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Rochester General Hospital Edition
November 2015

Patient Experience & Improved Outcomes



Improving the patient experience is an issue that many healthcare organizations face. Increased patient engagement has the potential to give patients a voice in their health and care, achieve better health outcomes, and reduce costs.

This month's topic was suggested by Joe Deeter, MS, MHA, CPPS, CPHQ, Performance Improvement Systems Manager at Newark-Wayne Community Hospital.

To suggest a topic, please email wellness@rochesterregional.org. To read the full article, click the linked title.

- Absolom K, et al. (2015). [Beyond lip service and box ticking: how effective patient engagement is integral to the development and delivery of patient-reported outcomes](#). *Quality of Life Research*, 24(5), 1077-85. – [click to request full text](#)
- Bertakis KD & Azari R. (2011). [Determinants and outcomes of patient-centered care](#). *Patient Education & Counseling*, 85(1), 46-52.
- Bitton A, et al. (2014). [Toward a better understanding of patient-reported outcomes in clinical practice](#). *American Journal of Managed Care*, 20(4), 281-283.
- Dabney BW & Huey-Ming T. (2013). [Service quality and patient-centered care](#). *MEDSURG Nursing*, 22(6), 359-364.
- Greene J, et al. (2015). [When patient activation levels change, health outcomes and costs change, too](#). *Health Affairs*, 34(3), 430-437.
- Haywood K, et al. (2015). [Patient and public engagement in health-related quality of life and patient-reported outcomes research: what is important and why should we care?](#) *Quality of Life Research*, 24(5), 1069-76. – [click to request full text](#)
- Hibbard JH & Greene J. (2013). [What the evidence shows about patient activation: better health outcomes and care experiences, fewer data on costs](#). *Health Affairs*, 32(2), 207-214.
- Laurance J, et al. (2014). [Patient engagement: four case studies that highlight the potential for improved health outcomes and reduced costs](#). *Health Affairs*, 33(9), 1627-1634.
- Manary MP, et al. (2013). [The patient experience and health outcomes](#). *New England Journal of Medicine*, 368(3), 201-203.
- Needham BR. (2012). [The truth about patient experience: what we can learn from other industries, and how three Ps can improve health outcomes, strengthen brands, and delight customers](#). *Journal of Healthcare Management*, 57(4), 255-263.
- Rathert C, et al. (2013). [Patient-centered care and outcomes: a systematic review of the literature](#). *Medical Care Research & Review*, 70(4), 351-379. – [click to request full text](#)
- Snyder, CF, et al. (2013). [Patient-reported outcomes \(PROs\): putting the patient perspective in patient-centered outcomes research](#). *Medical Care*, 51(8 Suppl 3), S73-9.

Werner Medical Library

How to contact us:

(585) 922-4743

wellness@rochesterregional.org

Visit our website:

<http://wernerlibrary.org>

Patient Education Information

922-WELL (922-9355)

<http://wernerlibrary.org/wellness>

Library Hours

Mon - Fri 8:00 AM – 9:00 PM

Sat 8:30 AM – 5:00 PM

Sun 12:00 PM – 5:00 PM



Library Liaison Survey

Our [Library Liaison](#) program is two years old. Tell us how it is working for you by answering our brief [survey!](#)

ClinicalKey Visit

Representatives from Elsevier will be at Rochester General Hospital on Thursday, November 19th, to promote the ClinicalKey database. ClinicalKey is available through the Werner Medical Library. The database contains electronic journals, books, guidelines, and more. For additional information, contact Elizabeth Mamo at 922-2403.

ICD-10

The [ICD-10-CM: Clinical Modification](#) (2016) and [ICD-10-PCS: Procedure Coding System](#) (2016) books can be accessed through the STAT!Ref database on the Werner Medical Library [website](#). Tools for converting from ICD-9 to ICD-10 are also available.

Used Book Sale

Tues., Nov. 17, 11AM – 3PM

in the hospital main lobby