



# AHRQ Patient Safety Tools and Resources

The Agency for Healthcare Research and Quality (AHRQ) offers tools for health care organizations, providers, and policymakers to improve patient safety in health care settings. The free tools and resources listed here are available online and in print.

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## Tools for Health Care Organizations and Providers

### Patient Safety Measurement and Reporting Tools

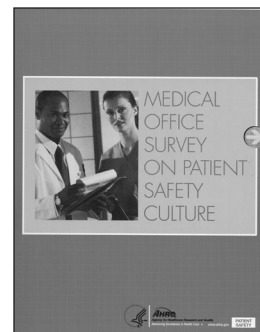
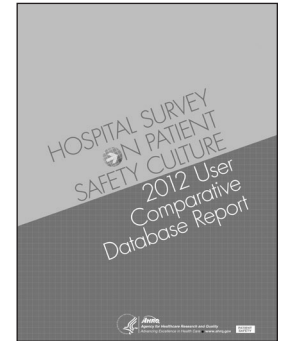
The **Hospital Survey on Patient Safety Culture** examines patient safety culture from a hospital staff perspective and allows hospitals to assess their safety culture and track changes over time. Hospitals that administer the patient safety culture survey can voluntarily submit their data to the Comparative Database, a resource for hospitals wishing to compare their survey results to similar types of hospitals.

Print: AHRQ Publication No. 08-0048  
Web: [ahrq.gov/qual/patientsafetyculture/hospindex.htm](http://ahrq.gov/qual/patientsafetyculture/hospindex.htm)

**Hospital Survey on Patient Safety Culture: Comparative Database Reports** give benchmark data collected voluntarily from more than 1,000 U.S. hospitals. Survey results from these hospitals are averaged over the entire sample by topical composite or individual survey item. Two appendixes report the

average responses, which are broken down by hospital or respondent characteristics.

- 2012 report  
Print: AHRQ Publication No. 12-0017  
Web: [ahrq.gov/qual/hospindex12](http://ahrq.gov/qual/hospindex12)
- 2011 report  
Print: AHRQ Publication No. 11-0030  
Web: [ahrq.gov/qual/hospindex11](http://ahrq.gov/qual/hospindex11)
- 2010 report  
Print: AHRQ Publication No. 10-0026  
Web: [ahrq.gov/qual/hospindex10](http://ahrq.gov/qual/hospindex10)
- 2009 report  
Print: AHRQ Publication No. 09-0030  
Web: [ahrq.gov/qual/hospindex09](http://ahrq.gov/qual/hospindex09)
- 2008 report  
Print: AHRQ Publication No. 08-0039  
Web: [ahrq.gov/qual/hospindex08](http://ahrq.gov/qual/hospindex08)
- 2007 report  
Print: AHRQ Publication No. 07-0025  
Web: [ahrq.gov/qual/hospindexdb](http://ahrq.gov/qual/hospindexdb)



The **Medical Office Survey on Patient Safety Culture** measures issues relevant to patient safety in the ambulatory medical office setting. Pilot tested in approximately 100 medical offices, the survey lets providers and staff assess their safety culture, identify areas where improvement is needed, track changes in patient safety, and evaluate the effect of interventions. Researchers can also use the survey to assess patient safety culture improvement initiatives.

Print: AHRQ Publication No. 08-0059  
Web: [ahrq.gov/qual/patientsafetyculture/mosurindex.htm](http://ahrq.gov/qual/patientsafetyculture/mosurindex.htm)



Agency for Healthcare Research and Quality  
Advancing Excellence in Health Care • [www.ahrq.gov](http://www.ahrq.gov)

PATIENT SAFETY

The **Nursing Home Survey on Patient Safety Culture** uses provider and staff perspectives to assess their nursing home's safety culture, identify areas where improvement is needed, track changes in patient safety, and evaluate the impact of interventions. Pilot tested in 40 nursing homes, the survey also lets researchers assess safety culture improvement initiatives in nursing homes.

