

PATIENT-CENTERED CARE RESOURCE COMPENDIUM

(A Companion to the Patient-Centered Care Improvement Guide)

November 2008

This Resource Compendium, and its companion publication, The Patient-Centered Care Improvement Guide were generously funded by Picker Institute, an international non-profit organization that supports research in the field of patient-centered care.

Planetree, Inc.
130 Division Street
Derby, CT 06514
www.planetree.org

Picker Institute, Inc.
22 Bay View Street, 3rd floor
P.O. Box 777
Camden, ME 04843-0777
www.pickerinstitute.org

PATIENT-CENTERED CARE RESOURCE COMPENDIUM
An Annotated Bibliography

Table of Contents

Effective Communication	4
General Resources.....	4
Physician-Patient Communication	5
Nurse-Patient Communication	6
Communication, Non Verbal	7
Communication Barriers	7
Personalization of Care	8
General Resources.....	8
Hospital Attire.....	9
Food and Nutrition – General Resources	9
Food Delivery/Room Service.....	9
Cultural Diversity	10
General Resources.....	10
Perceptions of Health Care.....	10
Culturally Competent Health Care	11
Continuity of Care	12
Hospital Discharge and Care Transitions	12
Family Rounds	12
Hourly Rounds	13
Interdisciplinary Approaches	13
Bedside Shift Report	13
Patient Pathways	14
Medication Reconciliation /Information	14
Access to Information/Patient Education	15
General Resources.....	15
Approaches to Patient Education	15
Shared Medical Record	16
Printed Patient Educational Materials	17
Consumer Health Information and the Internet.....	17
Family Involvement	19
General Resources.....	19
Visitation.....	19
Family Presence	20
Care Partners/Family Involvement	21
Patient and Family Advisory Councils.....	21
Family Experience/Caregiver Support.....	22
Environment of Care	23
Healing Design.....	23
Auditory Environment	24
Views of Nature/Access to Natural Light	25
Private Rooms	26

Arts and Positive Diversions	27
General Resources.....	27
Visual Art.....	27
Music	27
Drumming.....	28
Humor/Clowns.....	29
Animal Visitation/Pet Therapy	29
Spirituality	30
General Resources.....	30
Clinical Relevance of Spirituality	31
Caregiver/Providers and Spirituality.....	31
Palliative Care and End of Life Care	32
Integrative Medicine	33
General References on CAM Utilization and Outcomes	33
Acupuncture.....	34
Aromatherapy	34
Healing Touch/Therapeutic Touch.....	35
Massage Therapy	35
Meditation/Guided Imagery	36
Music Therapy/Music Thanatology	36
Tai Chi	37
Yoga.....	37
Caring for the Community	39
Care for the Caregiver	41
Job Satisfaction	41
Employee Satisfaction and Patient Satisfaction	41
Caring for Caregivers.....	42
Supportive Work Environments.....	42
Patient-Centered Approaches to Technology	43
General Resources.....	43
Electronic Medical Record.....	43
Patient Safety	45
Patient Satisfaction	48
General Resources.....	48
Survey Design.....	49
HCAHPS.....	49
Racial and Ethnic Differences in Patient Perceptions of Care	50
Patient-Centered Care and Outcomes	50
Malpractice	51

EFFECTIVE COMMUNICATION/HUMAN INTERACTIONS

Communicating effectively with patients and families is a cornerstone of providing quality health care. The manner in which a health care provider communicates information to a patient can be equally as important as the information being provided. Patients who understand their care providers are more likely to accept their health problems, understand their treatment options, modify their behavior and adhere to follow-up instructions. Furthermore, when these communications are infused with caring attitudes, even the most routine health care interactions are opportunities to convey caring, compassion and concern. When individual providers or entire organizations are committed to instilling caring attitudes in health care, patients are recognized as unique, multi-dimensional beings with a range of needs and emotions. Patient-centered providers recognize that caring for patients means meeting this full range of needs.

GENERAL RESOURCES:

Bernick, L. (2004). "Caring for Older Adults: Practice Guided by Watson's Caring-Healing Model." Nurs Sci Q. 17(2): 128-a-134.

Brown, E. L. (1963). "Meeting Patients' Psychosocial Needs in the General Hospital." The ANNALS of the American Academy of Political and Social Science. 346(1): 117-125.

Epstein, R. M., P. Franks, et al. (2005). "Patient-centered communication and diagnostic testing." Ann Fam Med. 3(5): 415-21.

Kemp, E. C., M. R. Floyd, et al. (2008). "Patients prefer the method of "tell back collaborative inquiry" to assess understanding of medical information." J Am Board Fam Med. 21(1): 24-30.

Krupat, E., R. Frankel, et al. (2006). "The Four Habits Coding Scheme: validation of an instrument to assess clinicians' communication behavior." Patient Educ Couns. 62(1): 38-45.

Lewin, S. A., Z. C. Skea, et al. (2001). "Interventions for providers to promote a patient-centred approach in clinical consultations." Cochrane Database Syst Rev(4): CD003267.

Noble, L. M., A. Kubacki, et al. (2007). "The effect of professional skills training on patient-centredness and confidence in communicating with patients." Med Educ. 41(5): 432-40.

Norfolk, T., K. Birdi, et al. (2007). "The role of empathy in establishing rapport in the consultation: a new model." Med Educ. 41(7): 690-7.

Roter, D. and J. A. Hall (1991). "Health education theory: an application to the process of patient - provider communication." Health Educ. Res. 6(2): 185-193.

Roter, D. (2004). "Patient-centered communication." BMJ 328(7453): E303-4. Roter, D. and J. A. Hall (1991). "Health education theory: an application to the process of patient - provider communication." Health Educ. Res. 6(2): 185-193.

Stewart, M., J. B. Brown, et al. (2000). "The impact of patient-centered care on outcomes." J Fam Pract 49(9): 796-804.

Watson, M. J. (1988). "New Dimensions of Human Caring Theory." Nurs Sci Q 1(4): 175- 181.

PHYSICIAN-PATIENT COMMUNICATION:

Ambady, N., D. Laplante, et al. (2002). "Surgeons' tone of voice: a clue to malpractice history." Surgery. 132(1): 5-9.

Boudreau JD, Jagosh J, Slee R, Macdonald ME, Steinert Y. (2008). "Patients' perspectives on physicians' roles: implications for curricular reform." Acad Med. 83(8):744-53.

Charon, R. (2001). "The patient-physician relationship. Narrative medicine: a model for empathy, reflection, profession, and trust." JAMA. 286(15): 1897-902.

Dutta-Bergman, M. J. (2005). "The relation between health-orientation, provider-patient communication, and satisfaction: an individual-difference approach." Health Commun. 18(3): 291-303.

Epstein, R. M., P. Franks, et al. (2005). "Measuring patient-centered communication in patient-physician consultations: theoretical and practical issues." Soc Sci Med. 61(7): 1516-28.

Garbutt, J., A. D. Waterman, et al. (2008). "Lost Opportunities: How Physicians Communicate About Medical Errors." Health Aff. 27(1): 246-255.

Harms, C., J. R. Young, et al. (2004). "Improving anaesthetists' communication skills." Anaesthesia. 59(2): 166-72.

Hobma, S., P. Ram, et al. (2006). "Effective improvement of doctor-patient communication: a randomised controlled trial." Br J Gen Pract. 56(529): 580-6.

Hulsman, R. L., E. D. Mollema, et al. (2006). "Using standardized video cases for assessment of medical communication skills: reliability of an objective structured video examination by computer." Patient Educ Couns. 60(1): 24-31.

Hulsman, R. L., W. J. Ros, et al. (1999). "Teaching clinically experienced physicians communication skills. A review of evaluation studies." Med Educ. 33(9): 655-68.

Libert, Y., I. Merckaert, et al. (2006). "Does psychological characteristic influence physicians' communication styles? Impact of physicians' locus of control on interviews with a cancer patient and a relative." Support Care Cancer. 14(3): 230-42.

Libert, Y., I. Merckaert, et al. (2007). "Physicians are different when they learn communication skills: influence of the locus of control." Psychooncology. 16(6): 553-62.

Libert, Y., I. Merckaert, et al. (2006). "[Stakes, aims and specificities of the physician-patient communication in cancer care: state of the art and perspectives]." Bull Cancer. 93(4): 357-62.

Lienard, A., I. Merckaert, et al. (2006). "Factors that influence cancer patients' anxiety following a medical consultation: impact of a communication skills training programme for physicians." Ann Oncol. 17(9): 1450-8.

Lienard, A., I. Merckaert, et al. (2008). "Factors that influence cancer patients' and relatives' anxiety following a three-person medical consultation: impact of a communication skills training program for physicians." Psychooncology. 17(5): 488-96.

Little, P., H. Everitt, et al. (2001). "Observational study of effect of patient centredness and positive approach on outcomes of general practice consultations." BMJ. 323(7318): 908-911.

Merckaert, I., Y. Libert, et al. (2005). "Factors that influence physicians' detection of distress in patients with cancer: can a communication skills training program improve physicians' detection?" Cancer. 104(2): 411-21.

Merckaert, I., Y. Libert, et al. (2008). "Factors influencing physicians' detection of cancer patients' and relatives' distress: can a communication skills training program improve physicians' detection?" Psychooncology. 17(3): 260-9.

Rao, J. K., L. A. Anderson, et al. (2007). "Communication interventions make a difference in conversations between physicians and patients: a systematic review of the evidence." Med Care. 45(4): 340-9.

Strasser, F., J. L. Palmer, et al. (2005). "Impact of physician sitting versus standing during inpatient oncology consultations: patients' preference and perception of compassion and duration. A randomized controlled trial." J Pain Symptom Manage. 29(5): 489-97.

Veldhuijzen, W., P. M. Ram, et al. (2007). "Characteristics of communication guidelines that facilitate or impede guideline use: a focus group study." BMC. Fam Pract 8: 31.

Yedidia, M. J., C. C. Gillespie, et al. (2003). "Effect of Communications Training on Medical Student Performance." JAMA 290(9): 1157-1165.

NURSE-PATIENT COMMUNICATION:

Barrere, C. C. (2007). "Discourse analysis of nurse-patient communication in a hospital setting: implications for staff development." J Nurses Staff Dev 23(3): 114-22; quiz 123-4.

Berg, L. and E. Danielson (2007). "Patients and nurses experiences of the caring relationship in hospital: an aware striving for trust." Scandinavian Journal of Caring Sciences. 21(4): 500-506. Scand J Caring Sci; 2007; 21; 500-506

Chant, S., T. Jenkinson, et al. (2002). "Communication skills: some problems in nursing education and practice." J Clin Nurs. 11(1): 12-21.

Raeve, L. d. (2002). "Trust and trustworthiness in nurse-patient relationships." Nursing Philosophy. 3(2): 152-162.

COMMUNICATION – NON VERBAL:

Gorawara-Bhat, R., M. A. Cook, et al. (2007). "Nonverbal communication in doctor-elderly patient transactions (NDEPT): development of a tool." Patient Educ Couns. 66(2): 223-34.

Roter, D. L., R. M. Frankel, et al. (2006). "The expression of emotion through nonverbal behavior in medical visits. Mechanisms and outcomes." J Gen Intern Med. 21(Suppl 1): S28-S34.

COMMUNICATION BARRIERS:

Bolton, J. (2002). "The Third Presence: A Psychiatrist's Experience of Working with Non-English Speaking Patients and Interpreters." Transcultural Psychiatry 39(1): 97-114.

Elder, J. P., G. X. Ayala, et al. (2007). "Evaluating Psychosocial and Behavioral Mechanisms of Change in a Tailored Communication Intervention." Health Educ Behav. [Epub ahead of print].

Gany F, Leng J, Shapiro E, Abramson D, Motola I, Shield DC, Changrani J. (2007). "Patient satisfaction with different interpreting methods: a randomized controlled trial." J Gen Intern Med. 22 Suppl 2:312-8

Green AR, Ngo-Metzger Q, Legedza AT, Massagli MP, Phillips RS, Iezzoni LI. (2005). "Interpreter services, language concordance, and health care quality. Experiences of Asian Americans with limited English proficiency." J Gen Intern Med. 20(11):1050-6

Hornberger JC, Gibson CD Jr, Wood W, Dequeldre C, Corso I, Palla B, Bloch DA. (1996). "Eliminating language barriers for non-English-speaking patients." Med Care. 1996 Aug;34(8):845-56.

Nailon RE. (2007). "The assessment and documentation of language and communication needs in healthcare systems: current practices and future directions for coordinating safe, patient-centered care." Nurs Outlook. 55(6):311-7.

PERSONALIZATION OF CARE

Patients are not body parts to be fixed, and the health care experience is not relegated to treatments, pharmaceuticals and technology. Patient-centered hospitals find ways to personalize care to reflect the individual preferences and expectations of each patient. Building in processes and mechanisms to customize the patient experience is a key strategy for overcoming the fear, anxiety and stress associated with being at the hospital. To enter the hospital and subsequently be told what to wear and what and when to eat, to have normal sleeping patterns disrupted by inflexible hospital routines, to suddenly become dependent on others for basic personal needs like toileting and hygiene, and to be known as a room number versus a name, can all contribute to a feeling of being dehumanized. Encouraging patient involvement and empowerment, including patients and families in the experience, and focusing on how to create a more homelike experience are some ways health care providers may begin to reframe past practices. Patient-centered hospitals are implementing unique programs geared toward validating patient preferences, preserving patients' normal routines as much as possible, and maintaining the patient's personal identity throughout the health care experience.

GENERAL RESOURCES:

Beach, M. C., J. Sugarman, et al. (2005). "Do Patients Treated With Dignity Report Higher Satisfaction, Adherence, and Receipt of Preventive Care?" Ann Fam Med, 3(4): 331-338.

Cheraghi-Sohi, S., P. Bower, et al. (2006). "What are the key attributes of primary care for patients? Building a conceptual 'map' of patient preferences." Health Expect. 9(3): 275-84.

