

APPENDIX E

RESOURCES AND TOOLS

WEB SITE REFERENCES IN THE GUIDE

The following is a list of the organizations that are mentioned throughout the Leadership Guide and corresponding Web site addresses:

Chapter 5 – National Outreach Campaign, *Champions of Change* Section

- The American Hospital Association: www.aha.org
- Joint Commission on Accreditation of Healthcare Organizations (JCAHO): www.jcaho.org
- The Association of American Medical Colleges: www.aamc.org
- The Institute for Healthcare Improvement: www.ihl.org
- The Center for Health Care Strategies: www.chcs.org
- American Cancer Society: www.cancer.org
- American Health Quality Association: www.ahqa.org
- National Library of Medicine: www.nlm.nih.gov

Chapter 9 – Seeking Quality Health Care

- JCAHO: www.jcaho.org
- *Hospital Compare*: www.hospitalcompare.hhs.gov (from Centers for Medicare & Medicaid Services (CMS) and the Hospital Quality Alliance)
- National Partnership for Women & Families: www.nationalpartnership.org

Chapter 10 – Building Coalitions, *Connect with Others* Section

- AARP: www.aarp.org
- American Heart Association: www.americanheart.org
- American Stroke Association: www.strokeassociation.org
- American Cancer Society: www.cancer.org
- Association for Community Health Improvement: www.communityhlth.org
- American Nurses Association: www.ana.org
- Health Research & Educational Trust: www.hret.org
- National Hispanic Medical Association: www.nhmamd.org
- National Medical Association: www.nmanet.org
- American Hospital Association: www.aha.org
- National Association of Children’s Hospitals and Related Institutions
www.childrenshospitals.net
- National Association of Public Hospitals and Health Systems: www.naph.org
- National Business Group on Health: www.businessgrouphealth.org
- Buyers Health Care Action Group: www.bhcag.com
- National Business Coalition on Health: www.nbch.org

Chapter 13 – Coalition Outreach Tools and Resources

- Agency for Healthcare Research and Quality: www.ahrq.gov
- American Hospital Association: www.aha.org
- *Hospital Compare*: www.hospitalcompare.hhs.gov
- Institute for Family-Centered Care: www.familycenteredcare.org
- AARP: www.aarp.org/health/staying_healthy/prevention/
- American College of Physicians: www.acponline.org/ptsafety/
- Health Disparities Collaboratives: www.healthdisparities.net
- *Healthfinder*[®]: www.healthfinder.gov

Chapter 14 – Taking Action - Community and Statewide Events

- Institute for Family-Centered Care: www.familycenteredcare.org
- Institute for Safe Medication Practices: www.ismp.org

Chapter 15 – Working with the Media

- Agency for Healthcare Research and Quality: www.ahrq.gov
- American Health Quality Association: www.ahqa.org
- American Hospital Association: www.aha.org
- Institute for Healthcare Improvement: www.ihl.org
- Joint Commission on Accreditation of Healthcare Organizations: www.jcaho.org
- Centers for Medicare & Medicaid Services: www.cms.hhs.gov
- National Quality Forum: www.qualityforum.org

Chapter 16 – Campaign-related Issues – Patient-centered Care

- Institute for Family-Centered Care (IFCC): www.familycenteredcare.org
- National Health Council: www.nationalhealthcouncil.org

Chapter 16 – Campaign-related Issues – Chronic Care

- Improving Chronic Illness Care (ICIC): www.improvingchroniccare.org
- Institute for Healthcare Improvement: www.ihl.org
- National Coalition on Health Care: www.nchc.org

RESOURCES FROM THE AMERICAN HOSPITAL ASSOCIATION

As mentioned in the Leadership Guide, our National Partners have excellent resources and tools on their respective Web sites. We hope the following sites compiled by AHA are helpful to you and the members of your coalition as you build activities in support of the RAM campaign.

FINDING HEALTH INFORMATION

Deciphering Medspeak

http://www.mlanet.org/resources/medspeak/medspeaka_d.html

Glossary of terms commonly used by health care professionals.

Health Information

<http://health.nih.gov/>

Information on selected consumer health topics.

Health Information Resource Database

<http://www.health.gov/nhic/NewSrch.htm>

This database includes 1,800 organizations and government offices that provide health information upon request.

Health Topics A to Z

<http://www.cdc.gov/az.do>

Information on a variety of health topics.