Print: AHRQ Publication No. 08-0060  
Web: [ahrq.gov/qual/nhsurvey08/nhguide.htm](http://ahrq.gov/qual/nhsurvey08/nhguide.htm)

The **Nursing Home Survey on Patient Safety Culture: User Comparative Database Report** is based on data from 226 nursing homes in the United States and provides initial results that nursing homes can use to compare their patient safety culture to other U.S. nursing homes. The report consists of a narrative description of the findings and four appendixes presenting data by nursing home characteristics and respondent characteristics.

- 2011 report  
Print: AHRQ Publication No. 11-0071  
Web: [ahrq.gov/qual/nhsurvey11](http://ahrq.gov/qual/nhsurvey11)



**Patient Safety Organizations (PSOs)** were created by the Patient Safety and Quality Improvement Act to improve the quality and safety of health care by encouraging clinicians and health care organizations to voluntarily report patient safety events without fear of legal discovery. PSOs offer a secure environment to identify and reduce the risks associated with patient care. As independent, external experts, PSOs collect, analyze, and aggregate patient safety data locally, regionally, and nationally to develop insights into the underlying causes of patient safety events.

Web: [pso.ahrq.gov](http://pso.ahrq.gov)



Patient safety, quality and risk managers, clinicians, and others use **Common Formats** to collect patient safety event information in a standard way, using common language, definitions, technical requirements for electronic implementation, and reporting specifications. Common Formats optimize the opportunity for the public and private sectors to learn more about trends in patient safety with the purpose of improving health care quality. AHRQ has developed Common Formats for hospitals and nursing homes (including skilled nursing facilities)

to collect data for all types of adverse events, near misses, and unsafe conditions.

Web: [pso.ahrq.gov](http://pso.ahrq.gov)

Measures of health care quality that make use of readily available hospital administrative data, the **Quality Indicators™** can be used to highlight potential quality concerns, identify areas that need further study and investigation, and track changes over time. AHRQ distributes the Quality Indicators through free software programs that can help hospitals identify quality of care events that might need further study. The current AHRQ Quality Indicators modules represent various aspects of quality:

- **Patient Safety Indicators** reflect quality of care inside hospitals, as well as geographic areas, to focus on potentially avoidable complications and iatrogenic events.
- **Prevention Quality Indicators** identify hospital admissions in geographic areas that evidence suggests may have been avoided through access to high-quality outpatient care.
- **Inpatient Quality Indicators** reflect quality of care inside hospitals, as well as across geographic areas, including inpatient mortality for medical conditions and surgical procedures.
- **Pediatric Quality Indicators** use indicators from the other three modules with adaptations for use among children and neonates to reflect quality of care inside hospitals, as well as geographic areas, and identify potentially avoidable hospitalizations.

Web: [qualityindicators.ahrq.gov](http://qualityindicators.ahrq.gov)

The **Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS)** is a survey instrument for measuring patients' perspectives on hospital care. The 27-question survey contains patient perspectives on care and patient rating items that encompass key topics, including communication with doctors and nurses, responsiveness of hospital staff, pain management, communication about medicines, discharge information, and cleanliness and quietness of the hospital environment. The survey also includes screener questions and demographic items that are used for adjusting the mix of patients across hospitals and for analytical purposes.