Coulter, A. and J. Ellins (2006). Patient-focused interventions: a review of the evidence. QQUIP-Quest for Quality Enhancing Interventions project. P. Europe, Oxford: Picker Institute.

Joffe S, Manocchia M, Weeks JC, Cleary PD. (2003). "What do patients value in their hospital care? An empirical perspective on autonomy centred bioethics." J Med Ethics. 29(2):103-8

Levinson, W., A. Kao, et al. (2005). "Not all patients want to participate in decision making. A national study of public preferences." J Gen Intern Med 20(6): 531-5.

Roter, D. (1987). "An exploration of health education's responsibility for a partnership model of client-provider relations." Patient Educ Couns. 9(1): 25-31.

Williams, A. and V. Irurita (2005). "Enhancing the therapeutic potential of hospital environments by increasing the personal control and emotional comfort of hospitalized patients." Applied Nursing Research. 18: 22-28.

Williams, A. M. and V. F. Irurita (2004). "Therapeutic and non-therapeutic interpersonal interactions: the patient's perspective." J Clin Nurs. 13(7): 806-15.

HOSPITAL ATTIRE

Cho, K. (2006). "Redesigning Hospital Gowns to Enhance End Users' Satisfaction." Family and Consumer Sciences Research Journal. 34(4): 332-349.

FOOD AND NUTRITION – GENERAL RESOURCES

Braunschweig C, Gomez S, Sheean PM. (2000). "Impact of declines in nutritional status on outcomes in adult patients hospitalized for more than 7 days." J Am Diet Assoc. 100(11):1316-22; quiz 1323-4.

Chima CS, Barco K, Dewitt ML, Maeda M, Teran JC, Mullen KD. (1997). "Relationship of nutritional status to length of stay, hospital costs, and discharge status of patients hospitalized in the medicine service." J Am Diet Assoc. 97(9):975-8; quiz 979-80.

Holmes, S. (1999). "Nutrition: a necessary adjunct to hospital care?" The Journal of the Royal Society for the Promotion of Health 119(3): 175-179.

Ockene, J. K., I. S. Ockene, et al. (1995). "Physician training for patient-centered nutrition counseling in a lipid intervention trial." Prev Med 24(6): 563-70.

Rosal, M. C., C. B. Ebbeling, et al. (2001). "Facilitating dietary change: the patient-centered counseling model." J Am Diet Assoc 101(3): 332-41.

Williams, R., P. S. Hinds, et al. (2004). "A Comparison of Calorie and Protein Intake in Hospitalized Pediatric Oncology Patients Dining With a Caregiver Versus Patients Dining Alone: A Randomized, Prospective Clinical Trial." Journal of Pediatric Oncology Nursing. 21(4): 223-232.

FOOD DELIVERY/ ROOM SERVICE

Gregoire MB.(1994). "Quality of patient meal service in hospitals: delivery of meals by dietary employees vs delivery by nursing employees." J Am Diet Assoc. 94(10):1129-34.0

Hartwell HJ, Edwards JS, Beavis J. (2007). "Plate versus bulk trolley food service in a hospital: comparison of patients' satisfaction." Nutrition. 23(3):211-8. Epub 2007 Feb 14.

McLymont V, Cox S, Stell F. (2003). "Improving patient meal satisfaction with room service meal delivery." J Nurs Care Qual. 18(1):27-37.

Pietersma P, Follett-Bick S, Wilkinson B, Guebert N, Fisher K, Pereira J. (2003). "A bedside food cart as an alternate food service for acute and palliative oncological patients." Support Care Cancer. 11(9):611-4. Epub 2003 Jul 22.

Sheehan-Smith L. (2006). "Key facilitators and best practices of hotel-style room service in hospitals." J Am Diet Assoc. 106(4):581-6.

Williams R, Virtue K, Adkins A. (1998). "Room service improves patient food intake and satisfaction with hospital food." J Pediatr Oncol Nurs. 15(3):183-9.

CULTURAL DIVERSITY

Patient-centered care must also be culturally competent care. From accommodating the diversity in what represents “comfort foods” for different ethnic groups, to providing translation and interpretation services and ensuring that cultural traditions for birth, death and illness are accommodated, patient-centered hospitals must be equipped to provide personalized care to patients and families of all different cultural traditions and experiences.

GENERAL RESOURCES:

Berger, J. T. (1998). Culture and Ethnicity in Clinical Care, *Am Med Assoc.* 158: 2085-2090.

Brach C, Fraser I. (2002). “Reducing disparities through culturally competent health care: an analysis of the business case.” *Qual Manag Health Care.* 10(4):15-28.

Danjoux N, Hawryluck L, Lawless B. (2007). “Cultural and religious aspects of care in the intensive care unit within the context of patient-centred care. *Healthc Q.* 10(4):42-50.

Engebretson J, Mahoney J, Carlson ED. (2008). “Cultural competence in the era of evidence-based practice.” *J Prof Nurs.* 24(3):172-8.

Fortin AH 6th. (2002). “Communication skills to improve patient satisfaction and quality of care.” *Ethn Dis.* 12(4):S3-58-61.

Larson L. (2005). “Is your hospital culturally competent? (And what does that mean exactly?).” *Trustee.* 58(2):20-3, 3.

Stuber, J., I. Myer, et al. (2008). "Stigma, prejudice, discrimination and health." *Soc Sci Med.* 67(3):351-7.

Taylor SL, Lurie N. (2004). “The role of culturally competent communication in reducing ethnic and racial healthcare disparities.” *Am J Manag Care.* 10 Spec No:SP1-4.

Voigt JJ. (2003). “Cultural competency--the caregiver connection.” *Bioethics Forum.* 19(1-2):17-23.

RACIAL AND ETHNIC DIFFERENCES IN PERCEPTIONS OF HEALTH CARE:

Blanchard J, Lurie N. (2004). “R-E-S-P-E-C-T: patient reports of disrespect in the health care setting and its impact on care.” *J Fam Pract.* 53(9):721-30.

Blanchard J, Nayar S, Lurie N. (2007). “Patient-provider and patient-staff racial concordance and perceptions of mistreatment in the health care setting. *J Gen Intern Med.* 22(8):1184-9. Epub 2007 May 8.

Blendon, R. J., T. Buhr, et al. (2007). "Disparities In Health: Perspectives Of A Multi-Ethnic, Multi-Racial America." *Health Aff* 26(5): 1437-1447.

Cooper-Patrick, L., J. J. Gallo, et al. (1999). "Race, Gender, and Partnership in the Patient-Physician Relationship." JAMA 282(6): 583-589.

Doescher, M. P., B. G. Saver, et al. (2000). "Racial and Ethnic Disparities in Perceptions of Physician Style and Trust." Arch Fam Med 9(10): 1156-1163.

Haviland, M. G., L. S. Morales, et al. (2005). "Race/Ethnicity, Socioeconomic Status, and Satisfaction With Health Care." American Journal of Medical Quality 20(4): 195-203.

Johnson, R. L., D. Roter, et al. (2004). "Patient Race/Ethnicity and Quality of Patient-Physician Communication During Medical Visits." Am J Public Health 94(12): 2084-2090.

LaVeist, T. A., K. J. Nickerson, et al. (2000). "Attitudes about Racism, Medical Mistrust, and Satisfaction with Care among African American and White Cardiac Patients." Med Care Res Rev 57(suppl_1): 146-161.

Woods, S. E., R. Bivins, et al. (2005). "The Influence of Ethnicity on Patient Satisfaction." Ethnicity & Health 10(3): 235 - 242.

CULTURALLY COMPETENT APPROACHES TO CARE:

Cameron, K. A., L. Francis, et al. (2007). "Investigating Hispanic/Latino perceptions about colorectal cancer screening: a community-based approach to effective message design." Patient Educ Couns 68(2): 145-52.

Mauldon, M., G. D. E. Melkus, et al. (2006). "Tomando Control: A Culturally Appropriate Diabetes Education Program for Spanish-Speaking Individuals With Type 2 Diabetes Mellitus--Evaluation of a Pilot Project." The Diabetes Educator 32(5): 751-760.

Messer, L., A. Steckler, et al. (1999). "Early Detection of Cervical Cancer among Native American Women: A Qualitative Supplement to a Quantitative Study." Health Educ Behav 26(4): 547-562.

Payne-Jackson, A. (1999). "Biomedical and Folk Medical Concepts of Adult Onset Diabetes in Jamaica: Implications for Treatment." Health (London) 3(1): 5-46.

CONTINUITY OF CARE

In a patient-centered setting, care is delivered in a manner that is coordinated among numerous caregivers. At the center of this care coordination is the patient and family themselves. The patient and family are involved participants in exchanges of information, in education about their condition and its management, and in setting expectations for the hospital stay and care transitions. This promotes continuity of care, empowers patients and families to take an active role in their care, and prepares them for managing their health care needs on their own upon discharge.

HOSPITAL DISCHARGE AND CARE TRANSITIONS:

Anthony, M. K. and D. Hudson-Barr (2004). "A Patient-Centered Model of Care for Hospital Discharge." Clinical Nursing Research 13(2): 117-136.

Bowman, K. F., J. H. Rose, et al. (1998). "Family caregiving of hospitalized patients. Caregiver and nurse perceptions at admission and discharge." J Gerontol Nurs 24(8): 8-16.

Coleman, E. A., C. Parry, et al. (2006). "The care transitions intervention: results of a randomized controlled trial." Arch Intern Med 166(17): 1822-8.

Kripalani, S., F. LeFevre, et al. (2007). "Deficits in Communication and Information Transfer Between Hospital-Based and Primary Care Physicians: Implications for Patient Safety and Continuity of Care." JAMA 297(8): 831-841.

Mamon J, Steinwachs DM, Fahey M, Bone LR, Oktay J, Klein L. (1992). "Impact of hospital discharge planning on meeting patient needs after returning home." Health Serv Res. 27(2):155-75.

McMurray A, Johnson P, Wallis M, Patterson E, Griffiths S. (2007). "General surgical patients' perspectives of the adequacy and appropriateness of discharge planning to facilitate health decision-making at home. J Clin Nurs. 16(9):1602-9.

Pantilat, S. Z., P. K. Lindenauer, et al. (2001). "Primary care physician attitudes regarding communication with hospitalists." Am J Med. 111(9B): 15S-20S.

FAMILY ROUNDS:

Bergert L, Patel S. (2007). "Family centered rounds: a new twist on an old concept." Hawaii Med J. 66(7):188-9.

Latta LC, Dick R, Parry C, Tamura GS. (2008). "Parental responses to involvement in rounds on a pediatric inpatient unit at a teaching hospital: a qualitative study." Acad Med. 83(3):292-7.

Muething, S. E., and Kotagal, U. R. (2007). "Family-Centered Bedside Rounds: A New Approach to Patient Care and Teaching." Pediatrics, 119(4), 829–832.

Rotman-Pikielny, P., and others. (2007). "Participation of Family Members in Ward Rounds: Attitude of Medical Staff, Patients and Relatives." Patient Education and Counseling, 65(2),166–70.

Schiller WR, Anderson BF. (2003). "Family as a member of the trauma rounds: a strategy for maximized communication." J Trauma Nurs. 10(4):93-101.

Sisterhen LL, Blaszak RT, Woods MB, Smith CE. (2007). "Defining family-centered rounds." Teach Learn Med. 19(3):319-22.

HOURLY ROUNDS:

Castledine, G., and others. (2005). "Clinical Nursing Rounds Part 3: Patient Comfort Rounds." British Journal of Nursing, 14(17), 928–930.

Meade, C. M., and others. (2006). "Effects of Nursing Rounds on Patients' Call Light Use, Satisfaction, and Safety." American Journal of Nursing, 106(9), 58–70.

INTERDISCIPLINARY APPROACHES:

Felten S, Cady N, Metzler MH, Burton S. (1997). "Implementation of collaborative practice through interdisciplinary rounds on a general surgery service." Nurs Case Manag. 2(3):122-6.

Halm MA, Gagner S, Goering M, Sabo J, Smith M, Zaccagnini M. (2003). "Interdisciplinary rounds: impact on patients, families, and staff." Clin Nurse Spec. 17(3):133-42.

Hansen HE, Bull MJ, Gross CR. (1998). "Interdisciplinary collaboration and discharge planning communication for elders." J Nurs Adm. 28(9):37-46.

Hynes, P., P. Conlon, et al. (2008). "Partners in critical care." Dynamics. 19(1): 12-7.

Kucukarslan, S. N., M. Peters, et al. (2003). "Pharmacists on Rounding Teams Reduce Preventable Adverse Drug Events in Hospital General Medicine Units." Arch Intern Med. 163(17): 2014-2018.

Reader TW, Flin R, Mearns K, Cuthbertson BH. (2007). "Interdisciplinary communication in the intensive care unit." Br J Anaesth. 98(3):347-52.

Vazirani S, Hays RD, Shapiro MF, Cowan M. (2005). "Effect of a multidisciplinary intervention on communication and collaboration among physicians and nurses." Am J Crit Care. 14(1):71-7.

Wells N, Johnson R, Salyer S. (1998). "Interdisciplinary collaboration." Clin Nurse Spec. 12(4):161-8.

Zwarenstein, M. and W. Bryant (2000). "Interventions to promote collaboration between nurses and doctors." Cochrane Database Syst Rev(2): CD000072.

BEDSIDE SHIFT REPORT:

Anderson CD, Mangino RR. (2006). "Nurse shift report: who says you can't talk in front of the patient?" Nurs Adm Q. 30(2):112-22.

Caruso, E. M. (2007). "The Evolution of Nurse-to-Nurse Bedside Report on a Medical-Surgical Cardiology Unit." Medical Surgical Nursing, 16(1), 17–22.

Webster J. (1999). "Practitioner-centred research: an evaluation of the implementation of the bedside hand-over." J Adv Nurs. 30(6):1375-82.

PATIENT PATHWAYS:

Parker, C. (1999). "Patient Pathways as a Tool for Empowering Patients." Nursing Case Management. 4(2): 77-79.

