

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](#)