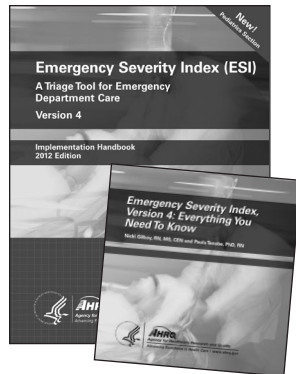
Web: [hcahpsonline.org](http://hcahpsonline.org)

## Implementation Guides for Improving Patient Safety

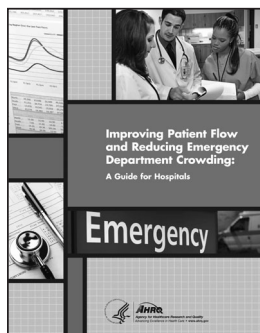
**A Toolkit for Hospitals: Improving Performance on the AHRQ Quality Indicators™** helps hospitals understand AHRQ's Quality Indicators that use hospital administrative data to assess the quality of care provided, identify areas of concern in need of further investigation, and monitor progress over time. The toolkit is a general guide to using improvement methods and focuses on the 17 Patient Safety Indicators and the 28 Inpatient Quality Indicators to improve quality and patient safety.

Web: [ahrq.gov/qual/qitoolkit](http://ahrq.gov/qual/qitoolkit)

**The Emergency Severity Index (ESI): A Triage Tool for Emergency Department Care, Version 4** is a five-level emergency department triage algorithm that provides clinically relevant stratification of patients into five groups from 1 (most urgent) to 5 (least urgent) on the basis of acuity and resource needs. The ESI helps hospital emergency departments rapidly identify patients in need of immediate attention, better identify patients who could safely and more efficiently be seen in a fast-track or urgent care center rather than the main emergency department, and more accurately determine thresholds for diversion of ambulance patients from the emergency department. The 2012 edition of the Implementation Manual includes a pediatrics section and many other updates.



- Implementation Manual  
Print: AHRQ Publication No. 11(12)-M031  
Web: [ahrq.gov/research/esi/esi1.htm](http://ahrq.gov/research/esi/esi1.htm)
- Emergency Severity Index, Version 4: Everything You Need To Know  
DVD: AHRQ Publication No. 05-0046-DVD



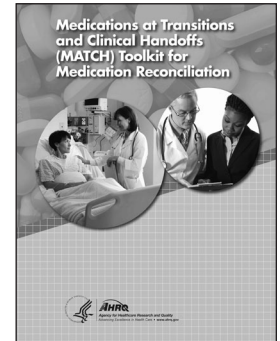
**Improving Patient Flow and Reducing Emergency Department Crowding: A Guide for Hospitals** presents step-by-step instructions for planning and implementing patient flow improvement strategies to alleviate crowded emergency departments. It addresses creating a patient flow team, measuring

performance, identifying strategies, preparing to launch, facilitating change, and sharing results.

Print: AHRQ Publication No. 11(12)-0094

Web: [ahrq.gov/qual/ptflow/index.html](http://ahrq.gov/qual/ptflow/index.html)

**Medications at Transitions and Clinical Handoffs (MATCH) Toolkit for Medication Reconciliation**, based on the MATCH Web site, incorporates the experiences and lessons learned by health care facilities that have implemented MATCH strategies to improve their medication reconciliation processes for patients as they move through health care settings.



Print: AHRQ Publication No. 11(12)-0059

Web: [ahrq.gov/qual/match](http://ahrq.gov/qual/match)

**The Guide to Patient and Family Engagement in Hospital Quality and Safety** will help hospitals work as partners with patients and families to improve quality and safety. It contains four strategies to help hospitals partner with patients and families, and it has an implementation handbook and tools for patients, families, and clinicians for each strategy. The four strategies are: Helping hospitals recruit and work with patient and family advisors, communicating with patients and families throughout their hospital stay to improve quality, implementing nursing bedside change of shift report, and engaging patients and families in discharge planning.

Available in 2013.

**The Preventing Pressure Ulcers in Hospitals** toolkit assists hospital staff in implementing effective pressure ulcer prevention practices through an interdisciplinary approach to care. The toolkit draws on literature on best practices in pressure ulcer prevention and includes both validated and newly developed tools.