MEDICATION RECONCILIATION/INFORMATION:

Beuscart-Zephir, M. C., S. Pelayo, et al. (2007). "Cognitive analysis of physicians and nurses cooperation in the medication ordering and administration process." Int J Med Inform 76 Suppl 1: 65-77.

Bikowski RM, Ripsin CM, Lorraine VL. (2001). "Physician-patient congruence regarding medication regimens." J Am Geriatr Soc. 49(10):1353-7.

Kuo, G. M., P. D. Mullen, et al. (2007). "Cross-Sectional Comparison of Electronic and Paper Medical Records on Medication Counseling in Primary Care Clinics: A Southern Primary-care Urban Research Network (SPUR-Net) Study." 20(2): 164-173.

Morrow, D. G., M. Weiner, et al. (2007). "Patients' health literacy and experience with instructions: influence preferences for heart failure medication instructions." J Aging Health 19(4): 575-93.

Persell, S. D., C. Y. Osborn, et al. (2007). "Limited health literacy is a barrier to medication reconciliation in ambulatory care." J Gen Intern Med 22(11): 1523-6.

Sleath, B., R. H. Rubin, et al. (2001). "Physician-patient communication about over-the-counter medications." Soc Sci Med 53(3): 357-69.

Tarn, D. M., J. Heritage, et al. (2006). "Physician communication when prescribing new medications." Arch Intern Med 166(17): 1855-62.

Tarn, D. M., D. A. Paterniti, et al. (2006). "Physician communication about the cost and acquisition of newly prescribed medications." Am J Manag Care 12(11): 657-64.

ACCESS TO INFORMATION AND PATIENT EDUCATION

Today, today we are inundated with health related information on radio and TV commercials, in the newspaper, in the popular magazines, and on the Internet. Yet, despite this information deluge, in many hospitals, information remains guarded and parsed out on an “as needed” basis, though who and what defines the need is often based on providers’ comfort with sharing the information rather than patients’ interest in hearing it. In patient-centered hospitals, illness and hospitalization are considered and treated as an educational and potentially transformational experience. Patient education and the exchange of information is a key component of the health care experience. Through customized information packets, community health libraries, shared medical record policies, bedside exchanges of information, and the like, patients and families are encouraged to become informed, active participants in their care.

GENERAL RESOURCES:

Baker, D. W., M. S. Wolf, et al. (2007). "Health literacy and mortality among elderly persons." Arch Intern Med 167(14): 1503-9.

Bugge, C., V. A. Entwistle, et al. (2006). "The significance for decision-making of information that is not exchanged by patients and health professionals during consultations." Soc Sci Med 63(8): 2065-78.

Coulter, A. and J. Ellins (2007). "Effectiveness of strategies for informing, educating, and involving patients." BMJ 335(7609): 24-7.

Giloth, B. (ed.) (1993). Managing Hospital-Based Patient Education. Chicago: American Hospital Association.

Sanford, R. (2000). "The Meaning of Patient Education within the Planetree Model, From the perspective of the patient." School of Nursing, University of Connecticut. PhD.

Sanford, R. C. (2000). "Caring through relation and dialogue: a nursing perspective for patient education." ANS Adv Nurs Sci 22(3): 1-15.

Stamler, L. L. (1996). "Toward a Framework for Patient Education: An Analysis of Enablement." J Holist Nurs 14(4): 332-347.

Watson, D. B., R. G. Thomson, et al. (2008). "Professional centred shared decision making: patient decision aids in practice in primary care." BMC Health Serv Res 8: 5.

APPROACHES TO PATIENT EDUCATION:

Anderson AS, Klemm P. (2008). "The Internet: friend or foe when providing patient education?" Clin J Oncol Nurs. 12(1):55-63.

Bugge, E. and I. J. Higginson (2006). "Palliative care and the need for education - Do we know what makes a difference? A limited systematic review." Health Education Journal 65(2): 101-125.

Gucciardi, E., J. I. Cameron, et al. (2007). "Program design features that can improve participation in health education interventions." BMC Med Res Methodol 7: 47.

Hinyard, L. J. and M. W. Kreuter (2007). "Using narrative communication as a tool for health behavior change: a conceptual, theoretical, and empirical overview." Health Educ Behav 34(5): 777-92.

Kemp, E. C., M. R. Floyd, et al. (2008). "Patients prefer the method of "tell back-collaborative inquiry" to assess understanding of medical information." J Am Board Fam Med 21(1): 24-30.

Kreuter, M. W., M. C. Green, et al. (2007). "Narrative communication in cancer prevention and control: a framework to guide research and application." Ann Behav Med 33(3): 221-35.

SHARED MEDICAL RECORD:

Audet, A. M., K. Davis, et al. (2006). "Adoption of patient-centered care practices by physicians: results from a national survey." Arch Intern Med. 166(7): 754-9.

Ferreira, A., A. Correia, et al. (2007). "Why facilitate patient access to medical records." Stud Health Technol Inform 127: 77-90.

Fowles, J. B., A. C. Kind, et al. (2004). "Patients' interest in reading their medical record: relation with clinical and sociodemographic characteristics and patients' approach to health care." Arch Intern Med 164(7): 793-800.

Grange, A., Renvoize, E., and Pinder, J. (1998). "Patients' Rights to Access Their Healthcare Records." Nursing Standard, 13(6), 41-42.

Gysels, M., A. Richardson, et al. (2007). "Does the patient-held record improve continuity and related outcomes in cancer care: a systematic review." Health Expect 10(1): 75-91.

Halamka, J. D., K. D. Mandl, et al. (2008). "Early experiences with personal health records." J Am Med Inform Assoc 15(1): 1-7.

Lober, W., B. Zierler, et al. (2006). "Barriers to the use of a Personal Health Record by an Elderly Population." AMIA Annu Symp Proc. 514-518.

Poon, E. G., J. Wald, et al. (2007). "Empowering patients to improve the quality of their care: design and implementation of a shared health maintenance module in a US integrated healthcare delivery network." Stud Health Technol Inform 129(Pt 2): 1002-6.

Phipps, H. (2001). "Carrying their own medical records: the perspective of pregnant women." Aust N Z J Obstet Gynaecol 41(4): 398-401.

Ross, S. E. and C. T. Lin (2003). "The effects of promoting patient access to medical records: a review." J Am Med Inform Assoc 10(2): 129-38.

Siteman, E., A. Businger, et al. (2006). "Clinicians recognize value of patient review of their electronic health record data." AMIA Annu Symp Proc: 1101.

Winkelman, W. J., K. J. Leonard, et al. (2005). "Patient-perceived usefulness of online electronic medical records: employing grounded theory in the development of information and communication technologies for use by patients living with chronic illness." J Am Med Inform Assoc 12(3): 306-14.

PRINTED PATIENT EDUCATION MATERIALS:

Walsh, K. C. (1992). "How to revise printed patient education materials." Plast Surg Nurs 12(3): 128-30.

Whelan, T. J., D. Rath, et al. (1998). "Evaluation of a patient file folder to improve the dissemination of written information materials for cancer patients." Cancer 83(8): 1620-5.

Wilson, F. L. and B. N. Williams (2003). "Assessing the readability of skin care and pressure ulcer patient education materials." J Wound Ostomy Continence Nurs 30(4): 224-30.

CONSUMER HEALTH INFORMATION AND THE INTERNET:

Dutta-Bergman M. (2003). "Trusted online sources of health information: differences in demographics, health beliefs, and health-information orientation." J Med Internet Res. 5(3):e21.

Flynn KE, Smith MA, Freese J. (2006). "When do older adults turn to the internet for health information? Findings from the Wisconsin Longitudinal Study." J Gen Intern Med. 21(12):1295-301.

Hesse BW, Nelson DE, Kreps GL, Croyle RT, Arora NK, Rimer BK, Viswanath K. (2005). "Trust and sources of health information: the impact of the Internet and its implications for health care providers: findings from the first Health Information National Trends Survey." Arch Intern Med. 165(22):2618-24.

Hong T. (2008). "Internet Health Information in the Patient-Provider Dialogue." Cyberpsychol Behav. 2008 Sep 4. [Epub ahead of print]

Lemire, M., G. Pare, et al. (2008). "Determinants of Internet use as a preferred source of information on personal health." Int J Med Inform. 77(11):723-34.

Lemire, M., C. Sicotte, et al. (2008). "Internet use and the logics of personal empowerment in health." Health Policy. 88(1):130-40

Rains SA. (2007). "Perceptions of traditional information sources and use of the world wide web to seek health information: findings from the health information national trends survey." J Health Commun. 12(7):667-80.

Tian Y, Robinson JD. (2008). "Incidental health information use and media complementarity: a comparison of senior and non-senior cancer patients." Patient Educ Couns. 71(3):340-4.

Tu, H. and G. R. Cohen (2008). "Striking Jump in Consumers Seeking Health Care Information." Track Rep. (20):1-8.

Ybarra M, Suman M. (2008). "Reasons, assessments and actions taken: sex and age differences in uses of Internet health information." Health Educ Res. 23(3):512-21.

FAMILY INVOLVEMENT

Hospitals that are committed to being responsive to consumers' needs and expectations understand the invaluable role of family—however “family” is defined by the patient. These are the people who know the patient best and those who, simply by their presence, can help to reassure patients in times of uncertainty, anxiety or vulnerability. Family caregivers are often a critical source of care for their loved one, and are consequently uniquely qualified to offer providers information about the patient's history, routines, symptoms and more. For these family members, participating in this manner is essentially an extension of the ongoing caregiving role they play at home, both before and after hospitalization. Patient-centered hospitals welcome family members by not only lifting many of the restrictions that have historically limited their involvement, but also by actively encouraging their participation as members of the care team.

GENERAL RESOURCES:

Benzein, E., P. Johansson, et al. (2008). "Families' importance in nursing care: nurses' attitudes--an instrument development." J Fam Nurs 14(1): 97-117.

Botelho, R. J., Lue, B. H., and Fiscella, K. (1996). “Family Involvement in Routine Health Care: A Survey of Patients’ Behaviours and Preferences.” Journal of Family Practice, 42(6), 572–576.

Carr JM, Fogarty JP. (1999). “Families at the bedside: an ethnographic study of vigilance.” J Fam Pract. 48(6):433-8.

Davidson, J. D., and others. (2007). “Clinical Practice Guidelines for the Support of the Family in the Patient-Centered Intensive Care Unit: American College of Critical Care Medicine Task Force 2004–2005,” Critical Care Medicine, 35(2), 605–622.

Dowling, J., J. Vender, et al. (2005). "A Model of Family-Centered Care and Satisfaction Predictors: The Critical Care Family Assistance Program." Chest 128(3_suppl): 81S-92.

Jeppson, E.S. and Thomas, J. (1997). Families as Advisors: A Training Guide for Collaboration. Bethesda Md.: Institute for Family Centered Care.

Wall, R. J., J. R. Curtis, et al. (2007). "Family satisfaction in the ICU: differences between families of survivors and nonsurvivors." Chest 132(5): 1425-33.

Wall, R. J., R. A. Engelberg, et al. (2007). "Refinement, scoring, and validation of the Family Satisfaction in the Intensive Care Unit (FS-ICU) survey." Crit Care Med 35(1): 271-9.

VISITATION:

Berti D, Ferdinande P, Moons P. (2007). “Beliefs and attitudes of intensive care nurses toward visits and open visiting policy.” Intensive Care Med. 2007 Jun;33(6):1060-5. Epub 2007 Mar 24.

Berwick, D. M. and M. Kotagal (2004). "Restricted Visiting Hours in ICUs: Time to Change."

JAMA 292(6): 736-737.

Fumagalli S, Boncinelli L, Lo Nostro A, Valoti P, Baldereschi G, Di Bari M et al. (2006). "Reduced cardiocirculatory complications with unrestrictive visiting policy in an intensive care unit." Circulation 113:946–952.

Lee MD, FriedenberG AS, Mukpo DH, Conray K, Palmisciano A, Levy MM. (2007). "Visiting hours policies in New England intensive care units: strategies for improvement. Crit Care Med. 35(2):497-501.

Marco, L., I. Bermejillo, et al. (2006). "Intensive care nurses' beliefs and attitudes towards the effect of open visiting on patients, family and nurses." Nursing in Critical Care 11(1): 33-41.

Ramsey P, Cathelyn J, Gugliotta B, Glenn LL. (2000). "Restricted versus open ICUs." Nurs Manage. 31(1):42-4.

Simpson T, Wilson D, Mucken N, Martin S, West E, Guinn N. (1996). "Implementation and evaluation of a liberalized visiting policy." Am J Crit Care. 5(6):420-6.

Tuller, S., and others. "Patient, Visitor and Nurse Evaluation of Visitation for Adult Postanesthesia Care Unit Patients." Journal of Perianesthesia Nursing. 12(6), 402–412.

FAMILY PRESENCE DURING PROCEDURES/RESUSCITATIONS:

Ahmann, E., Abraham, M., and Johnson B. (2003) Changing the Concept of Families as Visitors: Supporting Family Presence and Participation. Bethesda, Md.: Institute for Family Centered Care.

Boudreaux, E., J. Francis, et al. (2002). "Family presence during invasive procedures and resuscitations in the emergency department: a critical review and suggestions for future research." Ann Emerg Med 40(2): 193-205.

Clark AP, Aldridge MD, Guzzetta CE, Nyquist-Heise P, Reverend Mike Norris , Loper P, Meyers TA, Voelmeck W. (2005). "Family presence during cardiopulmonary resuscitation." Crit Care Nurs Clin North Am. 17(1):23-32, x.

Clift L. (2006). "Relatives in the resuscitation room: a review of benefits and risks." Paediatr Nurs. 18(5):14-8.

Duran C. R., and others. (2007). "Attitudes Toward and Beliefs About Family Presence: A Survey of Healthcare Providers, Patients' Families, and Patients." American Journal of Critical Care, 16(3), 270–282.

Farah, M. M., Thomas, C. A., and Shaw K. N. (2007). "Evidence-Based Guidelines for Family Presence in the Resuscitation Room: A Step-by-Step Approach." Pediatric Emergency Care, 23(8), 587–591.

