

# Turnkey Patient & Family Engagement Resources



**Factual, Friendly  
Checklists & Videos  
for Family Caregivers**

# Show Your Patient-Centered Care with Safe & Sound PFE™ Resources

Engaging patients and families with actionable healthcare knowledge is not just a best practice, it's a necessity in today's patient-centered care model. WHA partners with The Care Partner Project (TCPP) to help fill the gap.



## There are proven quality and safety benefits when patients and families are informed and engaged in care.

### Better Outcomes Through Health Literacy

Patients who understand their care plan are 30% less likely to be readmitted within 30 days and more likely to follow medication and treatment plans accurately.

### Reduced Strain on Care Teams

Family Care Partners who are prepared and engaged act as effective allies in supporting their loved ones' care and can reduce communication gaps and administrative burdens.

- ✓ Plan & Support Hospital Care
- ✓ Plan & Support Post-discharge Care
- ✓ Prep for Doctor Conversations
- ✓ Confirm Diagnoses, Surgery Decisions

### Improved Trust & Satisfaction

When patients and families feel confident and informed, they trust their care teams more, which can enhance HCAHPS scores and community reputation.

### Stronger Safety Nets

Informed and engaged family members act as effective care allies, bridging communication and transition gaps, and helping prevent errors or complications.

### Cost Savings for Members

Avoiding preventable readmissions and complications reduces penalties and improves financial performance.

- ✓ Prep for Surgery & Support Recovery
- ✓ Support Pregnancy, Birth, Recovery
- ✓ Choosing Palliative/Hospice Care
- ✓ Screen Senior Residential Options

# Safe & Sound Checklists: From Bedside to Recovery

Brand as your own. Edit as you wish. Host on your site.

## Simple “how-to” checklists for supporting patients.

- Focused on prevention: HACs, readmissions
- Everyday terms
- Friendly, collaborative tone
- One-page format, modern graphics
- In English and Spanish
- ADA accessible
- Host on your site
- One-week delivery

## Customizable Branding

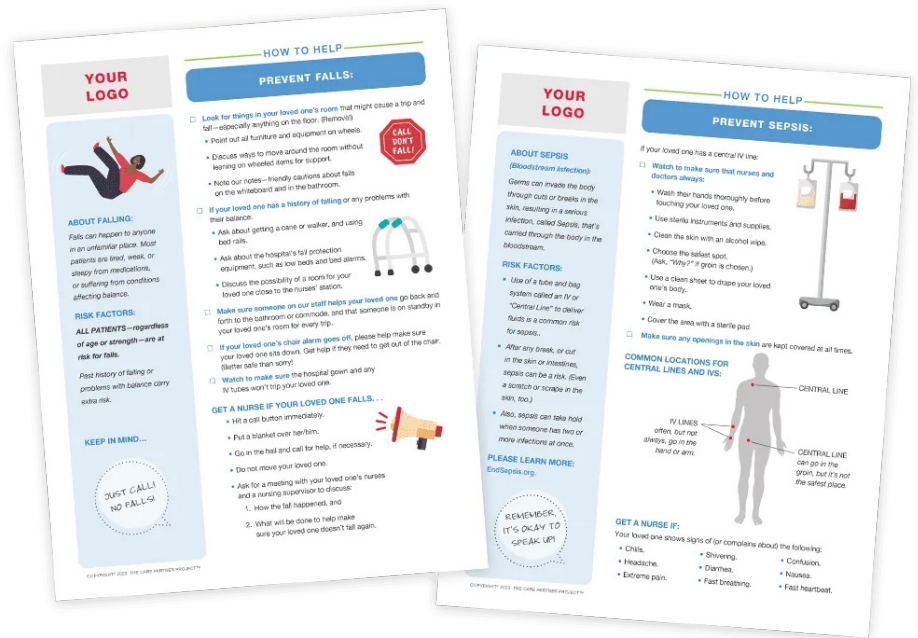
TCPP customizes their Safe & Sound checklists for each member with their logo and colors. If needed, checklists can be edited to match a member’s process or practice.

## Simple to Implement

Their “plug-and-play” checklists and videos require no additional training or heavy lifting from your already stretched teams. Add them to your patient portal, hospital TV channel, your intranet, and website to enhance the resources you’ve already invested in.

Share these tools digitally or in print to enlist patients and families in simple care tasks that can reduce staff time for bedside education and explanations.

Every subscription comes with an Implementation Guide and two coaching calls to help you get started and address any questions.

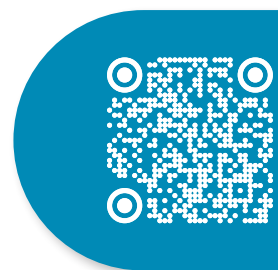


# Safe & Sound Videos: Factual, Friendly, Collaborative

Brand as your own. Host on your site and TV Channel.

## Three-minute Videos (average time)

- Simple steps to avoid the most common HACs and readmission
- Warm, encouraging tone
- Focus on partnership, good communication
- Closed captioned
- Suitable for hospital channel programming
- Host on your site
- Spanish-language versions, 2025



Scan the QR Code to See the Video Topic Library



## Safe & Sound Record Forms: Details to Bridge Transitions Brand as your own. Edit as you wish. Host on your site.

### Record-keeping Forms

- Simple, handy forms to track medications, tests, pain, more...
- Forms to plan and organize support team/services for post-discharge care (medical and ADL)
- Printable
- All forms are electronically fillable
- Easy to share
- Host on your site

The image shows three overlapping forms. The top form is titled 'MEDICINES TO TAKE AFTER LEAVING THE HOSPITAL' and includes a table with columns for 'Name of Medicine, What It Looks Like, Dose (write in label, i.e. mg)', 'Why Taking This Medicine', 'How Often to Take Each Time', 'At What Time?', and 'How to Take This Medicine'. It also has sections for 'Taken at Discharge?', 'Need to Be Filled?', and 'When to Take Next Dose:'. The middle form is titled 'PLAN FOR CARE AFTER A HOSPITAL STAY' and includes a section for 'PLAN FOR MEDICAL CARE' with questions like 'Make doctor appointments and arrange for transportation' and 'Pick up prescriptions and other medical supplies'. The bottom form is titled 'PLAN FOR DAILY LIVING NEEDS' and includes a section for 'WHO WILL HELP?' with questions like 'Use the phone', 'Shower, bath, brush teeth', 'Dress self', etc.

### Quality You Can Trust

TCPP's Safe & Sound resources are grounded in best practices and align with the World Health Organization's and CMS's patient and family engagement priorities, giving your hospital a strategic advantage in meeting these standards.



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Create a good experience of care with Safe & Sound PFE Resources. Reach out today to get started.

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