Web: [ahrq.gov/research/ltc/pressureulcertoolkit](http://ahrq.gov/research/ltc/pressureulcertoolkit)

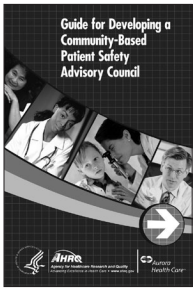
**Preventing Hospital-Acquired Venous Thromboembolism: A Guide for Effective Quality Improvement** is based on quality improvement initiatives undertaken at the University of California, San Diego Medical Center and Emory University Hospitals in Atlanta. This guide assists quality improvement practitioners in leading an effort to improve prevention

of one of the most serious problems facing hospitalized patients: Hospital-acquired venous thromboembolism.

Print: AHRQ Publication No. 08-0075  
Web: [ahrq.gov/qual/vtguide](http://ahrq.gov/qual/vtguide)

**The Falls Management Program: A Quality Improvement Initiative for Nursing Facilities** presents an interdisciplinary quality improvement initiative designed to assist nursing facilities in providing individualized, person-centered care and improving their fall care processes and outcomes through educational and quality improvement tools.

Web: [ahrq.gov/research/ltc/fallspx/fallspxmanual.htm](http://ahrq.gov/research/ltc/fallspx/fallspxmanual.htm)



### Developing a Community-Based Patient Safety Advisory Council.

provides approaches for hospitals and other health care organizations to use to develop a community-based advisory council that can drive change for patient safety through education, collaboration, and consumer engagement.

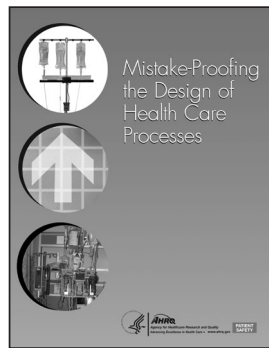
Print: AHRQ Publication No. 08-0048  
Web: [ahrq.gov/qual/advisorycouncil](http://ahrq.gov/qual/advisorycouncil)

### Mistake-Proofing the Design of Health Care Processes

is illustrated with numerous examples and explains how to apply the industrial engineering concept of mistake-proofing to processes in hospitals, clinics, and physicians' offices.

Print: AHRQ Publication No. 07-0020  
CD: AHRQ Publication No. 07-0020-CD

Web: [ahrq.gov/qual/mistakeproof](http://ahrq.gov/qual/mistakeproof)



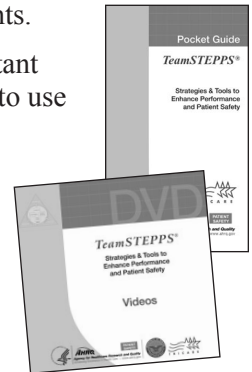
### Patient Safety Training Tools

**Team Strategies and Tools to Enhance Performance and Patient Safety (TeamSTEPPS®)** is a set of tools to help train clinicians in teamwork and communication skills to reduce risks to patient safety.

Print: AHRQ Publication No. 06-0020  
Web: [teamstepps.ahrq.gov](http://teamstepps.ahrq.gov)

TeamSTEPPS tools include—

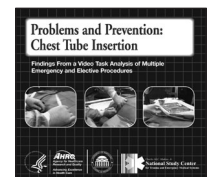
- A leader's guide that provides materials for leader training.
- A learner's guide for participants.
- A pocket-sized guide of important team concepts for participants to use in their everyday work.
- A CD for trainers and leaders that includes reproducible materials for local needs.
- A DVD with video vignettes that illustrate examples of successful and unsuccessful teamwork.
- A module on **Rapid Response Systems**, in which hospitals use groups of clinicians to bring critical care expertise to patients requiring immediate treatment. The module includes PowerPoint presentations, teaching modules, and video vignettes for training hospital staff.  
CD: AHRQ Publication No. 08(09)-0074-CD.
- Modules for long-term care facilities and medical offices are expected in 2012, as is a module on patients with limited English proficiency.