Fulbrook P., Latour J. M., and Albarran J. W. (2007). "Pediatric Critical Care Nurses' Attitudes and Experiences of Parental Presence During Cardiopulmonary Resuscitation: A European Survey." International Journal of Nursing Studies, 44(7), 1238–1249.

Halm, M. A. (2005). "Family Presence During Resuscitation: A Critical Review of the Literature." American Journal of Critical Care, 14(6), 494–511.

Madden E, Condon C. (2007). "Emergency nurses' current practices and understanding of family presence during CPR." J Emerg Nurs. 33(5):433-40.

Mangurten, J. et al. (2005). "Family Presence: Making Room." American Journal of Nursing. 105(5), 40-48.

Tsai, E. (2002). "Should Family Members Be Present During Cardiopulmonary Resuscitation?" New England Journal of Medicine, 346(13). 1019 – 1021.

CARE PARTNERS/FAMILY INVOLVEMENT

Bull MJ, Hansen HE, Gross CR. (2000). "Differences in family caregiver outcomes by their level of involvement in discharge planning." Appl Nurs Res. 13(2):76-82.

Durston, P. (2006). "Partners in caring: a partnership for healing." Nurs Adm Q 30(2): 105-11.

Grieco, A. J., S. A. Garnett, et al. (1990). "New York University Medical Center's Cooperative Care Unit: patient education and family participation during hospitalization--the first ten years." Patient Educ Couns 15(1): 3-15.

Kinsala, E. L. (1999). "The Very Important Partner program: integrating family and friends into the health care experience." Prog Cardiovasc Nurs 14(3): 103-10.

Rohrer, K., B. Adelman, et al. (1980). "Rehabilitation in spinal cord injury: use of a patient-family group." Arch Phys Med Rehabil 61(5): 225-9.

Schier, J., L. H. Goncalves, et al. (2003). "Hospital escort program for the geriatric patient." Rev Gaucha Enferm 24(1): 61-8.

Schmit-Pokorny, K., T. Franco, et al. (2003). "The Cooperative Care model: an innovative approach to deliver blood and marrow stem cell transplant care." Clin J Oncol Nurs 7(5): 509-14, 556.

vom Eigen, K. A., J. D. Walker, et al. (1999). "Carepartner experiences with hospital care." Med Care. 37(1): 33-8.

PATIENT AND FAMILY ADVISORY COUNCILS:

Halm MA, Sabo J, Rudiger M. (2006). "The patient-family advisory council: keeping a pulse on our customers." Crit Care Nurse. 26(5):58-67.

Landis M. (2007). "The many roles of families in "family-centered care"--part IV." Pediatr Nurs. 33(3):263-5.

Meyers S. (2008). "Take heed. How patient and family advisors can improve quality." Trustee. 61(4):14-6, 21-2, 1.

FAMILY EXPERIENCE/CAREGIVER SUPPORT:

Eggenberger, S. K. and T. P. Nelms (2007). "Being family: the family experience when an adult member is hospitalized with a critical illness." Journal of Clinical Nursing. 16(9): 1618-1628.

Given, B. A., C. W. Given, et al. (2001). "Family support in advanced cancer." CA Cancer J Clin. 51(4): 213-31.

McLean, S. and F. Timmins (2007). "An exploration of the information needs of spouse/partner following acute myocardial infarction using focus group methodology." Nurs Crit Care. 12(3): 141-50.

Nelson DP, Polst G. (2008). "An interdisciplinary team approach to evidence-based improvement in family-centered care." Crit Care Nurs Q. 2008 Apr-Jun;31(2):110-8.

Persson, L., M. Rasmussen, et al. (1998). "Spouses' view during their partners' illness and treatment." Cancer Nurs 21(2): 97-105.

Schumacher, K., C. A. Beck, et al. (2006). "FAMILY CAREGIVERS: caring for older adults, working with their families." Am J Nurs 106(8): 40-9; quiz 50.

Stayt, L. C. (2007). "Nurses experiences of caring for families with relatives in intensive care units." Journal of Advanced Nursing 57(6): 623-630.

van Exel, J., G. de Graaf, et al. (2008). "Give me a break! Informal caregiver attitudes towards respite care." Health Policy. 88(1): 73-87.

Verhaeghe, S., T. Defloor, et al. (2005). "The needs and experiences of family members of adult patients in an intensive care unit: a review of the literature." Journal of Clinical Nursing. 14(4): 501-509.

Wasser, T. and S. Matchett (2001). "Final version of the Critical Care Family Satisfaction Survey questionnaire." Crit Care Med 29(8): 1654-5.

Wasser, T., M. A. Pasquale, et al. (2001). "Establishing reliability and validity of the critical care family satisfaction survey." Crit Care Med 29(1): 192-6.

ENVIRONMENT OF CARE

Patients often enter the doors of a hospital with heightened feelings of stress, anxiety and vulnerability. The environment that meets them has the potential to profoundly exacerbate, or conversely, to profoundly assuage these states of mind, either way often leaving an indelible impression that persists long after the patient has left the hospital. The environment of care is not limited to physical surroundings and aesthetics. It encompasses the totality of the atmosphere of the organization—the sights, sounds, and smells, certainly, but also the attitudes and accommodations made around patient privacy, dignity, comfort and peace of mind. A patient-centered environment of care is one that is safe and clean, and that guards patient privacy. It also engages all the human senses with color, texture, artwork, music, aromatherapy, views of nature, and comfortable lighting, and considers the experience of the body, mind and spirit of all who use the facility. Space is provided for loved ones to congregate, as well as for peaceful contemplation, meditation or prayer, and patients, families and staff have access to a variety of arts and entertainment that serve as positive diversions. At the heart of the environment of care, however, are the human interactions that occur within the physical structure to calm, comfort and support those who inhabit it. Together the design, aesthetics, and these interactions can transform an institutional, impersonal and alien setting into one that is truly healing.

HEALING DESIGN:

Devlin, A. S. and A. B. Arneill (2003). "Health Care Environments and Patient Outcomes: A Review of the Literature." Environment and Behavior. 35(5): 665-694.

Douglas CH, Douglas MR. (2005). "Patient-centred improvements in health-care built environments: perspectives and design indicators." Health Expect. 8(3):264-76.

Gurses, A. P. and P. Carayon (2007). "Performance Obstacles of Intensive Care Nurses." Nursing Research 56(3): 185-194.

Hamilton, D. K. (2002). "First Design the Organization, Then Design the Building!" Interiors & Sources: 94–95.

Kaplan, S. and R. Kaplan (2003). "Health, Supportive Environments, and the Reasonable Person Model." Am J Public Health 93(9): 1484-1489.

Leather, P., D. Beale, et al. (2003). "Outcomes of Environmental Appraisal of Different Hospital Waiting Areas." Environment and Behavior 35(6): 842-869.

Lowers J. (1999). "Improving quality through the built environment." Qual Lett Healthc Lead. 11(8):2-9.

Mallak, L. A., D. M. Lyth, et al. (2003). "Culture, the built environment and healthcare organizational performance." Managing Service Quality 13(1): 27-38.

Sadler, B., et al. (2008). "The Business Case for Building Better Hospitals Through Evidence-Based Design." Health Environments Research & Design Journal. 1(3):22-39

Ulrich, R.S. and others (2008). "A Review of the Research Literature on Evidence-Based Healthcare Design (Part I)." Health Environments Research and Design Journal.

Ulrich, R.S. and others (2008). —A Review of the Research Literature on Evidence-Based Healthcare Design (Part II). Health Environments Research and Design Journal. 1(3), 61-125.

Ulrich, R., X. Quan, et al. (2004). The Role of the Physical Environment in the Hospital of the 21st Century: A Once-in-a-Lifetime Opportunity. Designing the 21st Century Hospital Project.

Ulrich, R. S. (1991). "Effects of Health Facility Interior Design on Wellness: Theory and Recent Scientific Research." Journal of Health Care Design, (3) 97–109.

Ulrich, R. S. (2008). "Biophilic Theory and Research for Health Design." In S. Kellert, J. Heerwagen, and M. Mador (eds.), Biophilic Design: Theory, Science, and Practice. New York: Wiley.

Williams, A. and V. Irurita (2005). "Enhancing the therapeutic potential of hospital environments by increasing the personal control and emotional comfort of hospitalized patients." Applied Nursing Research 18: 22-28.

AUDITORY ENVIRONMENT:

Baker, CF. (1992). "Discomfort to environmental noise: heart rate responses to SICU patients." Crit Care Nurs Q. 15(2):75-90

Berens, R. J. (1999). "Noise in the Pediatric Intensive Care Unit." J Intensive Care Med. 14(3): 118-129.

Blomkvist V, Eriksen CA, Theorell T, Ulrich R, Rasmanis G. (2005). "Acoustics and psychosocial environment in intensive coronary care." Occup Environ Med. 62(3):e1.

Hagerman, I. and others. (2005). "Influence of Coronary Intensive Care Acoustics on the Quality of Care and Psychological States of Patients," International Journal of Cardiology, 98(2):267-270.

Morrison WE, Haas EC, Shaffner DH, Garrett ES, Fackler JC. (2003). "Noise, stress, and annoyance in a pediatric intensive care unit." Crit Care Med. 31(1):113-9.

Nicolas, A., E. Aizpitarte, et al. (2008). "Perception of night-time sleep by surgical patients in an intensive care unit." Nursing in Critical Care 13(1): 25-33.

Richardson, A., M. Allsop, et al. (2007). "Earplugs and eye masks: do they improve critical care patients sleep?" Nursing in Critical Care 12(6): 278-286.

Topf M.(1992). "Stress effects of personal control over hospital noise." Behav Med. 18(2):84-94.

Topf M. (1994). "Theoretical considerations for research on environmental stress and health." Image J Nurs Sch. 26(4):289-93.

Topf, M. (2000). "Hospital noise pollution: an environmental stress model to guide research and clinical interventions." Journal of Advanced Nursing 31(3): 520-528.

Topf M, Thompson S. (2001). "Interactive relationships between hospital patients' noise-induced stress and other stress with sleep." Heart Lung. 2001 Jul-Aug;30(4):237-43.

Wallace CJ, Robins J, Alvord LS, Walker JM.(1999). "The effect of earplugs on sleep measures during exposure to simulated intensive care unit noise." Am J Crit Care. 8(4):210-9.

VIEWS OF NATURE AND ACCESS TO NATURAL LIGHT:

Diette, G. B., N. Lechtzin, et al. (2003). "Distraction Therapy With Nature Sights and Sounds Reduces Pain During Flexible Bronchoscopy: A Complementary Approach to Routine Analgesia." Chest 123(3): 941-948.

Francis, C., and Cooper Marcus C. (1995). "Gardens in Healthcare Facilities: Uses, Therapeutic Benefits, and Design Recommendations," Center for Health Design.

Heerwagen, J. (1990). "The Psychological Aspects of Windows and Window Design." In K. H. Anthony, J. Choi, and B. Orland (eds.), Proceedings of the Twenty-First Annual Conference of the Environmental Design Research Association. Oklahoma City: Environmental Design Research Association.

Jansen, D. A. and V. von Sadowszky (2004). "Restorative Activities of Community-Dwelling Elders." West J Nurs Res 26(4): 381-399.

Joseph, A. (2006). The Impact of Light on Outcomes in Healthcare Settings. Issue Paper #2. Concord: CA: The Center for Healthcare Design.

Ulrich, R. S. (1984). "View Through a Window May Influence Recovery from Surgery." Science, 224, 420–421.

Ulrich, R. S. (1999). "Effects of Gardens on Health Outcomes: Theory and Research." in C. Cooper Marcus and M. Barnes (eds.), Healing Gardens. New York: Wiley.

Ulrich, R. S., et. al. (1991). "Stress Recovery During Exposure to Natural and Urban Environments." Journal of Environmental Psychology, 11, 201-230.

Ulrich, R. S., Lundén, O., and Eltinge, J. L. (1993). "Effects of Exposure to Nature and Abstract Pictures on Patients Recovering from Heart Surgery." Paper presented at the thirty-third meeting of the Society for Psychophysiological Research, Rottach-Egern, Germany. (Abstract published in Psychophysiology, 1993, 30(supp. 1), 7.)

Walch, J. M., B. S. Rabin, et al. (2005). "The Effect of Sunlight on Postoperative Analgesic Medication Use: A Prospective Study of Patients Undergoing Spinal Surgery." Psychosom Med 67(1): 156-163.

PRIVATE ROOMS:

Barlas D, Sama AE, Ward MF, Lesser ML. (2001). "Comparison of the auditory and visual privacy of emergency department treatment areas with curtains versus those with solid walls." (Ann Emerg Med. 38(2):135-9.

Chaudhury, H. (2005). "Advantages and Disadvantages of Single-Versus Multiple-Occupancy Rooms in Acute Care Environments A Review and Analysis of the Literature." Environment and Behavior. 37(6), 760-786.

Chaudhury H, Mahmood A, Valente M. (2006). "Nurses' perception of single-occupancy versus multioccupancy rooms in acute care environments: an exploratory comparative assessment." Appl Nurs Res. 19(3):118-25.

Hedrich, AL, Fay J, Sorrells AK. (2004). "Effects of acuity-adaptable rooms on flow of patients and delivery of care." Am J Crit Care. 13(1):35-45.

Van de Glind, I., S. de Roode, et al. (2007). "Do patients in hospitals benefit from single rooms? A literature review." Health Policy 83(1).

ARTS AND POSITIVE DIVERSIONS

Part of creating a healing environment is providing nourishment for the body, mind and soul. Positive distractions such as roving musicians, clowns, humor carts, book carts, and visits from therapy dogs can help to lift patients' spirits, calm their nerves, and may serve as welcome diversions for patients and families alike.

GENERAL RESOURCES:

Jansen, D. A. and V. von Sadozsky (2004). "Restorative Activities of Community-Dwelling Elders." West J Nurs Res 26(4): 381-399.

Lee, D. W. H., et. al. (2004). "Can Visual Distraction Decrease the Dose of Patient-Controlled Sedation Required During Colonoscopy? A Prospective Randomized Controlled Trial." Endoscopy, 36(3), 197-201.

