaken by Australian health services, jurisdictions and the private hospital sector to implement the framework, including state, territory and organizational policies, processes, training and strategies. Also review the actes to which the framework including state, territory under the strategies of the project of the strategies of the	English	Free	
4.4 Patient Safety Incident Disclosure to Victims	Communication and Optimal Resolution (CANDOR)	https://www.ahrq.gov/patient-safety/c	Toolkit	Agency for Healthcare Research and Quality	Communication and Optimal Resolution (CANCOR) is a process that health care institutions and practitioners can use to respond in a timely, thorough, and just way when unexpected events cause patient hum. This AHIQ tookis, based on the CANCOR process, is intended to assist houghtals in implementing communication and optimal resolution programs.	English	Free	
4.4 Patient Safety Incident Disclosure to Victims	Disclosing Errors: Calgary-Cambridge Guide	https://www.hse.ie/eng/about/our-hea	Toolkit/Guidance	HSZ	A step-by-step guide on how healthcare professionals can disclose a medical error to their patietrs	English	Free	
4.4 Patient Safety Incident Disclosure to Victims	Open Disclosure resources for clinicians and health care crowlders	https://www.safetyandouality.gov.au/o	Webpage compendium	Australian Commission on Safety and Quality in	A compilaton of resources for healthcare professionals to use for open disclosure	English	Free	
4.5 Information and Education to Patients and Families	QuestionBuilder App	https://www.ahro.gov/questions/quest	Арр	Healthcare AHRQ	The AVEIQ Question Builder app helps patients and caregivers prepare for medical appointments and maximize visit time. It enables patients to select or create operations that there are not during their appointment.	English	Free	6.5
4.5 Information and Education to Patients and Families	S Ways to Improve Health Literacy	http://www.ibi.org/communities/blogs	Blog post	н	NE Executive Director Frank Federico describes what care providers should do to improve their communication with patients to help improve the safety and reliability of care.	English	Free	
4.5 Information and Education to Patients and Families 4.5 Information and Education to Patients and Families	Shared Decision Making The 10 Questions You Should Know	https://www.healthit.gov/sites/default	Sheet/Resource	healthit.gov	This document is an educational fact sheet about shared decision making in healthcare. It also provides selected tools that can help organisations with shared decision making.  The AMRQ with out 20 questions that patents should know the answer to for their healthcare voicts. 5	English English	Free	5.1
4.5 Information and Education to Patients and Families	Living Well with Asthma	https://staywell.mydigitalpublication.co	Guidance	John Hopkins Medicine	Dring Well guides are designed by John Hopkins to provide excellent information about managing a chronic condition. Each guide includes interactive features to enhance the learning experience of patients. They can waith videss, lister to the audio recording of each section, highlight test and more.	English, Spanish, French, Chinese, German, Portuguese, Italian	Free	
4.5 Information and Education to Patients and Families	Living Well with Chronic Lung Disease	https://staywell.mydigitalpublication.co	Guidance	John Hopkins Medicine	Living Well guides are designed by John Hopkins to provide excellent information about managing a chronic condition. Each guide includes interactive leasures to enhance the fearning experience of patients. They can watch videos, litten to the audio recording of each section, highlight text and more.	Italian English, Spanish, French, Chinese, German, Portuguese,	Free	
4.5 Information and Education to Patients and Families	Living Well with Diabetes	https://staywell.mydigitalpublication.co	Guidance	John Hopkins Medicine	Dring Well guides are designed by John Hopkins to provide excellent information about managing a chronic condition. Each guide includes interactive features to enhance the learning experience of patients. They can waich videos, laten to the audio recording of each section, highlight text and more.	English, Spanish, French, Chinese, German, Portuguese, Italian	Free	
4.5 Information and Education to Patients and Families	Living Well with Heart Disease	https://staywell.mydigitalpublication.co	Guidance	John Hopkins Medicine	Dring Well guiden are designed by John Hopkins to provide excellent information about managing a chronic condition. Each guide includes interactive features to enhance the learning experience of patients. They can waith videss, listen to the audio recording of each section, highlight text and more.	English, Spanish, French, Chinese, German, Portuguese, Italian	Free	
