CHECK YOUR VITALS

Things to Know
Your patients may not tell you when they are in crisis. It is important to get to know your patients and their families so you can tell if something is amiss. There are valuable resources in every community and your practice facilitator can help you find the best resources for your patients’ individual needs.

Frequently Asked Questions:

How do I know if I am effectively reaching out to families?
To assess how well you are reaching your patients, check out this self-assessment survey from the Department of Early Learning, Self-assessment for Family Child Care Providers: https://www.del.wa.gov/sites/default/files/imported/publications/elac-qris/docs/Strengthening_Families_SA_FCC.pdf.

What do I do if I find out a family is in crisis?
The Washington 2-1-1 website has resources that can help: http://win211.org/about/2-1-1-in-washington/.

How do I earn my patients trust?
Check out “Earning our patients’ trust” in the Canadian Medical Association Journal: https://www.ncbi.nlm.nih.gov/pmc/articles/PMC557052/.
Frequently Asked Questions:
How do you help patients or their families when they don’t seem to want to change?

The first step is learning to truly listen and ask the right questions, check out AMA’s module, Listening with Empathy: [https://www.stepsforward.org/modules/empathetic-listening/](https://www.stepsforward.org/modules/empathetic-listening/).

Resources
PERSON AND FAMILY EXPERIENCE

Things to know
The voices of patients and their family members is essential to improving health care systems. As recipients of health care services, patients and family members offer a perspective often overlooked when making change. Some healthcare systems are implementing patient and family advisors, coaches, or peers.

Frequently Asked Questions:
Where can I learn more about implementing patient peer advisors in my clinic?

Basic information about patient and family peer support is available in the Association for Healthcare Research and Quality’s Working With Patient and Families as Advisors Implementation Handbook: [https://www.ahrq.gov/sites/default/files/wysiwyg/professionals/systems/hospital/engagingfamilies/strategy1/Strat1_Implement_Hndbook_508_v2.pdf](https://www.ahrq.gov/sites/default/files/wysiwyg/professionals/systems/hospital/engagingfamilies/strategy1/Strat1_Implement_Hndbook_508_v2.pdf)

How can I learn how to be a better coach for my patients?

Check out AMA’s module, Health Coaching: [https://www.stepsforward.org/modules/health-coaching](https://www.stepsforward.org/modules/health-coaching).

Resources