McCaul, K. D., and Malott, J. M. (1984). "Distraction and Coping with Pain." Psychological Bulletin, 95(3), 516-533.

Miller, A. C., Hickman, L. C., and Lemasters, G. K. (1992). "A Distraction Technique for Control of Burn Pain." Journal of Burn Care and Rehabilitation, 13, 576-580.

Tse, M.M.Y., et. al. (2002). "The Effect of Visual Stimuli on Pain Threshold and Tolerance." Journal of Clinical Nursing, 11(4), 462-469.

Ulrich, R. S., Simons, R. F., and Miles, M. A. "Effects of Environmental Simulations and Television on Blood Donor Stress." Journal of Architectural and Planning Research, 2003, 20(1), 38-47.

Staricoff, R. L. (2006). "Arts in health: the value of evaluation." The Journal of the Royal Society for the Promotion of Health 126(3): 116-120.

VISUAL ART:

Homicki, B. and E. K. Joyce (2004). "Art Illuminates Patients' Experience at the Massachusetts General Hospital Cancer Center." Oncologist 9(1): 111-114.

Horwitz, N. and M. Trucco (2007). "Appreciation of art in a workers' hospital in Chile." Medical Humanities 33(1): 55-58.

Staricoff, R. L. (2006). "Arts in health: the value of evaluation." The Journal of the Royal Society for the Promotion of Health 126(3): 116-120.

MUSIC:

Byers JF, Smyth KA. (1997). "Effect of a music intervention on noise annoyance, heart rate, and blood pressure in cardiac surgery patients." Am J Crit Care. 6(3):183-91.

Fratianne, R. B., J. D. Prensner, et al. (2001). "The effect of music-based imagery and musical alternate engagement on the burn debridement process." J Burn Care Rehabil 22(1): 47-53.

- Gotell, E., S. Brown, et al. (2002). "Caregiver Singing and Background Music in Dementia Care." West J Nurs Res 24(2): 195-216.
- Gotell, E., S. Brown, et al. (2008). "The influence of caregiver singing and background music on vocally expressed emotions and moods in dementia care: A qualitative analysis." Int J Nurs Stud.
- Helmes, E. and D. C. Wiancko (2006). "Effects of Music in Reducing Disruptive Behavior in a General Hospital." Journal of the American Psychiatric Nurses Association 12(1): 37-44.
- Krout, R. E. (2001). "The effects of single-session music therapy interventions on the observed and self-reported levels of pain control, physical comfort, and relaxation of hospice patients." American Journal of Hospice and Palliative Medicine 18(6): 383-390.
- Longhi, E. and N. Pickett (2007). "Music and well-being in long-term hospitalized children." Psychology of Music: 0305735607082622.
- Macdonald, R. A. R., L. A. Mitchell, et al. (2003). "An Empirical Investigation of the Anxiolytic and Pain Reducing Effects of Music." Psychology of Music 31(2): 187-203.
- McCaffrey, R. G. and M. Good (2000). "The Lived Experience of Listening to Music While Recovering from Surgery." J Holist Nurs 18(4): 378-390.
- Mitchell, L. A., R. A. R. MacDonald, et al. (2007). "A survey investigation of the effects of music listening on chronic pain." Psychology of Music 35(1): 37-57.
- Nowobilski, R., P. Czyz, et al. (2005). "[The effect of music therapy on anxiety level in hospitalized asthmatic patients]." Pol Arch Med Wewn 113(4): 314-9.
- Peterson, D. A. and M. H. Thaut (2007). "Music increases frontal EEG coherence during verbal learning." Neurosci Lett 412(3): 217-21.
- Ragneskog, H., M. Kihlgren, et al. (1996). "Dinner Music for Demented Patients: Analysis of Video-Recorded Observations." Clin Nurs Res 5(3): 262-277.
- Shertzer KE, Keck JF. (2001). "Music and the PACU environment." J Perianesth Nurs. 16(2):90-102.
- Standley, J. M. (1986). "Music research in medical/dental treatment: meta-analysis and clinical applications." J Music Ther 23(2): 56-122.
- Standley, J. M. and S. B. Hanser (1995). "Music therapy research and applications in pediatric oncology treatment." J Pediatr Oncol Nurs 12(1): 3-8; discussion 9-10.
- White JM. (1999). "Effects of relaxing music on cardiac autonomic balance and anxiety after acute myocardial infarction." Am J Crit Care. 8(4):220-30.

DRUMMING:

- Aldridge, D. (1994). "Alzheimer's disease: rhythm, timing and music as therapy." Biomed Pharmacother 48(7): 275-81.

Bittman BB, Berk LS, Felten DL, Westengard J, Simonton OC, Pappas J, Ninehouser M. (2001). "Composite effects of group drumming music therapy on modulation of neuroendocrine-immune parameters in normal subjects." Altern Ther Health Med. 7(1):38-47.

Wachi M, Koyama M, Utsuyama M, Bittman BB, Kitagawa M, Hirokawa K. (2007). "Recreational music-making modulates natural killer cell activity, cytokines, and mood states in corporate employees." Med Sci Monit. 13(2):CR57-70.

HUMOR/CLOWNS:

Bennett MP, Zeller JM, Rosenberg L, McCann J. (2003). "The effect of mirthful laughter on stress and natural killer cell activity." Altern Ther Health Med. 2003 Mar-Apr;9(2):38-45

Bennett, M. P. and C. Lengacher (2008). "Humor and Laughter May Influence Health: III. Laughter and Health Outcomes." eCAM 5(1): 37-40.

Christie W, Moore C. (2005). "The impact of humor on patients with cancer." Clin J Oncol Nurs. 9(2):211-8.

Koller, D. and C. Gryski (2008). "The Life Threatened Child and the Life Enhancing Clown: Towards a Model of Therapeutic Clowning." eCAM 5(1): 17-25.

McMahan SC. (2008). "Infinite possibility: clowning with elderly people." Care Manag J. 9(1):19-24.

ANIMAL VISITATION/PET THERAPY:

Cangelosi, P. R. and C. N. Embrey (2006). "The healing power of dogs: Cocoa's story." J Psychosoc Nurs Ment Health Serv 44(1): 17-20.

Caprilli, S. and A. Messeri (2006). "Animal-Assisted Activity at A. Meyer Children's Hospital: A Pilot Study." eCAM 3(3): 379-383.

Edwards, N. E. and A. M. Beck (2002). "Animal-Assisted Therapy and Nutrition in Alzheimer's Disease." West J Nurs Res 24(6): 697-712.

Johnson, R. A., R. L. Meadows, et al. (2003). "Human-Animal Interaction: A Complementary/Alternative Medical (CAM) Intervention for Cancer Patients." American Behavioral Scientist 47(1): 55-69.

Johnson, R. A., J. S. J. Odendaal, et al. (2002). "Animal-Assisted Interventions Research: Issues and Answers." West J Nurs Res 24(4): 422-440.

Kanamori, M., M. Suzuki, et al. (2001). "A day care program and evaluation of animal-assisted therapy (AAT) for the elderly with senile dementia." American Journal of Alzheimer's Disease and Other Dementias 16(4): 234-239.

SPIRITUALITY

Spirituality is our own internal ability to find meaning and connectedness in life, and is not limited to religious traditions. Patients and families interacting with hospitals and health care institutions are often in the midst of challenging times or significant life events. Feelings of vulnerability, anxiety and fear abound. Supporting patients, families and staff in connecting with their own inner resources enhances the healing environment.

GENERAL RESOURCES:

Anandarajah G, Hight E. (2001). "Spirituality and medical practice: using the HOPE questions as a practical tool for spiritual assessment." Am Fam Physician. 63(1):81-9.

Beckman, S., S. Boxley-Harges, et al. (2007). "Five strategies that heighten nurses' awareness of spirituality to impact client care." Holist Nurs Pract 21(3): 135-9.

Elliott, B. A., C. E. Gessert, et al. (2007). "Decision making by families of older adults with advanced cognitive impairment: spirituality and meaning." J Gerontol Nurs 33(8): 49-55.

Fletcher, C. E. (2004). "Health Care Providers' Perceptions of Spirituality While Caring for Veterans." Qual Health Res 14(4): 546-561.

Vance, D. E., T. C. Struzick, et al. (2008). "Biopsychosocial Benefits of Spirituality in Adults Aging With HIV: Implications for Nursing Practice and Research." J Holist Nurs.

Hall, J. (2008). "Talking about Spirituality in Health Care Practice: A Resource for the Multi-professional Health Care Team." Nurs Philos 9(2): 141-2.

Hong, B. A., L. Olatunde, et al. (2008). "Violently injured patients seen in the emergency department of Barnes-Jewish Hospital: a descriptive study of context, future views and spirituality." Mo Med 105(1): 86-9.

Koenig, H. G. (2008). "Concerns about measuring "spirituality" in research." J Nerv Ment Dis 196(5): 349-55.

Lillis, J., E. Gifford, et al. (2008). "Assessing spirituality/religiosity in the treatment environment: The Treatment Spirituality/Religiosity Scale." J Subst Abuse Treat.

Molzahn, A. E. (2007). "Spirituality in later life: effect on quality of life." J Gerontol Nurs 33(1): 32-9.

Molzahn, A. E. and L. Sheilds (2008). "Why is it so hard to talk about spirituality?" Can Nurse 104(1): 25-9.

Mueller PS, Plevak DJ, Rummans TA. (2001). "Religious involvement, spirituality, and medicine: implications for clinical practice." Mayo Clin Proc. 76(12):1225-35.

Park, C. L. (2007). "Religiousness/spirituality and health: a meaning systems perspective." J Behav Med 30(4): 319-28.

Pierce, L. L., V. Steiner, et al. (2008). "Spirituality Expressed by Caregivers of Stroke Survivors." West J Nurs Res.

CLINICAL RELEVANCE OF SPIRITUALITY:

Berntson, G. G., G. J. Norman, et al. (2008). "Spirituality and autonomic cardiac control." Ann Behav Med 35(2): 198-208.

Blumenthal, J. A., M. A. Babyak, et al. (2007). "Spirituality, religion, and clinical outcomes in patients recovering from an acute myocardial infarction." Psychosom Med 69(6): 501-8.

Bussing, A., W. M. Abu-Hassan, et al. (2007). "Spirituality, religiosity, and dealing with illness in Arabic and German patients." Saudi Med J 28(6): 933-42.

Bussing, A., T. Ostermann, et al. (2007). "Relevance of religion and spirituality in German patients with chronic diseases." Int J Psychiatry Med 37(1): 39-57.

Carmody, J., G. Reed, et al. (2008). "Mindfulness, spirituality, and health-related symptoms." J Psychosom Res 64(4): 393-403.

Curlin, F. A., R. E. Lawrence, et al. (2007). "Religion, spirituality, and medicine: psychiatrists' and other physicians' differing observations, interpretations, and clinical approaches." Am J Psychiatry 164(12): 1825-31.

Curlin, F. A., S. A. Sellergren, et al. (2007). "Physicians' observations and interpretations of the influence of religion and spirituality on health." Arch Intern Med 167(7): 649-54.

Delgado, C. (2007). "Sense of coherence, spirituality, stress and quality of life in chronic illness." J Nurs Scholarsh 39(3): 229-34.

Garland, S. N., L. E. Carlson, et al. (2007). "A non-randomized comparison of mindfulness-based stress reduction and healing arts programs for facilitating post-traumatic growth and spirituality in cancer outpatients." Support Care Cancer 15(8): 949-61.

Litwinczuk, K. M. and C. J. Groh (2007). "The relationship between spirituality, purpose in life, and well-being in HIV-positive persons." J Assoc Nurses AIDS Care 18(3): 13-22.

Mystakidou, K., E. Tsilika, et al. (2007). "Exploring the relationships between depression, hopelessness, cognitive status, pain, and spirituality in patients with advanced cancer." Arch Psychiatr Nurs 21(3): 150-61.

Unruh, A. M. (2007). "Spirituality, religion, and pain." Can J Nurs Res 39(2): 66-86.

Wachholtz, A. B., M. J. Pearce, et al. (2007). "Exploring the relationship between spirituality, coping, and pain." J Behav Med 30(4): 311-8.

CAREGIVERS' SPIRITUALITY:

Carpenter, K., L. Girvin, et al. (2008). "Spirituality: a dimension of holistic critical care nursing." Dimens Crit Care Nurs 27(1): 16-20.

Chung, L. Y., F. K. Wong, et al. (2007). "Relationship of nurses' spirituality to their understanding and practice of spiritual care." J Adv Nurs 58(2): 158-70.

PALLIATIVE CARE AND END OF LIFE CARE:

Hickman, S. E. (2002). "Improving Communication Near the End of Life." American Behavioral Scientist 46(2): 252-267.

Kovacs PJ, Bellin MH, Fauri DP. (2006). "Family-centered care: a resource for social work in end-of-life and palliative care." J Soc Work End Life Palliat Care. 2(1):13-27.

Kuziemsky, C. E., G. M. Downing, et al. (2007). "A grounded theory guided approach to palliative care systems design." Int J Med Inform 76 Suppl 1: 141-8.

Larson, D. G. and D. R. Tobin (2000). "End-of-life conversations: evolving practice and theory." JAMA 284(12): 1573-8.

Mitchell, G. (2008). Palliative care : a patient-centered approach. Oxford ; New York, Radcliffe.

Ngo-Metzger Q, August KJ, Srinivasan M, Liao S, Meyskens FL Jr. (2008). "End-of-Life care: guidelines for patient-centered communication." Am Fam Physician. 77(2):167-74.

Ruder, S. (2008). "Incorporating spirituality into home care at the end of life." Home Healthc Nurse 26(3): 158-63; quiz 164-5.

Wallace, M. and E. O'Shea (2007). "Perceptions of spirituality and spiritual care among older nursing home residents at the end of life." Holist Nurs Pract 21(6): 285-9; quiz 290-1.

