

Fact sheet 1: Person-centred organisations

Achieving great person-centred care



A fact sheet for governing bodies and managers

This fact sheet provides information about the value of person-centred care, and the key attributes of healthcare organisations that deliver great person-centred care.

A review conducted by the Australian Commission on Safety and Quality in Health Care identified seven key attributes of high-performing person-centred healthcare organisations. The review involved an analysis of literature and site visits with eight Australian and international health services known for delivering great person-centred care.

This fact sheet describes the review findings, and is the first in a series of ten fact sheets on the attributes, and how they may be applied in practice to improve care.

What does great person-centred care look like?

Person-centred care is respectful of, and responsive to, the preferences, needs and values of patients and consumers.

Key dimensions include respect, emotional support, physical comfort, information and communication, continuity and transition, care coordination, access to care, and partnerships with patients, carers and family in the design and delivery of care.

The value of person-centred care

A person's care experience is influenced by the way they are treated as a person, and by the way they are treated for their condition. The ultimate goal of our health system is to deliver high-quality care that is safe, of value and to provide an ideal experience for patients, their carers and family.

Person-centred care is the foundation for achieving safe, high-quality care. Focusing on delivering person-centred care, and on doing it well, will enable healthcare organisations to be successful in achieving better outcomes for their patients; better experience for their patients and workforce; and better value care.

Figure 1 summarises the evidence on the value of person-centred care.

Figure 1: The value of person-centred care



Supporting great care throughout the patient journey

Delivery of person-centred care is not just a one-off event, or the responsibility of one person. It is a whole of organisation approach, where everyone is working towards a shared goal of achieving high-quality care.

To be successful, a patient should experience great care at all stages of their healthcare journey. This involves considering the individual interactions between the workforce (clinical and non-clinical) and the patient, their carer and family; and the organisational systems and processes to support the workforce deliver person-centred care.

Consider what the ideal patient journey would look like in your organisation.

- Who are the people involved?
- What is their role, what are their responsibilities?
- How can the organisation support the workforce to pursue excellence in person-centred care, no matter where along the journey they may encounter the patient?

An example of a person-centred patient journey that considers the ideal patient experience is at **Figure 2**. An overview of the different interactions that can influence patient experience is at **Figure 3**.

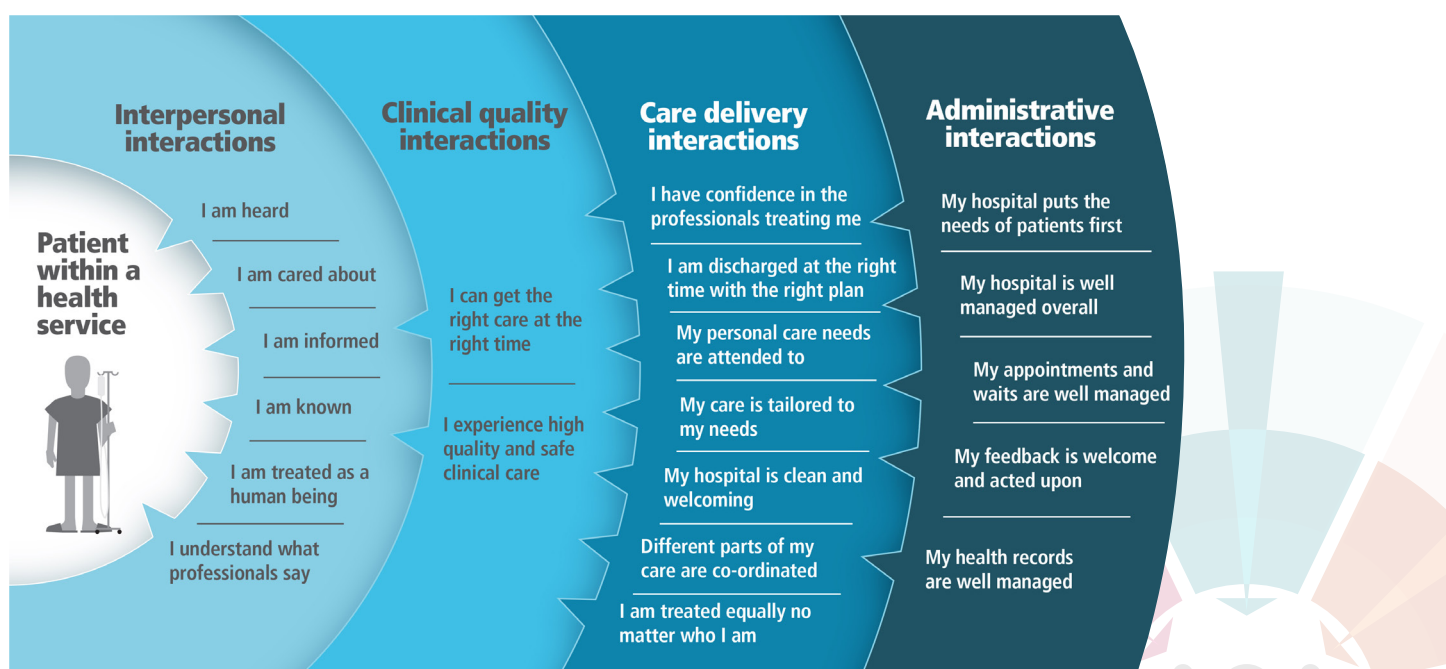


Figure 2: Person-centred patient journey



Figure 3: Interactions that influence patient experience

These were derived from analysis of 16 focus group discussions with nearly 100 consumers all over Australia as part of the work to develop the Australian Hospital Patient Experience Question Set.



Key attributes supporting person-centred care

Seven key attributes common in high-performing person-centred healthcare organisations have been identified (see **Figure 4**). Collectively, the seven attributes provide an ideal organisational model for supporting consistent and excellent person-centred care.

Figure 4: Key attributes of high-performing person-centred healthcare organisations



Fact sheets on each of the key attributes, the full report on the review and case studies are available at: www.safetyandquality.gov.au/our-work/patient-and-consumer-centred-care