4.5 Information and Education to Patients and Families	Living Well with Heart Failure	https://staywell.mydigitalpublication.co	Guidance	John Hopkins Medicine	Dring Well guides are designed by John Hopkins to provide excellent information about managing a chronic condition. Each guide includes interactive features to enhance the learning experience of patients. They can watch videss, laten to the audio reconfing of each section, highlight text and more.	English, Spanish, French, Chinese, German, Portuguese, Italian	Free	
4.5 Information and Education to Patients and Families	The SHARE Approach: A Model for Shared Decision Making	https://www.ahrq.gov/sites/default/file	Guidance/Toolkit	AHRQ	The SHATE Approach is a five-step process for shared decision making that includes exploring and comparing the benefits, harms, and nisks of each option through meaningful dialegue about what matters must to the patient. It also provides a curriculum, tools, webinars and success stories of the DMXE approach.	English	Free	
4.5 Information and Education to Patients and Families	Shared Decision Making: Summary Guide	https://www.england.nhs.uk/publicatio	Guide and Tool	NHS	Several approach.  The Shared Decision Making Summary Guide is intended for people leading local implementation of shared decision making. It enables: increased understanding of good shared decision making commissioning of local shared decision making institutives and embedding them in care pathways providers to have better conversations with people using services, thereby supporting them to make mare informed choices based on their	English	Free	5.1, 6.3
					personal values and preferences and what is known of the risks and benefits  This report focuses on how education and training inferventions can actively improve patient safety. There is a real need for a systematic approach			
4.5 Information and Education to Patients and Families	Improving Safety Through Education and Training	https://www.hee.nhs.uk/sites/default/	Report	Mealth Education England	that uses learning took effectively, both for short term reduction in risk to patients and also to build a long-term, sustainable learning environment within healthcare that is centred on patients and on the need for the safest care possible.	English	Free	
4.5 Information and Education to Patients and Families	Improving health literacy to reduce health inequalities	https://www.instituteofhealthequity.or	Report	Public Health England + UCL Institute of Health Equity	This practice resource is based on multiple of research and service Statistics on health Statistic producing statistical andorson, primary explositions of entermentation, review but statistics of terrorison, and descriptions of interventions. The report draws on the evidence base and examples of local practice to Statistical entable approaches for local actions.	English	Free	
4.5 Information and Education to Patients and Families	ANRQ Shareable Resources	https://www.ahrq.gov/questions/resou	Resource Compilation	AHRQ	The resources will help patient prepare for medical appointments, ask questions, and talk with members of their health care team.	English	Free	
4.5 Information and Education to Patients and Families	Educating Patients	https://www.cdc.gov/vaccines/hcp/pati	Resource Compilation	Center for Disease Control and Prevention	Reportes are available in various formula—figure, fact shares, posters, values, with busition—and includes labels to either anded subsities. CCC miterials can be desertiousled, capital, and destributed to patients. Some items can be ordered through an entire ordering system.	English	Free	
4.5 Information and Education to Patients and Families	tive Well Guides	https://www.nhs.uk/hve-seil/	Resource Compilation	NHS	Guidance, advice, tips and tools for patients to make informed choices about their health and wellbeing. They cover various areas of health that guide people about questions and towards appropriate resources.	English	Free	
4.5 Information and Education to Patients and Families	Speak Up Campaigns	https://www.jointcommission.org/reso	Resource Compilation	The Joint Commission	The goal of the Joint Commission's Speak Up patient Safety Programme is to help aptients and their advocates become active in their care. They provide integraphics and animated videos for patients for various healthcare scenarios	English	Free	6.2
4.5 Information and Education to Patients and Families	Self-help guides	https://www.avma.org.uk/help-advice/	Resource	Action Against	AWAY's self-help guides have been written by experts to help guide patients through the process of taking action following a medical injury. In clear and straightforward language, they set out the procedures patients will need to follow, and legal rights and obligations, and contain useful contact	English	Free	(individual resources seelected