Wax, M. (2003). "Creating compassionate care within the hospital intensive care unit: beyond positivism and toward wisdom and responsibility." Qualitative Research 3(1): 119-138.

Woods, S., K. Beaver, et al. (2000). "Users' Views of Palliative Care Services: ethical implications." Nurs Ethics. 7(4): 314-326.

Zimmermann, C., R. Riechelmann, et al. (2008). "Effectiveness of Specialized Palliative Care: A Systematic Review." JAMA: The Journal of the American Medical Association 299(14): 1698-1709.

INTEGRATIVE MEDICINE

A fundamental aim of patient-centered care is empowering patients with the knowledge, support and resources they need to make informed decisions and to manage their health and wellness. One way that patients are increasingly meeting their own health care needs is through the use of complementary and alternative medicine (CAM). Creating programs that support patients' interest in and use of CAM modalities enhances patient choice and allows mind, body and spirit healing to be maximized. Expanding the options of what is available to patients to include complementary modalities in both inpatient and outpatient settings can be an effective way to respond to growing interest in such approaches while ensuring the safe and effective integration of clinical and complementary modalities in a patient's plan of care.

GENERAL RESOURCES ON UTILIZATION AND OUTCOMES:

Astin, J. A. (1998). "Why Patients Use Alternative Medicine: Results of a National Study." JAMA 279(19): 1548-1553.

Bell, I. R., O. Caspi, et al. (2002). "Integrative medicine and systemic outcomes research: issues in the emergence of a new model for primary health care." Arch Intern Med 162(2): 133-40.

Bell, I. R. and M. Koithan (2006). "Models for the Study of Whole Systems." Integr Cancer Ther 5(4): 293-307.

Ben-Arye, E., M. Frenkel, et al. (2008). "Attitudes toward integration of complementary and alternative medicine in primary care: perspectives of patients, physicians and complementary practitioners." Patient Educ Couns 70(3): 395-402.

Bishop, F. L. and G. T. Lewith (2008). "Who Uses CAM? A Narrative Review of Demographic Characteristics and Health Factors Associated with CAM Use." eCAM: nen023.

CRISP Database (Computer Retrieval of Information on Scientific Projects):
<http://crisp.cit.nih.gov/>

Demmer, C. and J. Sauer (2002). "Assessing complementary therapy services in a hospice program." American Journal of Hospice and Palliative Medicine 19(5): 306-314.

Frenkel M, Ben-Arye E, Geva H, Klein A. (2007). "Educating CAM practitioners about integrative medicine: an approach to overcoming the communication gap with conventional health care practitioners." J Altern Complement Med. 13(3):387-91.

Frenkel, M., E. Ben Arye, et al. (2008). "Integrating complementary and alternative medicine into conventional primary care: the patient perspective." Explore (NY) 4(3): 178-86.

Hann, D. M., F. Baker, et al. (2005). "Use of Complementary Therapies Among Breast and Prostate Cancer Patients During Treatment: A Multisite Study." Integr Cancer Ther 4(4): 294-300.

Hollingshurst, S., A. Shaw, et al. (2008). "Capturing the value of complementary and alternative medicine: including patient preferences in economic evaluation." Complement Ther Med 16(1): 47-51.

Honda, K. and J. S. Jacobson (2005). "Use of complementary and alternative medicine among United States adults: the influences of personality, coping strategies, and social support." Prev Med 40(1): 46-53.

Nahin, R., J. Dahlhamer, et al. (2007). "Health behaviors and risk factors in those who use complementary and alternative medicine." BMC Public Health 7(1): 217.

Nelson, J. P. (2006). "Being in Tune With Life: Complementary Therapy Use and Well-Being in Residential Hospice Residents." J Holist Nurs 24(3): 152-161.

Shaw, A., A. Noble, et al. (2008). "Predictors of complementary therapy use among asthma patients: results of a primary care survey." Health Soc Care Community 16(2): 155-64.

Shelley, B. (2006). "Integrative Medicine Research in New Mexico: Lessons From the Published Literature." Complementary Health Practice Review 11(2): 107-119.

Tournaire, M. and A. Theau-Yonneau (2007). "Complementary and Alternative Approaches to Pain Relief During Labor." eCAM 4(4): 409-417.

Verhoef, M., L. Vanderheyden, et al. (2006). "Evaluating complementary and alternative medicine interventions: in search of appropriate patient-centered outcome measures." BMC Complementary and Alternative Medicine 6(1): 38.

Williams, A.-I., P. A. Selwyn, et al. (2005). "Application of Community-Based Participatory Research Methods to a Study of Complementary Medicine Interventions at End of Life." Complementary Health Practice Review 10(2): 91-104.

Willison, K., P. Williams, et al. (2007). "Enhancing chronic disease management: A review of key issues and strategies." Complementary Therapies in Clinical Practice 6(2).

Wye, L., A. Shaw, et al. (2008). "Designing a 'NHS friendly' complementary therapy service: a qualitative case study." BMC Health Serv Res 8(1): 173.

ACUPUNCTURE:

Jena S, Witt C, Brinkhaus B, et al. (2008). "Acupuncture in patients with headache." Cephalalgia.

MacPherson, H., A. Scullion, et al. (2004). "Patient reports of adverse events associated with acupuncture treatment: a prospective national survey." Qual Saf Health Care 13: 349 - 355.

AROMATHERAPY:

Buckle J. (1999). "Use of aromatherapy as a complementary treatment for chronic pain." Altern Ther Health Med. 5(5):42-51.

Buckle J. (2001). "The role of aromatherapy in nursing care." Nurs Clin North Am. 36(1):57-72.

Buckle J. (2007). "Literature review: should nursing take aromatherapy more seriously?" Br J Nurs. 2007 Jan 25-Feb 7;16(2):116-20.

Lis-Balchin, M. (1997). "Essential oils and 'aromatherapy': their modern role in healing." The Journal of the Royal Society for the Promotion of Health 117(5): 324-329.

Robins, J. L. W. (1999). "The Science and Art of Aromatherapy." J Holist Nurs 17(1): 5-17.

Smith MC, Kyle L. (2008). "Holistic foundations of aromatherapy for nursing." Holist Nurs Pract. 22(1):3-9; quiz 10-1.

Welsh, C. (1996). "Smelling With the Brain." Complementary Health Practice Review 2(3): 193-196.

HEALING TOUCH/THERAPEUTIC TOUCH:

Blaer, Y., J. Jafari, et al. (2008). "Single-blind and Double-blind Randomized Controlled Trials of Palmtherapy(R), an Alternative Medical Approach, for Anxiety before Cardiac Catheterization." eCAM 5(1): 103-105.

Movaffaghi, Z., M. Hasanpoor, et al. (2006). "Effects of Therapeutic Touch on Blood Hemoglobin and Hematocrit Level." J Holist Nurs 24(1): 41-48.

Newshan G, Schuller-Civitella D. (2003). "Large clinical study shows value of therapeutic touch program." Holist Nurs Pract. 17(4):189-92.

Peck, S. (2007). "Aftermath of the Unexpected, Unexplained, and Abrupt Termination of Healing Touch and Extrapolation of Related Costs." Complementary Health Practice Review 12(2): 144-160.

Smith MC, Reeder F, Daniel L, Baramée J, Hagman J. (2003). "Outcomes of touch therapies during bone marrow transplant." Altern Ther Health Med. 9(1):40-9.

Weze, C., H. L. Leathard, et al. (2007). "Healing by Gentle Touch Ameliorates Stress and Other Symptoms in People Suffering with Mental Health Disorders or Psychological Stress." eCAM 4(1): 115-123.

Woods DL, Craven RF, Whitney J. (2005). "The effect of therapeutic touch on behavioral symptoms of persons with dementia." Altern Ther Health Med. 11(1):66-74.

MASSAGE THERAPY:

Beider, S. and C. A. Moyer (2007). "Randomized Controlled Trials of Pediatric Massage: A Review." eCAM 4(1): 23-34.

Buckle, J. and others (2008). "Measurement of Regional Cerebral Blood Flow Associated with the M Technique—Light Massage Therapy: A Case Series and Longitudinal Study Using SPEC." The Journal of Alternative and Complementary Medicine. 14(8): 903-910. doi:10.1089/acm.2007.0613.

Faurot, K. R., S. A. Gaylord, et al. (2007). "Training Family Caregivers in Hand and Foot Massage for Hospitalized Patients: Feasibility, Challenges, and Lessons Learned." Complementary Health Practice Review 12(3): 203-226.

Hattan J, King L, Griffiths P. (2002). "The impact of foot massage and guided relaxation following cardiac surgery: a randomized controlled trial." J Adv Nurs. 37(2):199-207.

MacDonald, G. (1996). "Massage for Cancer Patients: A Review of Nursing Research." Complementary Health Practice Review 2(2): 101-104.

McNamara ME, Burnham DC, Smith C, Carroll DL. (2003). "The effects of back massage before diagnostic cardiac catheterization." Altern Ther Health Med. 9(1):50-7.

Rexilius SJ, Mundt C, Erickson Megel M, Agrawal S. (2002). "Therapeutic effects of massage therapy and handling touch on caregivers of patients undergoing autologous hematopoietic stem cell transplant." Oncol Nurs Forum. 29(3):E35-44.

Russell, N. C., S. S. Sumler, et al. (2008). "Role of massage therapy in cancer care." J Altern Complement Med 14(2): 209-14.

Tsao, J. C. I. (2007). "Effectiveness of Massage Therapy for Chronic, Non-malignant Pain: A Review." eCAM 4(2): 165-179.

MEDITATION AND GUIDED IMAGERY:

Hankey, A. (2006). "Studies of Advanced Stages of Meditation in the Tibetan Buddhist and Vedic Traditions. I: A Comparison of General Changes." eCAM 3(4): 513-521.

Lengacher CA, Bennett MP, Gonzalez L, Gilvary D, Cox CE, Cantor A, Jacobsen PB, Yang C, Djeu J. (2008). "Immune responses to guided imagery during breast cancer treatment." Biol Res Nurs. 9(3):205-14.

MUSIC THERAPY:

Aldridge, D. (1994). "Alzheimer's disease: rhythm, timing and music as therapy." Biomed Pharmacother 48(7): 275-81.

Aldridge, D., W. Schmid, et al. (2005). "Functionality or aesthetics? A pilot study of music therapy in the treatment of multiple sclerosis patients." Complement Ther Med 13(1): 25-33.

Burns, D. S., F. Azzouz, et al. (2008). "Music imagery for adults with acute leukemia in protective environments: a feasibility study." Support Care Cancer 16(5): 507-13.

Chang, M. Y., C. H. Chen, et al. (2008). "Effects of music therapy on psychological health of women during pregnancy." J Clin Nurs.

Daykin, N., S. McClean, et al. (2007). "Creativity, identity and healing: participants' accounts of music therapy in cancer care." Health (London) 11(3): 349-370.

Desquiotz-Sunnen, N. (2008). "Singing for preterm born infants music therapy in neonatology."

Bull Soc Sci Med Grand Duché Luxemb Spec No 1: 131-43.

Freeman, L., M. Caserta, et al. (2006). "Music thanatology: Prescriptive harp music as palliative care for the dying patient." American Journal of Hospice and Palliative Medicine 23(2): 100-104.

Good, M., B. L. Picot, et al. (2000). "Cultural Differences in Music Chosen for Pain Relief." J Holist Nurs 18(3): 245-260.

Krout, R. E. (2001). "The effects of single-session music therapy interventions on the observed and self-reported levels of pain control, physical comfort, and relaxation of hospice patients." American Journal of Hospice and Palliative Medicine 18(6): 383-390.

Maratos, A. S., C. Gold, et al. (2008). "Music therapy for depression." Cochrane Database Syst Rev(1): CD004517.

Nowobilski, R., P. Czyz, et al. (2005). "[The effect of music therapy on anxiety level in hospitalized asthmatic patients]." Pol Arch Med Wewn 113(4): 314-9.

O'Callaghan, C. (2008). "Lullament: lullaby and lament therapeutic qualities actualized through music therapy." Am J Hosp Palliat Care 25(2): 93-9.

Schmid, W. and D. Aldridge (2004). "Active music therapy in the treatment of multiple sclerosis patients: a matched control study." J Music Ther 41(3): 225-40.

TAI CHI:

Abbott, R. B., K.-K. Hui, et al. (2007). "A Randomized Controlled Trial of Tai Chi for Tension Headaches." eCAM 4(1): 107-113.

Hartman CA, Manos TM, Winter C, Hartman DM, Li B, Smith JC. (2000). "Effects of T'ai Chi training on function and quality of life indicators in older adults with osteoarthritis." J Am Geriatr Soc. 48(12):1553-9.

Jacobson BH, Chen HC, Cashel C, Guerrero L.(1997). "The effect of T'ai Chi Chuan training on balance, kinesthetic sense, and strength." Percept Mot Skills. 84(1):27-33.

Schneider D, Leung R. (1991). "Metabolic and cardiorespiratory responses to the performance of Wing Chun and T'ai Chi Chuan exercise." Int J Sports Med. 12(3):319-23.

Young DR, Appel LJ, Jee S, Miller ER 3rd. (1999). "The effects of aerobic exercise and T'ai Chi on blood pressure in older people: results of a randomized trial." J Am Geriatr Soc. 47(3):277-84.

YOGA:

Duncan MD, Leis A, Taylor-Brown JW. (2008). "Impact and outcomes of an iyengar yoga program in a cancer centre." Curr Oncol. 15 Suppl 2:s109.es72-8.

Innes, K. E. and H. K. Vincent (2007). "The Influence of Yoga-Based Programs on Risk Profiles in Adults with Type 2 Diabetes Mellitus: A Systematic Review." eCAM 4(4): 469-486.

Lundgren, T., J. Dahl, et al. (2008). "Acceptance and Commitment Therapy and yoga for drug-

refractory epilepsy: A randomized controlled trial." Epilepsy Behav.

Schell FJ, Allolio B, Schonecke OW. (1994). "Physiological and psychological effects of Hatha-Yoga exercise in healthy women." Int J Psychosom. 1994;41(1-4):46-52.