**AHRQ Web M&M (Morbidity and Mortality Rounds on the Web)** is a free, peer-reviewed online journal and forum on patient safety and health care quality that features expert analysis of medical errors that readers report anonymously, interactive learning modules on patient safety ("Spotlight Cases"), Perspectives on Safety, and interactive learning modules on patient safety ("Spotlight Cases"). Continuing medical education and continuing education unit credits are offered.

Web: [WebMM.ahrq.gov](http://WebMM.ahrq.gov)

If chest tubes are inserted incorrectly, patients can suffer adverse outcomes and even fatal complications, and clinicians can be exposed to injury or infection. **Problems and Prevention: Chest Tube Insertion** is an 11-minute DVD that uses video excerpts of 50 actual chest tube insertions to illustrate problems that can occur during the procedure.



DVD: AHRQ Publication No. 06-0069-DVD.

## Resources for Health Care Organizations, Providers, and Policymakers



**AHRQ Patient Safety Network (AHRQ PSNet)** is a national Web-based resource that features the latest news and essential resources on patient safety. The site offers weekly updates of patient safety literature, news, tools, and meetings (“What’s New”); Patient Safety Primers; and a vast set of carefully annotated links to important research and other information on patient safety (“The Collection”). Supported by a robust patient safety taxonomy and Web architecture, AHRQ PSNet provides powerful searching and browsing capability, as well as the ability for diverse users to customize the site around their interests (“My PSNet”).

Web: [psnet.ahrq.gov](http://psnet.ahrq.gov)

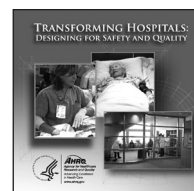
The **Preventing Avoidable Hospital Readmissions** Web page provides links to AHRQ tools for health care teams and consumers to make the hospital discharge process safer and to prevent avoidable readmissions.

Web: [ahrq.gov/qual/impptdis.htm](http://ahrq.gov/qual/impptdis.htm)

**Using a Comprehensive Unit-based Safety Program to Prevent Healthcare-Associated Infections** is a Web page that provides an overview of the Comprehensive Unit-based Safety Program (CUSP) and links to useful CUSP resources on the Web, including reports and journal articles. With funding from AHRQ, hospitals in all 50 States, the District of Columbia, and Puerto Rico are employing CUSP to reduce healthcare-associated infections, including central line-associated blood stream infections, catheter-associated urinary tract infections, and ventilator-associated pneumonia, in intensive care units and other health care units and settings.

Web: [ahrq.gov/qual/cusp.htm](http://ahrq.gov/qual/cusp.htm)

**Transforming Hospitals: Designing for Safety and Quality** presents the experiences of three model hospitals that incorporated evidence-based design elements into their construction and renovation projects. This DVD shows hospital leaders how evidence-based design can improve the quality and safety of hospital services. It is an especially useful tool for hospitals that are planning capital construction projects or renovations.

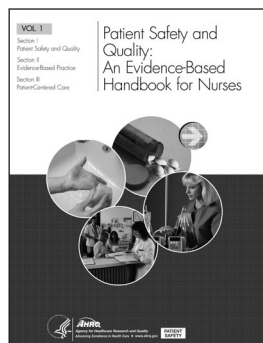


DVD: AHRQ Publication No. 07-0076-DVD

**Resident Duty Hours: Enhancing Sleep, Supervision, and Safety** is an AHRQ-funded study from the Institute of Medicine that confirms that acute and chronically fatigued medical residents are more likely to make mistakes that affect patient care. The Institute of Medicine recommends several changes to the existing 80-hour-per-week limit on resident work hours, including—

- Residency programs provide opportunities for sleep each day and each week during resident training
- The Accreditation Council for Graduate Medical Education provide better monitoring of duty-hour limits
- Residency review committees set guidelines for residents’ patient caseloads