4.5 Information and Education to Paliants and Families	Mind of My Own	https://mindofmvown.com/4	Compilation Service	Medical Accidents  MindOfMyOwn	details for regulatory bodies, advice services and other organisations that may be of help.  At Mind Of My Own we believe that every child should be able to sive voice to their lived experience — and be heard. We create fully accessible agos.	English	Free	for 4.4)
and the second second					that provide a unique digital solution to advancing universal children's right; as such we are the only digital tool that comprehensively supports. Arcide 22 of the United Nations Convention on the Rights of the Child (UNCRC).  The Standard with out a support of the Children's report of the Children's National Standard Standa	English English (Video in SSL and		
4.5 Information and Education to Patients and Families	Accessible Information Standard	https://www.england.nhs.uk/oureork/	Standards	NHS	The Standard sets out a specific, consistent approach to identifying, recording, flagging, sharing and meeting the information and communication support needs of patients, service users, carers and parents with a disability, impairment or sensory loss.	subtitles) English Dutch Norwegian	Free	
4.5 Information and Education to Patients and Families	collaboRATE Measure	http://www.glynelwyn.com/collaborate	Tool	Glyn Elwyn	A patient reported measure with three brief questions completed after a consultation, to assess how well informed the patient is	Spanish, Danish, French, Swedish, Mandarin, Traditional Chinese, German, Japanese Cremese, Crech, Lanson,	Free	
4.5 Information and Education to Patients and Families	The 9-Item Shared Decision Making Questionnaire	http://www.patient-als-partner.de/ind	Tool	Patient als Partner	The 9-item Shared Diction Making Questionnaire was developed in a theory-driven manner and measures the extent to which patients are involved in the process of decision-making from the perspective of the patient (patient version 50%-Q-9) and from the perspective of the physician (physician emission 50%-Q-9).	Dutch, English, Filipino, French, German, Greek, Hebrew, Hungarian, Italian, Japanese, Korean, Uthuanian,	Free	
						January Street and		
4.5 Information and Education to Patients and Families	Se More Engaged in Your Healthcare	https://www.ahrp.gov/sites/default/file	Toolkit	AHRQ	The AMRQ provides patients with practical tips to use before, during and after their medical appointment by being engaged with their appointment.	English	Free	
					The purpose of this Toolikk is to provide evidence-based goldance to support primary care practices in addressing health illerary. The Toolikk can help practices reduce the exceptively an earth care point understanding of health information, and enhance support for patients of all theresy when. The Toolikk comprises IT tools addressing of definings that are important for previously establish literary in practices.			
4.5 Information and Education to Patients and Families	AHRQ Health Literacy Universal Precautions Toolkit	https://www.ahrq.gov/sites/default/file	Toolkit	AHRQ	practions reduce the complexity of health care, increase patient understanding of health information, and enhance support for patients of all iteracy issues. The Totality compress 21 tools addressing 4 domains that are important for promoting health literacy in practice.  1. Spakes Communication  1. Spakes Communication	English	Free	
4.5 Information and Education to Patients and Families	Mealth Literacy	https://healtheducationengland.shareg	Toolkit	Health Education England	A collection of resonuces about Health literacy	English	Free	5.1
4.5 Information and Education to Patients and Families	Patient and Clinician Videos	https://www.ahro.gov/questions/video	Video Resources	AHRQ	In these short videor, patients Ltifi about how simple questions can help patients take better care of themselves, feel better, and get the right care at the right time. Doubter and names talk about how questions help time take better care of patients and give advice on how they can be an active emished of sour helphare team and on their countries assessed.	English	Free	
4.5 Information and Education to Patients and Families	Shared Decision Making Resources	http://www.chaosinewisely.co.uk/resor	Webpage Resources	Choosing Wisely UK	These are a combination of guidance and opinion pieces to aid shared decision making with patients and healthcare professionals.	English	Free	6.1
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