Tekur P, Singphow C, Nagendra HR, Raghuram N. (2008). "Effect of short-term intensive yoga program on pain, functional disability and spinal flexibility in chronic low back pain: a randomized control study." J Altern Complement Med. 14(6):637-44.

Yang, K. (2007). "A Review of Yoga Programs for Four Leading Risk Factors of Chronic Diseases." eCAM 4(4): 487-491.

CARING FOR THE COMMUNITY

Many hospitals have adopted a broader charge beyond caring for the sick and injured, focusing concurrently on promoting wellness, prevention and safety—not only for patients, but also for staff and the community-at-large. Patient-centered hospitals are increasingly providing their communities with access to prevention programs such as educational health seminars, safe driving classes, health fairs, opportunities to meet with professionals who can assist community members with advance directives, planning for your healthy future, and more. These community offerings all contribute to a patient-centered approach by reaching out beyond the walls of the hospital to meet the health care needs of the entire community.

Anderson, R. M., M. M. Funnell, et al. (1995). "Patient empowerment. Results of a randomized controlled trial." Diabetes Care 18(7): 943-9.

Keleher, S. and M. P. Stanton (1991). "Implementing a community health education program in an acute care hospital." J Healthc Educ Train 6(2): 13-7.

Luepker, R. V., J. M. Raczynski, et al. (2000). "Effect of a Community Intervention on Patient Delay and Emergency Medical Service Use in Acute Coronary Heart Disease: The Rapid Early Action for Coronary Treatment (REACT) Trial." JAMA 284(1): 60-67.

Mamana, J. P. (1980). "Physician and hospital involvement in community health education." Hosp Med Staff 9(1): 10-1.

Mary, E. R., S. Velusamy, et al. (1989). "Primary school health education: a practical project for a small hospital community health department." Trop Doct 19(2): 50-1.

Mathews, B. P., P. D. Mullen, et al. (1979). "Hospital-based health education: for patients, staff and the community." Health Values 3(1): 32-7.

McQueen, M. J. and A. J. Bailey (1993). "Hamilton Health Sciences Laboratory Program: a provider developed model for hospital, university and community laboratory services." Health Manage Forum 6(3): 35-42.

Mendel, P., L. S. Meredith, et al. (2008). "Interventions in organizational and community context: a framework for building evidence on dissemination and implementation in health services research." Adm Policy Ment Health 35(1-2): 21-37.

Renner JF. (1989-1990). "Health care marketing of community education programs." J Healthc Educ Train. 1989-1990;4(3):14-7.

Rubin, J. M. and P. G. Rubin (1978). "An approach to community health education by a voluntary hospital." Mt Sinai J Med 45(1): 37-40.

Sechrist, W. C. (1980). "The illusory partitions between school, community and hospital health education." Health Values 4(6): 266-8.

Sheffield, R. (1978). "Community health education fostered by hospital program." Hospitals 52(19): 113-4, 118-9.

Smith, K. T. (1983). "Community cooperation among a university, a community college, a hospital, and a high school: a new model for allied health education." J Allied Health 12(2): 127-32.

Somers, A. R. (1973). "Community health education: a challenge to hospital and medical staffs." J Med Soc N J 70(12): 943-8.

Tilly, K. F., N. J. Garvey, et al. (1996). "Outcomes management and asthma education in a community hospital: ongoing monitoring of health status." Qual Manag Health Care 4(3): 67-78.

Weiner, P. D., J. D. Cantara, et al. (1988). "A partnership in health education between a neighborhood school and a community hospital." J Community Health 13(3): 184-94.

CARE FOR THE CAREGIVER

Acknowledging and being responsive to the experience of professional caregivers, and the multi-faceted demands placed on them every day, is fundamental to patient-centeredness. Patient focus group comments underscore that when staff do not feel cared for and supported, when they feel stressed and burdened, these feelings are palpable to patients, and this translates into patients hesitating to request assistance or ask for information, and presents a sizeable barrier to providing patient-centered care. Patient-centered hospitals not only strive to meet the full range of patient and family needs, but also those of staff. This includes putting in place a comprehensive system of reward and recognition to acknowledge staff's dedication to putting patients and families first. Equally as important as a culture of recognition is a defined culture that encourages employee wellness and provides professional caregivers with outlets for stress reduction and work-life balance.

JOB SATISFACTION:

Coomber B, Barriball KL. (2007). "Impact of job satisfaction components on intent to leave and turnover for hospital-based nurses: a review of the research literature." Int J Nurs Stud. 44(2):297-314. Epub 2006 Apr 24.

Cummings, G. G., K. Olson, et al. (2008). "The relationship between nursing leadership and nurses' job satisfaction in Canadian oncology work environments." J Nurs Manag 16(5): 508-18.

Kuo, H. T., T. J. Yin, et al. (2008). "Relationship between organizational empowerment and job satisfaction perceived by nursing assistants at long-term care facilities." J Clin Nurs.

Larrabee JH, Janney MA, Ostrow CL, Withrow ML, Hobbs GR Jr, Burant C. (2003). "Predicting registered nurse job satisfaction and intent to leave." J Nurs Adm. 33(5):271-83.

Lu KY, Lin PL, Wu CM, Hsieh YL, Chang YY. (2002). "The relationships among turnover intentions, professional commitment, and job satisfaction of hospital nurses." J Prof Nurs. 18(4):214-9.

Munch-Hansen, T., J. Wieclaw, et al. (2008). "Global measure of satisfaction with psychosocial work conditions versus measures of specific aspects of psychosocial work conditions in explaining sickness absence." BMC Public Health 8(1): 270.

Sourdif J. (2004). "Predictors of nurses' intent to stay at work in a university health center." Nurs Health Sci. 6(1):59-68.

EMPLOYEE SATISFACTION AND PATIENT SATISFACTION:

Atkins PM, Marshall BS, Javalgi RG. (1996). "Happy employees lead to loyal patients. Survey of nurses and patients shows a strong link between employee satisfaction and patient loyalty." J Health Care Mark. 16(4):14-23.

Clark PA, Wolosin RJ, Gavran G. (2006). "Customer convergence: patients, physicians, and employees share in the experience and evaluation of healthcare quality." Health Mark Q. 23(3):79-99.

Collins KS, Collins SK, McKinnies R, Jensen S. (2008). "Employee satisfaction and employee retention: catalysts to patient satisfaction." Health Care Manag (Frederick). 27(3):245-51.

CARING FOR CAREGIVERS:

Bost N, Wallis M. (2006). "The effectiveness of a 15 minute weekly massage in reducing physical and psychological stress in nurses." Aust J Adv Nurs. 2006 23(4):28-33.

Seymour A, Dupré K. (2008). "Advancing employee engagement through a healthy workplace strategy." J Health Serv Res Policy. 2008 Jan;13 Suppl 1:35-40

Wheeler JG, Pulley L, Felix HC, Bursac Z, Siddiqui NJ, Stewart MK, Mays GP, Gauss CH. (2007). "Impact of a smoke-free hospital campus policy on employee and consumer behavior." Public Health Rep. 2007 Nov-Dec;122(6):744-52.

SUPPORTIVE WORK ENVIRONMENTS:

Carter LC, Nelson JL, Sievers BA, Dukek SL, Pipe TB, Holland DE. (2008). "Exploring a culture of caring." Nurs Adm Q. 32(1):57-63.

Finfgeld-Connett, D. (2008). "Meta-synthesis of caring in nursing." Journal of Clinical Nursing 17(2): 196-204.

Funderburk AE. (2008). "Mentoring: the retention factor in the acute care setting." J Nurses Staff Dev. 24(3):E1-5.

Henry LS, Henry JD. (2007). "Using a strengths-based approach to build caring work environments." AAOHN J. 2007 Dec;55(12):501-3.

Kivimäki M, Vanhala A, Pentti J, Länsisalmi H, Virtanen M, Elovainio M, Vahtera J. (2007). "Team climate, intention to leave and turnover among hospital employees: prospective cohort study." BMC Health Serv Res. 7:170.

Sikma SK.(2006). "Staff perceptions of caring: the importance of a supportive environment." J Gerontol Nurs. 32(6):22-9; quiz 30-1.

Turkel MC, Ray MA. (2004). "Creating a caring practice environment through self-renewal." Nurs Adm Q. 28(4):249-54.

Verhaeghe R, Vlerick P, Gemmel P, Van Maele G, De Backer G. (2006). "Impact of recurrent changes in the work environment on nurses' psychological well-being and sickness absence." J Adv Nurs. 56(6):646-56. "

PATIENT-CENTERED APPROACHES TO TECHNOLOGY

Although a patient-centered focus on human interactions is undoubtedly high-touch, it does not need to be low-tech. Patient-centered hospitals have developed innovative ways to utilize technology to support relationships. The lure of technology as a quick solution is powerful and pervasive, but technology itself is not the answer. Skillful use of the tool of technology can advance patient-centered care, but the technology must be designed and implemented to serve human needs, rather than in way that forces people to conform to the technology.

GENERAL RESOURCES:

Allix S, Irurita VF. (2004). "Caring in a technological environment: how is this possible?" Contemp Nurse. 17(1-2):32-43.

Demiris G, Afrin LB, Speedie S, Courtney KL, Sondhi M, Vimarlund V, Lovis C, Goossen W, Lynch C. (2008). "Patient-centered applications: use of information technology to promote disease management and wellness. A white paper by the AMIA knowledge in motion working group." J Am Med Inform Assoc. 15(1):8-13. Epub 2007 Oct 18.

Mohyuddin , Gray WA, Bailey H, Jones W, Morrey D. (2007). "Development of patient centric virtual organizations (PCVOs) in clinical environment for patient information management." Stud Health Technol Inform. 129(Pt 1):182-7.

Rothschild, A., L. Dietrich, et al. (2005). "Leveraging systems thinking to design patient-centered clinical documentation systems." Int Journal of Medical Infomatics 74(5): 395-398.

Smith SP, Barefield AC.(2007). "Patients meet technology: the newest in patient-centered care initiatives." Health Care Manag (Frederick). 26(4):354-62.

Strople B, Ottani P. (2006). "Can technology improve intershift report? What the research reveals." J Prof Nurs. 22(3):197-204.

Wolf DM, Hartman LM, Larue EM, Arndt I. (2007). "Patient first: a patient sensitivity tool for an electronic health record implementation." Comput Inform Nurs. 25(2):112-7.

ELECTRONIC MEDICAL RECORD:

Baker, D. W., S. D. Persell, et al. (2007). "Automated review of electronic health records to assess quality of care for outpatients with heart failure." Ann Intern Med 146(4): 270-7.

Joos, D., Q. Chen, et al. (2006). "An electronic medical record in primary care: impact on satisfaction, work efficiency and clinic processes." AMIA Annu Symp Proc: 394-8.

McGrath, J. M., N. H. Arar, et al. (2007). "The influence of electronic medical record usage on nonverbal communication in the medical interview." Health Informatics Journal 13(2): 105-118.

Solberg, L. I., S. H. Scholle, et al. (2005). "Practice systems for chronic care: frequency and dependence on an electronic medical record." Am J Manag Care 11(12): 789-96.

Ventres, W., S. Kooienga, et al. (2006). "EHRs in the exam room: tips on patient-centered care." Fam Pract Manag 13(3): 45-7.

Ventres, W., S. Kooienga, et al. (2006). "Physicians, Patients, and the Electronic Health Record: An Ethnographic Analysis." Ann Fam Med 4(2): 124-131.

PATIENT SAFETY

In some organizations the dichotomy persists that patient-centered care is essentially customer service “window dressing” on the more important clinical aspects of care. The patient safety literature highlights the fallacy in this thinking; by promoting effective communication and partnerships between and among patients, family and staff, a patient-centered approach can take quality and safety to new heights. As the Institute of Medicine has acknowledged, “[p]atient-centered care that embodies both effective communication and technical skill is necessary to achieve safety and quality of care.” Patient-centered care is not separate from or less important than quality, it is an essential part of it.

AHRQ Patient Safety Network (PSNet)
<http://www.psnet.ahrq.gov/>

Burroughs, T. E., A. D. Waterman, et al. (2005). "Patient concerns about medical errors in emergency departments." Acad Emerg Med 12: 57 - 64.

Burroughs, T. E., A. D. Waterman, et al. (2007). "Medication Safety: Patients' Concerns About Medical Errors During Hospitalization." Joint Commission Journal on Quality and Patient Safety 33: 5 - 14.

Connor M, Ponte PR, Conway J. (2002). “Multidisciplinary approaches to reducing error and risk in a patient care setting.” Crit Care Nurs Clin North Am. 14(4):359-67, viii.

Coulter, A. (2006). "Patient safety: what role can patients play?" Health Expect 9: 205 - 206.

Davis, R. E., R. Jacklin, et al. (2007). "Patient involvement in patient safety: what factors influence patient participation and engagement?" Health Expect 10: 259 - 267.

Dennison RD. (2005). “Creating an organizational culture for medication safety.” Nurs Clin North Am. 2005 Mar;40(1):1-23.

Evans, S. M., J. G. Berry, et al. (2006). "Consumer perceptions of safety in hospitals." BMC Public Health 6: 41.

Fein SP, Hilborne LH, Spiritus EM, Seymann GB, Keenan CR, Shojania KG, Kagawa-Singer M, Wenger NS. (2007). “The many faces of error disclosure: a common set of elements and a definition.” J Gen Intern Med. 22(6):755-61.

Gallagher TH, Garbutt JM, Waterman AD, Flum DR, Larson EB, Waterman BM, Dunagan WC, Fraser VJ, Levinson W. (2006). “Choosing your words carefully: how physicians would disclose harmful medical errors to patients.” Arch Intern Med. =166(15):1585-93.

Garbutt, J., A. D. Waterman, et al. (2008). "Lost Opportunities: How Physicians Communicate About Medical Errors." Health Aff 27(1): 246-255.

Gilkey, M. B., J. A. L. Earp, et al. (2008). "Applying Health Education Theory to Patient Safety Programs: Three Case Studies." Health Promot Pract 9(2): 123-129.

