

Advancing Effective Communication, Cultural Competence, and Patient- and Family-Centered Care: A Roadmap for Hospitals.

November 23, 2016

Oakbrook Terrace, IL: The Joint Commission; 2010.

<https://psnet.ahrq.gov/issue/advancing-effective-communication-cultural-competence-and-patient-and-family-centered-care>

This report reveals how hospitals can improve communication, cultural competency, and [patient-centeredness](#) to enhance patient experience of care.