

Contents

1 Understanding Patient and Family Engagement in Health Care.	1
2 Consideration for Special Settings and Situations.	17
3 Pursuing Continuous Quality Improvement	29
4 A Quest for Patient Safety	37
5 Consumer Information for Patients, Families, and Caregivers	47
6 Quality Measures for Patient, Family, and Caregiver Engagement.	61
7 Considerations for Family and Caregivers and Crucial Conversations	71
8 Careers, Education, and Certifications in Patient and Family Engagement	81
Appendix A: Roadmap for Patient and Family Engagement in Healthcare Practice and Research: Actions You Can Do Today.	91
Appendix B: To Err Is Human: Building a Safer Health System.	97
Appendix C: Crossing the Quality Chasm: A New Health System for the Twenty-First Century.	105