HealthWeb

<http://www.healthweb.org/index.cfm>

Tool to facilitate access to health-related resources on the Internet. (Health sciences libraries of the Greater Midwest Region of the National Network of Libraries of Medicine and those of the Committee for Institutional Cooperation)

Healthfinder

<http://www.healthfinder.gov/>

Comprehensive, selective resource for health information on the Internet.

KidsHealth

http://www.kidshealth.org/index_noflash.html

Health information about children from before birth through adolescence. For children, teenagers and parents.

MLA User's Guide to Finding and Evaluating Health Information on the Web

<http://www.mlanet.org/resources/userguide.html>

Guidelines on finding the highest quality health information on the Web as well as examples of the best health Web sites.

Men's Health

http://health.nih.gov/search.asp?category_id=25

Information on selected men's health issues.

National Women's Health Information Center

<http://www.4woman.gov/>

Health information for women.

Toll-free Numbers for Health Information

<http://www.health.gov/NHIC/Pubs/tollfree.htm>

Selected toll-free numbers for organizations that provide health-related information, education and support.

MEDLINEplus at the National Library of Medicine at the National Institutes of Health (NLM)

<http://www.nlm.nih.gov/medlineplus/>

MEDLINEplus brings together, by health topic, authoritative information from NLM, the National Institutes of Health (NIH), other government, nonprofit and health-related organizations.

InfoNet

<http://www.hopkinsmedicine.org/>

InfoNet from Johns Hopkins Medical Institutions offers an extensive list of advocacy and self-help organizations and Web sites on chronic diseases and aging that are searchable by condition.

LOCATING A HEALTH CARE PROVIDER

AMA Physician Select

<http://dbapps.ama-assn.org/aps/amahg.htm>

Allows you to search for a physician by name or by medical specialty.

Directories of Health Care Providers

<http://www.nlm.nih.gov/medlineplus/directories.html>

Links to Web-based directories of physicians, dentists, hospitals, clinics, and other health care providers.

Directory of America's Hospitals

http://www.usnews.com/usnews/health/hospitals/hosp_home.htm

Find information on a hospital's location (by region, state, or distance from any ZIP code), type, specialization, and services offered.

Quality Check

<http://www.jcaho.org/quality+check/index.htm>

Quality Check has information about Joint Commission accredited organizations including: an organization's accreditation status, accreditation history, and latest performance report.

PREPARING FOR YOUR HEALTH CARE EXPERIENCE

Choosing a Doctor

<http://www.niapublications.org/engagepages/choose.asp>

Ideas that may help you find a doctor who is right for you. Also available in Spanish.

Making Better Health Care Choices

<http://www.jcaho.org/general+public/making+better+choices/index.htm>

Guides to choosing ambulatory care, assisted living, behavioral health care, health plans, home care and hospice, hospital, laboratory service, and long-term care.

Your Guide to Choosing Quality Health Care

<http://www.ahrq.gov/consumer/qnt/>

Consumer guide with checklists, questions, charts, and other tools for choosing health plans, doctors, treatments, hospitals, and long-term care.

Talking with Your Doctor: A Guide for Older People

<http://www.niapublications.org/pubs/talking/index.asp>

Offers guidance for older people on how to communicate effectively with their physicians.

The Patient Care Partnership: Understanding Expectations, Rights, and Responsibilities

<http://www.hospitalconnect.com/aha/ptcommunication/partnership/index.html>

Replacing the AHA's Patients' Bill of Rights, this brochure helps you understand what you should expect during your hospital stay with regard to your rights and responsibilities. Available in English, Arabic, Chinese, Russian, Spanish, and Vietnamese.

PARTNERING FOR SAFE, HIGH-QUALITY HEALTH CARE

20 Tips to Help Prevent Medical Errors

<http://www.ahrq.gov/consumer/20tips.htm>

Ways to work with your provider and others to make the health care system safer. Also available in Spanish.

20 Tips to Help Prevent Medical Errors in Children

<http://www.ahrq.gov/consumer/20tipkid.htm>

Fact sheet to help parents help their children avoid medical errors. Also available in Spanish.

Be an Active Member of Your Health Care Team

http://www.pueblo.gsa.gov/cic_text/health/active-member/active_member.htm

Guidelines on how to play an active role in reducing the risks related to using medications.