Web: [books.nap.edu/openbook.php?record\\_id=12508](http://books.nap.edu/openbook.php?record_id=12508)



**Patient Safety and Quality: An Evidence-Based Handbook for Nurses** is a three-volume handbook in which nurses will find peer-reviewed discussions and reviews of issues and literature regarding patient safety and quality health care. Each of the 51 chapters and 3 leadership vignettes presents an examination of the state

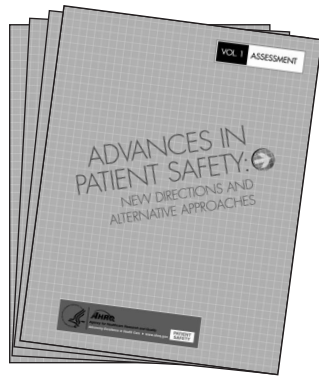
of the science behind quality and safety concepts and challenges nurses to use evidence to change practices and engage in developing the evidence base to address critical knowledge gaps.

Print: AHRQ Publication No. 08-0043

CD: AHRQ Publication No. 08-0043-CD

Web: [ahrq.gov/qual/nursesfdbk](http://ahrq.gov/qual/nursesfdbk)

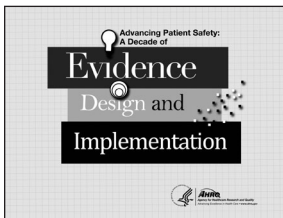
**Advances in Patient Safety: New Directions and Alternative Approaches** is a four-volume set of 115 articles that describe patient safety findings, investigative approaches, process analyses, lessons learned, and practical tools to prevent patients from being harmed. It includes articles by AHRQ-funded patient safety researchers on topics such as reporting systems, risk assessment, safety culture, medical simulation, health information technology, and medication safety.



Print: AHRQ Publication No. 08-0034 (1-4)  
 CD: 08-0034-CD  
 Web: [ahrq.gov/qual/advances2](http://ahrq.gov/qual/advances2)

**Advances in Patient Safety: From Research to Implementation** is a four-volume set of 140 articles that describe accomplishments between 1999 and 2004 by federally funded programs in understanding medical errors and implementing programs to improve patient safety. Included are articles with a research and methodological focus, articles that address implementation issues, and tools to improve patient safety.

CD: AHRQ Publication No. 05-0021-CD  
 Web: [ahrq.gov/qual/advances](http://ahrq.gov/qual/advances)



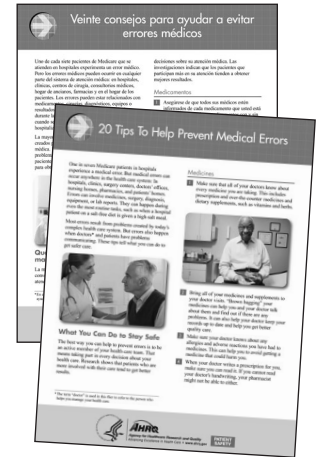
**Advancing Patient Safety: A Decade of Evidence, Design, and Implementation** highlights many of AHRQ's contributions in advancing patient safety in the 10 years after Institute of Medicine

released its sentinel report *To Err is Human: Building a Safer Health System*.

Print: AHRQ Publication No. 09(10)-0084  
 Web: [ahrq.gov/qual/advptsafety.htm](http://ahrq.gov/qual/advptsafety.htm)

## Tools for Patients and Families

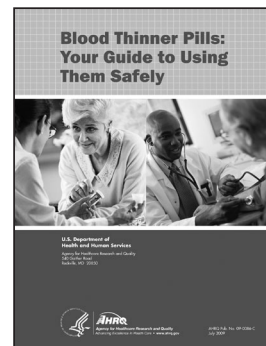
**20 Tips to Help Prevent Medical Errors** tells patients what they can do to get safer care and addresses medicines, hospital stays, surgery, medical tests, and more.



