

Collection of Documentation - Pre- and Post-Implementation

July 1, 2010

Purpose: To gather data on existing hospital policies, procedures, documents, and strategies related to patient and family engagement (PFE) or patient- and family-centered care (PFCC). Documents may include formal policies, reports, memos, training materials for hospital staff, or materials for patients.

Instructions: Please mark an “X” for each row under the appropriate column.

- Document available: The hospital has the document/procedure available.
- Document received: A copy of the document/procedure has been provided to AIR staff.
- PFE included: The document/procedure contains information/strategies related to PFE and PFCC.

To the extent that it is available, we will gather documentation on the following topics pre-implementation. Post-implementation, we will gather any documentation that may have changed since pre-implementation.

Topic	Document(s) Available	Document(s) Received	PFE Included
Background on organizational structure and vision			
Mission statement			
Strategic plan			
Organizational chart			
Annual reports			
Other:			
Other:			
Other:			
Other:			
Policies and procedures related to Component 1 strategies			
Admission procedures			
Discharge procedures			
Nurse change of shift			
Communication tools used between patients, family members and health care team			
Materials distributed to patients and families			
Orientation video for patients and families			
White board use			
Shared care plan			
Daily goal sheet			
Other:			
Other:			

Topic	Document(s) Available	Document(s) Received	PFE Included
Other:			
Other:			
Other:			
Other:			
Policies and procedures related to PFE, PFCC, quality and safety			
Visitation policy (e.g., open visitation, family presence during invasive procedures)			
Patient- and family-activated rapid response teams			
Rounds			
Patient and family access to health information (e.g., library, information resource center, video)			
Patient and family access to medical records			
Patient advocate/navigator program			
Quality improvement and patient safety programs (e.g., medication safety/reconciliation, hand hygiene, fall prevention, surgical safety)			
Other:			
Other:			
Other:			
Other:			
Other:			
Other:			
Opportunities for patient and family member involvement at an organizational level (Component 2)			
Patients and families as advisors and reviewers			
Patient and family advisory council			
Patients and families on quality and safety committees and teams			
Other:			
Other:			
Other:			
Other:			
Other:			
Other:			

Public reporting burden for this collection of information is estimated to average 4 hours per response, the estimated time required to complete the collection of documentation. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: AHRQ Reports Clearance Officer Attention: PRA, Paperwork Reduction Project (0935-XXXX) AHRO, 540 Gaither Road, Room # 5036, Rockville, MD 20850.