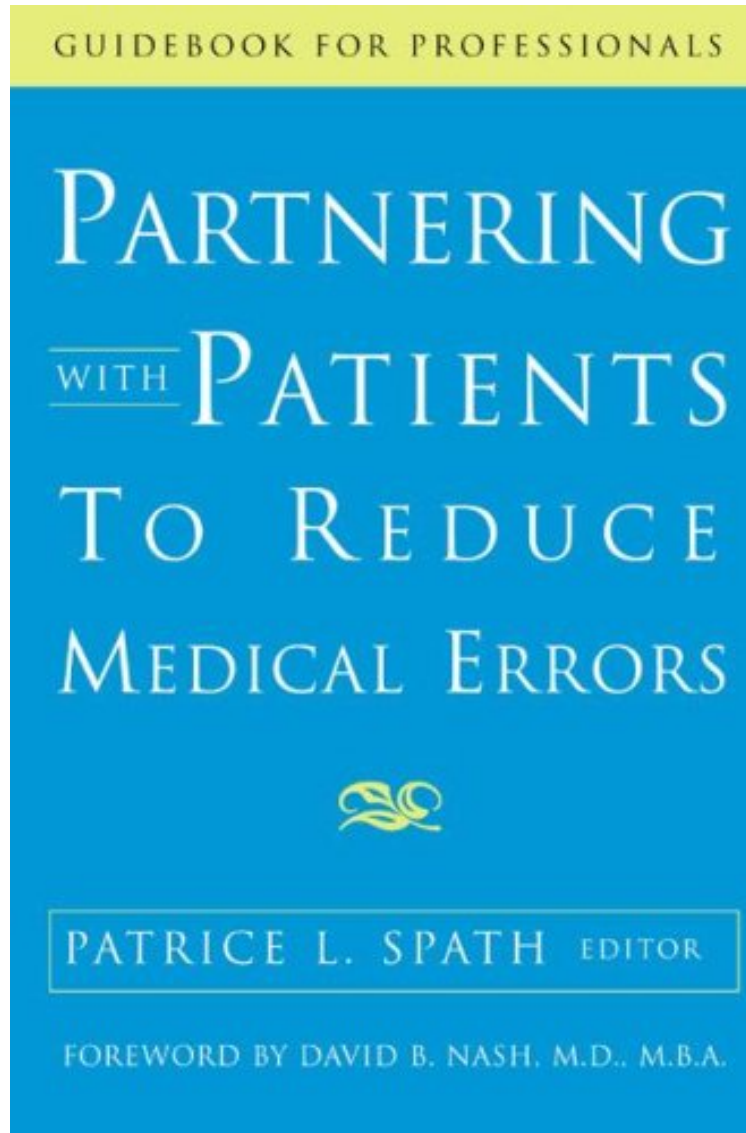


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Partnering with Patients contains a multitude of "tools" for caregivers that encompass opportunities for learning new collaboration skills and "tools" for health care patients and their family members or partners to help them enter into mutually empowering relationships with caregivers. The outcome yields a safer health care environment and a better experience that benefits both caregivers and health care recipients. Partnering with Patients helps practitioners learn new skills, behaviors and attitudes for creating effective partnerships with all patients—from those not accustomed to participating in decisions affecting their health to those who aggressively seek out information, and everyone in between. This book goes beyond typical patient satisfaction techniques and addresses how to form patient/family partnerships that involve them in the error prevention loop and in safety improvement activities. It goes beyond covering communication, negotiation and active listening skills, and addresses the ultimate goal of reducing litigation and improving patient compliance. Partnering with Patients is unlike any other book on the market today.