Greenberg CC, Regenbogen SE, Studdert DM, Lipsitz SR, Rogers SO, Zinner MJ, Gawande AA. (2007). "Patterns of communication breakdowns resulting in injury to surgical patients." J Am Coll Surg. 204(4):533-40.

Hibbard, J. H., E. Peters, et al. (2005). "Can patients be part of the solution? Views on their role in preventing medical errors." Med Care Res Rev 62: 601 - 616.

Kripalani S, LeFevre F, Phillips CO, Williams MV, Basaviah P, Baker DW. (2007). "Deficits in communication and information transfer between hospital-based and primary care physicians: implications for patient safety and continuity of care." JAMA. 297(8):831-41.

Lapane, K. L., B. J. Quilliam, et al. (2007). "A comparison of two distribution methods on response rates to a patient safety questionnaire in nursing homes." J Am Med Dir Assoc 8(7): 446-52.

Lyons, M. (2007). "Should patients have a role in patient safety? A safety engineering view." Qual Saf Health Care 16: 140 - 142.

Miller, M. R., A. Elixhauser, et al. (2001). "Patient Safety Indicators: using administrative data to identify potential patient safety concerns." Health Serv Res 36: 110 - 132.

Murff, H. J., V. L. Patel, et al. (2003). "Detecting adverse events for patient safety research: a review of current methodologies." J Biomed Inform 36: 131 - 143.

Olsen, S., G. Neale, et al. (2007). "Hospital staff should use more than one method to detect adverse events and potential adverse events: incident reporting, pharmacist surveillance and local real-time record review may all have a place." Qual Saf Health Care 16: 40 - 44.

Schwappach, D. (2008). "'Against the silence': Development and first results of a patient survey to assess experiences of safety-related events in hospital." BMC Health Services Research 8(1): 59.

Stone PW, Mooney-Kane C, Larson EL, Horan T, Glance LG, Zwanziger J, Dick AW. (2007). "Nurse working conditions and patient safety outcomes." Med Care. 45(6):571-8.

Stow J. (2006). "Using medical-error reporting to drive patient safety efforts." AORN J. 2006 Sep;84(3):406-8, 411-4, 417-20; quiz 421-4.

Taylor BB, Marcantonio ER, Pagovich O, Carbo A, Bergmann M, Davis RB, Bates DW, Phillips RS, Weingart SN. (2008). "Do medical inpatients who report poor service quality experience more adverse events and medical errors?" Med Care. 2008 Feb;46(2):224-8.

Unruh, K. T. and W. Pratt (2006). "Patients as actors: The patient's role in detecting, preventing, and recovering from medical errors." Int J Med Inform.

Vincent, C. A. and A. Coulter (2002). "Patient safety: what about the patient?" Qual Saf Health Care 11: 76 - 80.

Wachter RM, Pronovost PJ. (2006). "The 100,000 Lives Campaign: A scientific and policy review." Jt Comm J Qual Patient Saf. 32(11):621-7.

Wasson, J. H., T. A. MacKenzie, et al. (2007). "Patients use an internet technology to report when things go wrong." Qual Saf Health Care 16: 213 - 215.

Weingart, S. N., O. Pagovich, et al. (2005). "What can hospitalized patients tell us about adverse events? Learning from patient-reported incidents." J Gen Intern Med 20: 830 - 836.

Weingart, S. N., J. Price, et al. (2007). "Patient-Reported Safety and Quality of Care in Outpatient Oncology." Joint Commission Journal on Quality and Patient Safety 33: 83 - 94.

PATIENT SATISFACTION

GENERAL RESOURCES:

Babakus, E. and W. G. Mangold (1992). "Adapting the SERVQUAL scale to hospital services: an empirical investigation." Health Serv Res 26(6): 767-86.

Beach, M. C., J. Sugarman, et al. (2005). "Do Patients Treated With Dignity Report Higher Satisfaction, Adherence, and Receipt of Preventive Care?" Ann Fam Med 3(4): 331-338.

Carr-Hill, R. A. (1992). "The measurement of patient satisfaction." J Public Health Med 14(3): 236-49.

Castle, N. G., J. Brown, et al. (2005). "Review of the literature on survey instruments used to collect data on hospital patients' perceptions of care." Health Serv Res 40: 1996 - 2017.

Chou, S. M., T. F. Chen, et al. (2005). "Using SERVQUAL to evaluate quality disconfirmation of nursing service in Taiwan." J Nurs Res 13(2): 75-84.

Christoglou, K., C. Vassiliadis, et al. (2006). "Using SERVQUAL and Kano research techniques in a patient service quality survey." World Hosp Health Serv 42(2): 21-6.

Clark, W. R. and L. A. Clark (2007). "Measuring functional service quality using SERVQUAL in a high-dependence health service relationship." Health Care Manag (Frederick) 26(4): 306-17.

Coulter A, Cleary PD.(2001). "Patients' experiences with hospital care in five countries." Health Aff (Millwood). 20(3):244-52.

Crow, R., H. Gage, et al. (2002). "The measurement of satisfaction with healthcare: implications for practice from a systematic review of the literature." Health Technol Assess 6(32): 1-244.

Davies, E. and P. D. Cleary (2005). "Hearing the patient's voice? Factors affecting the use of patient survey data in quality improvement." Qual Saf Health Care 14(6): 428-432.

Dean, A. M. (1999). "The applicability of SERVQUAL in different health care environments." Health Mark Q 16(3): 1-21.

Franks, P., K. Fiscella, et al. (2005). "Are Patients' Ratings of Their Physicians Related to Health Outcomes?" Ann Fam Med 3(3): 229-234.

Henry Thomas, S., K. G. Tejal, et al. (2005). "The relation of patient satisfaction with complaints against physicians and malpractice lawsuits." The American journal of medicine 118(10): 1126-1133.

Jenkinson C, Coulter A, Reeves R, Bruster S, Richards N.(2003). "Properties of the Picker Patient Experience questionnaire in a randomized controlled trial of long versus short form survey instruments." J Public Health Med. (3):197-201.

Jenkinson C, Coulter A, Bruster S, Richards N, Chandola T. (2002). "Patients' experiences and satisfaction with health care: results of a questionnaire study of specific aspects of care." Qual Saf Health Care. 11(4):335-9.

Jenkinson C, Coulter A, Bruster S. (2002). "The Picker Patient Experience Questionnaire: development and validation using data from in-patient surveys in five countries." Int J Qual Health Care. 14(5):353-8.

Kerr, E. A., D. M. Smith, et al. (2003). "The Association between Three Different Measures of Health Status and Satisfaction among Patients with Diabetes." Med Care Res Rev 60(2): 158-177.

Ley, P. (1982). "Satisfaction, compliance and communication." British Journal of Clinical Psychology 21 (Pt 4): 241-54.

Mark, B. A. and T. T. H. Wan (2005). "Testing Measurement Equivalence in a Patient Satisfaction Instrument." West J Nurs Res 27(6): 772-787.

Perneger, T. V., E. Chamot, et al. (2005). "Nonresponse bias in a survey of patient perceptions of hospital care." Med Care 43: 374 - 380.

Pickoff, R. "Customer satisfaction in health care--time for transparency." Physician Executive. 34(4):36-38.

Reidenbach, R. E. and B. Sandifer-Smallwood (1990). "Exploring perceptions of hospital operations by a modified SERVQUAL approach." J Health Care Mark 10(4): 47-55.

Scardina, S. A. (1994). "SERVQUAL: a tool for evaluating patient satisfaction with nursing care." J Nurs Care Qual 8(2): 38-46.

Turris, S. A. (2005). "Unpacking the concept of patient satisfaction: a feminist analysis." Journal of Advanced Nursing 50(3): 293-298.

SURVEY DESIGN:

Edwards, P., I. Roberts, et al. (2002). "Increasing response rates to postal questionnaires: systematic review." BMJ 324(7347): 1183.

Feveile H, Olsen O, Hogh A. (2007). "A randomized trial of mailed questionnaires versus telephone interviews: response patterns in a survey." BMC Med Res Methodol. 26;7:27.

Gasquet, I., B. Falissard, et al. (2001). "Impact of reminders and method of questionnaire distribution on patient response to mail-back satisfaction survey." J Clin Epidemiol 54: 1174 - 1180.

Sitzia, J. and N. Wood (1998). "Response rate in patient satisfaction research: an analysis of 210 published studies." Int J Qual Health Care 10: 311 - 317.

HCAHPS:

Horowitz, S. (2007). "A peak at HCAHPS." Planetalk Sept/Oct: 4-5.

Rutledge N. (2008). "The 411 on HCAHPS." Nurs Manage. 39(8):29-32.

Sofaer, S., C. Crofton, et al. (2005). "What Do Consumers Want to Know about the Quality of Care in Hospitals?" Health Services Research 40(6p2): 2018-2036.

Sofaer, S. and K. Firminger (2005). "Patient Perceptions of the Quality of Health Services." Annual Review of Public Health 26(1): 513-559.

RACIAL AND ETHNIC DIFFERENCES IN PATIENT PERCEPTIONS OF CARE:

Dayton, E., C. Zhan, et al. (2006). "Racial and Ethnic Differences in Patient Assessments of Interactions With Providers: Disparities or Measurement Biases?" American Journal of Medical Quality 21(2): 109-114.

Haviland, M. G., L. S. Morales, et al. (2005). "Race/Ethnicity, Socioeconomic Status, and Satisfaction With Health Care." American Journal of Medical Quality 20(4): 195-203.

LaVeist, T. A., K. J. Nickerson, et al. (2000). "Attitudes about Racism, Medical Mistrust, and Satisfaction with Care among African American and White Cardiac Patients." Med Care Res Rev 57(suppl_1): 146-161.

Woods, S. E., R. Bivins, et al. (2005). "The Influence of Ethnicity on Patient Satisfaction." Ethnicity & Health 10(3): 235 - 242.

PATIENT-CENTERED CARE AND OUTCOMES:

Charmel, P., and Frampton, S. (2008). "Building the business case for patient-centered care." Healthcare Financial Management. 62(3):80-85.

DiGioia A 3rd, Greenhouse PK, Levison TJ. (2007). "Patient and family-centered collaborative care: an orthopaedic model." Clin Orthop Relat Res. 463:13-9.

Poochikian-Sarkissian S, Wennberg RA, Sidani S.(2008). "Examining the relationship between patient-centred care and outcomes on a neuroscience unit: a pilot project." Can J Neurosci Nurs. 2008;30(2):14-9.

Sidani S. (2008). "Effects of patient-centered care on patient outcomes: an evaluation." Res Theory Nurs Pract. 22(1):24-37.

Stewart, M., J. B. Brown, et al. (2000). "The impact of patient-centered care on outcomes." J Fam Pract 49(9): 796-804.

Stone, S. (2008). "A Retrospective Evaluation of the Impact of the Planetree Patient Centered Model of Care Program on Inpatient Quality Outcomes." Health Environments Research and Design Journal, 1(4):55-69.

MALPRACTICE

Balon, R. (1997). "Malpractice claims and physicians' communication patterns." JAMA 277(21): 1681-.

Braddock Iii, C. H., K. A. Edwards, et al. (1999). "Informed Decision Making in Outpatient Practice: Time to Get Back to Basics." JAMA 282(24): 2313-2320.

Burstin, H. R., W. G. Johnson, et al. (1993). "Do the poor sue more? A case-control study of malpractice claims and socioeconomic status." JAMA 270(14): 1697-1701.

Dalton, G. D., X. F. Samaropoulos, et al. (2008). "Improvements in the safety of patient care can help end the medical malpractice crisis in the United States." Health Policy 86(2-3): 153-62.

Frank, G. W. (1997). "Malpractice claims and physicians' communication patterns." JAMA 277(21): 1682b-.

Gallagher, T. H., A. D. Waterman, et al. (2003). "Patients' and Physicians' Attitudes Regarding the Disclosure of Medical Errors." JAMA 289(8): 1001-1007.

Hickson, G. B., E. W. Clayton, et al. (1992). "Factors that prompted families to file medical malpractice claims following perinatal injuries." JAMA 267(10): 1359-1363.

Hickson, G. B., C. F. Federspiel, et al. (2002). "Patient Complaints and Malpractice Risk." JAMA 287(22): 2951-2957.

Ihler, E. (2003). "Patient-Physician Communication." JAMA 289(1): 92-a-.

Levinson, W. (1994). "Physician-patient communication. A key to malpractice prevention." JAMA 272(20): 1619-1620.

Levinson, W., R. Gorawara-Bhat, et al. (1999). "Resolving Disagreements in the Patient-Physician Relationship: Tools for Improving Communication in Managed Care." JAMA 282(15): 1477-1483.

Levinson, W., R. Gorawara-Bhat, et al. (2000). "A Study of Patient Clues and Physician Responses in Primary Care and Surgical Settings." JAMA 284(8): 1021-1027.

Levinson, W., D. L. Roter, et al. (1997). "Physician-patient communication. The relationship with malpractice claims among primary care physicians and surgeons." JAMA 277(7): 553-559.

Peskin, T., C. Micklitsch, et al. (1995). "Malpractice, patient satisfaction, and physician-patient communication." JAMA 274(1): 22b-.

Rodriguez, H. P., A. M. Rodday, et al. (2008). "Relation of patients' experiences with individual physicians to malpractice risk." Int J Qual Health Care 20(1): 5-12.

Studdert, D. M., D. M. Eisenberg, et al. (1998). "Medical Malpractice Implications of Alternative Medicine." JAMA 280(18): 1610-1615.

Tamblyn, R., M. Abrahamowicz, et al. (2007). "Physician Scores on a National Clinical Skills Examination as Predictors of Complaints to Medical Regulatory Authorities." JAMA 298(9): 993-1001.

von Gunten, C. F., F. D. Ferris, et al. (2000). "Ensuring Competency in End-of-Life Care: Communication and Relational Skills." JAMA 284(23): 3051-3057.

Weyrauch, K. F. (1995). "Malpractice, patient satisfaction, and physician-patient communication." JAMA 274(1): 22-23.