- English  
 Print: AHRQ Publication No. 11-0089  
 Web: [ahrq.gov/consumer/20tips.htm](http://ahrq.gov/consumer/20tips.htm)
- Spanish  
 Print: AHRQ Publication No. 11(12)-0089-B  
 Web: [ahrq.gov/consumer/20tipssp.htm](http://ahrq.gov/consumer/20tipssp.htm)

**Be More Involved in Your Health Care: Tips for Patients** gives patients tips to use before, during, and after a medical appointment to get the best possible care.

- English  
 Print: AHRQ Publication No. 10(11)-0094-A  
 Web: [ahrq.gov/consumer/beinvolved.htm](http://ahrq.gov/consumer/beinvolved.htm)
- Spanish  
 Print: AHRQ Publication No. 10(11)-0094-B  
 Web: [ahrq.gov/consumer/beinvolvedsp.htm](http://ahrq.gov/consumer/beinvolvedsp.htm)



**Blood Thinner Pills: Your Guide to Using Them Safely** explains, in both in English and Spanish, what patients can expect while taking blood thinner medication.

Print: AHRQ Publication No. 09-0086-C  
 Web: [ahrq.gov/consumer/btpills.htm#booklet](http://ahrq.gov/consumer/btpills.htm#booklet)

Designed for use in medical office waiting rooms, **My Questions for This Visit** are 50-sheet notepads that let patients list the three questions they want to remember to ask during medical visits.

- English  
 Print: AHRQ Publication No. 10(11)-0094-1  
 Web: [ahrq.gov/consumer/questionscard.htm](http://ahrq.gov/consumer/questionscard.htm)
- Spanish  
 Print: AHRQ Publication No. 10(11)-0094-2  
 Web: [ahrq.gov/consumer/questionscardsp.htm](http://ahrq.gov/consumer/questionscardsp.htm)

**Staying Active and Healthy with Blood Thinners** is a 10-minute video that features easy-to-understand explanations, in English and Spanish, of how blood thinners work and why it is important to take them correctly. It also introduces BEST, an easy way to remember how to fit blood thinner medication into daily life.

DVD: AHRQ Publication No. 09-0086-DVD  
 Web – English: [healthcare411.ahrq.gov/videocast.aspx?id=555](http://healthcare411.ahrq.gov/videocast.aspx?id=555)  
 Web – Spanish: [healthcare411.ahrq.gov/videocast.aspx?id=556](http://healthcare411.ahrq.gov/videocast.aspx?id=556)

**Check Your Medicines: Tips for Taking Medicines Safely** has questions patients should ask their doctors to help them take the right medicine in the right way at the right time.

Print – English and Spanish: AHRQ Publication No. 10-M052-C  
 Web – English: [ahrq.gov/consumer/checkmeds.htm](http://ahrq.gov/consumer/checkmeds.htm)  
 Web – Spanish: [ahrq.gov/consumer/spcheckmeds.htm](http://ahrq.gov/consumer/spcheckmeds.htm)

**Your Medicine: Be Smart. Be Safe** answers common questions about getting and taking medicines and has handy forms that help patients keep track of their medicines.

- English  
 Print: AHRQ Publication No. 11-0049-A  
 Web: [ahrq.gov/consumer/safemeds/yourmeds.htm](http://ahrq.gov/consumer/safemeds/yourmeds.htm)
- Spanish  
 Print: AHRQ Publication No. 11-0049-B  
 Web: [ahrq.gov/consumer/safemedsp/yourmedssp.htm](http://ahrq.gov/consumer/safemedsp/yourmedssp.htm)

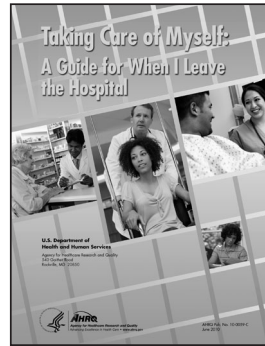


**Five Steps to Safer Health Care** was produced in collaboration with the American Hospital Association and the American Medical Association to explain the questions patients should ask their doctors about medicines, tests, procedures, surgery, and hospitals.