Five Steps to Safer Health Care

<http://www.ahrq.gov/consumer/5steps.htm>

What you can do to get safer health care. Also available in Spanish.

Report a Complaint about a Health Care Organization

<http://www.jcaho.org/general+public/public+input/report+a+complaint/index.htm>

Form for submitting a complaint about the quality of care at a health care organization. Also available in Spanish.

Speak Up: Help Prevent Errors in Your Care

<http://www.jcaho.org/general+public/gp+speak+up/speakup.pdf>

Advice on how you can make your care a positive experience. Individual brochures are available for ambulatory care, behavioral health care, health care networks, home care, hospitals (English and Spanish), laboratory services and long-term care.

GETTING THE SUPPORT YOU NEED

Coping with Chronic Illness

http://www.cc.nih.gov/ccc/patient_education/pepubs/copechron.pdf

Information to help patients and their families cope with chronic illness.

Self-Help Group Sourcebook

<http://www.mentalhelp.net/selfhelp/>

A searchable database that includes information on over 800 self-help support groups, ideas for starting groups, and opportunities to link with others to develop needed new national or international groups.

State by State Financial Resource Guide

<http://www.patientadvocate.org/report.php>

Information for patients seeking financial relief for a broad range of needs including housing, utilities, food, transportation to medical treatment, and children's resources.

National Center for Chronic Disease Prevention and Health Promotion at the Centers for Disease Control

<http://www.cdc.gov/nccdphp/index.htm>

Information about chronic diseases and conditions, lists of publications from the National Institutes of Health and links to other sources of health information, health and education agencies, major voluntary associations, the private sector and other federal agencies.

Partnership for Solutions

<http://www.partnershipforsolutions.org/>

Addressing chronic conditions, this Web site developed by Johns Hopkins University and The Robert Wood Johnson Foundation communicates research findings to policy-makers, business leaders, health professionals, advocates and others. The site contains chartbooks, research syntheses, and other aids that can be useful in describing the issues faced by the chronically ill.

ADDITIONAL WEB SITES

American Cancer Society

<http://www.cancer.org/docroot/home/index.asp>

This site provides information on prevention (including diet, smoking avoidance, exercise, alcohol intake and hormones), risk factors, mammograms (with tips on how to get a good mammogram), breast self exams (BSE) and treatment options.

American Diabetes Association

<http://www.diabetes.org/home.jsp>

This site has an online post-graduate course for health care professionals. You can search by state for local diabetes foundations, research and resources, some of which do have a fair amount of patient education material.

American Heart Association

<http://www.americanheart.org>

There is an index to nearly 300 subjects from the American Heart Association (AHA). Information on nutrition, exercise and support groups are included.

American Lung Association

<http://www.lungusa.org>

Contains patient education materials on lung health and disease. There are links to many local chapters of the Association, as well.

Arthritis Foundation

<http://www.arthritis.org>

A very comprehensive site containing different types of treatment and causes of arthritis are included. There are links to 200 local chapters of the Foundation, as well as information on ordering video and audio tapes and other materials.

Centers for Medicare & Medicaid Services (CMS) – MedQIC

<http://medqic.org>

A national knowledge forum for health care and quality improvement professionals. Created by CMS, MedQIC supports Quality Improvement Organizations and providers in finding, using, and sharing quality improvement resources

National Cancer Institute

<http://www.nci.nih.gov/>

From the home page, click on "Cancer Information" for education materials on cancer for patients, health professionals and basic researchers.

National Diabetes Educator Program

<http://betterdiabetescare.nih.gov/>

The National Diabetes Education Program has compiled a resource to help health care professionals deliver the type of ongoing, patient-centered care required to effectively manage diabetes. This Web site is designed for primary care providers, diabetes

educators, specialists, and organizations. It provides steps, models, guidelines, resources and tools for the process of making and evaluating effective systems change.

National Heart, Lung, and Blood Institute

<http://www.nhlbi.nih.gov/index.htm>

This site contains information on health and disease affecting the lungs and blood, and sleep disorders. Click on the "Educational Materials Catalog" link to see brochures, posters, audio and video material, etc. that are available to order.

National Guideline Clearinghouse

<http://www.guideline.gov>

Consumer information on specific health conditions, surgery, prescriptions, health plans and other health care issues. Start your search by typing keywords into the search box on this page, or click on the "NGC Resources" tab on the left, top side of the home page.