- English  
 Print: AHRQ Publication No. 04-M005  
 Web: [ahrq.gov/consumer/5steps.htm](http://ahrq.gov/consumer/5steps.htm)
- Spanish  
 Print: AHRQ Publication No. 04-M006  
 Web: [ahrq.gov/consumer/cincorec.htm](http://ahrq.gov/consumer/cincorec.htm)

**Having Surgery? What You Need to Know** lists questions patients should ask to better understand an upcoming surgery.

- English  
 Print: AHRQ Publication No. 05(06)-0074-A  
 Web: [ahrq.gov/consumer/surgery/surgery.htm](http://ahrq.gov/consumer/surgery/surgery.htm)
- Spanish  
 Print: AHRQ Publication No. 05(06)-0074-B  
 Web: [ahrq.gov/consumer/spsurgery/spsurgery.htm](http://ahrq.gov/consumer/spsurgery/spsurgery.htm)



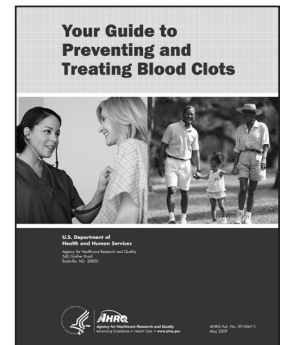
**Taking Care of Myself: A Guide for When I Leave the Hospital** is an easy-to-read guide in English and Spanish that helps patients track medication schedules, upcoming medical appointments, and important phone numbers after they leave the hospital. Hospital staff can also complete the information and use the guide to discuss this important information during the discharge process.

Print: AHRQ Publication No 10-0059-C  
 Web – English: [ahrq.gov/qual/goinghomeguide.htm](http://ahrq.gov/qual/goinghomeguide.htm)  
 Web – Spanish: [ahrq.gov/qual/goinghomesp.htm](http://ahrq.gov/qual/goinghomesp.htm)

**Your Guide to Preventing and Treating Blood Clots**

discusses ways to prevent, treat, and recognize symptoms of blood clots. It also describes medications used to prevent blood clots and their side effects.

Print: AHRQ Publication No. 09-0067-C  
 Web – English: [ahrq.gov/consumer/bloodclots.htm](http://ahrq.gov/consumer/bloodclots.htm)  
 Web – Spanish: [ahrq.gov/consumer/spblclots.htm](http://ahrq.gov/consumer/spblclots.htm)



AHRQ's **Questions are the Answer** initiative is designed to improve communication between patients and clinicians to help make health care safer. The Web site features—

- A 7-minute video featuring patients and clinicians who stress the importance of asking questions and sharing information.
- Individual videos from patients and health care providers who discuss how asking questions improves patient care.

- An interactive Question Builder that helps patients to compile and print a list of questions to ask during their next medical visit.

- Tips, links to AHRQ tools, and a glossary.

Web: [ahrq.gov/questions](http://ahrq.gov/questions)

**Conozca las preguntas** (Know the Questions), a Spanish-language companion site to Questions are the Answer, encourages Hispanics to go to the doctor and ask questions to achieve better health outcomes. The Web site features tips on how to talk with doctors and questions to ask when receiving medical care.

Web: [ahrq.gov/preguntas](http://ahrq.gov/preguntas)

## How to Order These Free Resources

All AHRQ publications are available online. Health care organizations can receive multiple copies of most printed materials at no cost by calling AHRQ's Publications Clearinghouse at (800) 358-9295 or by sending an email that includes the title and AHRQ Publication Number to [ahrqpubs@ahrq.hhs.gov](mailto:ahrqpubs@ahrq.hhs.gov).



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AHRQ Pub. No. 12-M008  
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