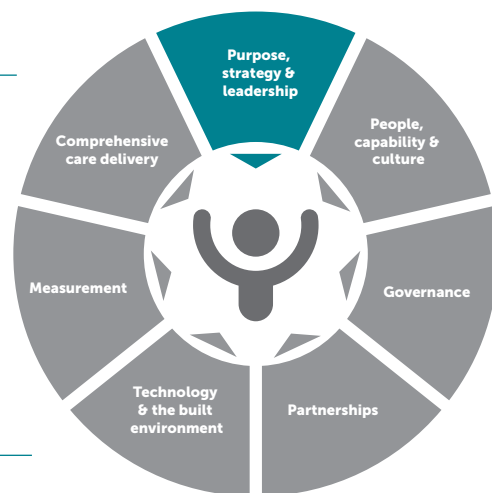


Fact Sheet 3: Person-centred organisations

Attribute: Clear purpose, strategy and leadership



A fact sheet for governing bodies and managers

This fact sheet provides information about one of the seven key attributes of high-performing person-centred healthcare organisations – **Clear purpose, strategy and leadership**.

All attributes are interrelated and should be considered together as a framework for achieving great person-centred care.

This attribute focuses on establishing and maintaining a clear, strong direction and commitment from the top of the organisation and across the workforce to enable the delivery of great person-centred care. Leaders at every level champion the importance of person-centred care across the organisation.

Key elements

- A commitment to exceptional person-centred care is clearly stated in the organisation's purpose and strategy
- Great leadership drives exceptional person-centred care, with the support of champions across the organisation
- A person-centred strategy is articulated to the workforce and the community, and is implemented across the organisation

“It is like painting the harbour bridge. It is an ongoing journey that requires ongoing vigilance.”

Executive staff

Is my organisation achieving this attribute?

Element	What can this look like?	Reflective questions
<p>A commitment to exceptional person-centred care is clearly stated in the organisation's purpose and strategy</p>	<ul style="list-style-type: none"> • Commitment to person-centred principles is stated in the purpose and vision of the organisation • There is a shared goal of delivering person-centred care. Everyone in the organisation is aligned to the purpose of working to facilitate great person-centred care 	<ul style="list-style-type: none"> • Does your organisation's vision, purpose and strategy clearly state, in simple terms, its commitment to person-centred care principles? • Are members of the workforce recruited and trained around a shared set of values and goals that embraces person-centred care principles?
<p>Great leadership drives exceptional person-centred care, with the support of champions across the organisation</p>	<ul style="list-style-type: none"> • Leadership encourages a culture of ownership and responsibility for providing great person-centred care • Board, executives and leaders set the vision of great person-centred care and model behaviour • Champions are recognised at all levels of the organisation and appointed to guide implementation of person-centred care across administrative, research and clinical areas 	<ul style="list-style-type: none"> • How does the leadership team model person-centred care in their everyday behaviour and 'lead by example'? <ul style="list-style-type: none"> - Are they present on the wards? - Does the workforce and patients know who they are? - Do they encourage the workforce to take ownership of, and responsibility for, providing great person-centred care? • Do the executive and board consider and show a commitment to person-centred care when making decisions and allocating resources? • How are champions of person-centred care recognised across the organisation? How are they supported?
<p>A person-centred strategy is articulated to the workforce and the community and implemented across the organisation</p>	<ul style="list-style-type: none"> • Person-centred strategies are explicitly included in organisational documents • Person-centred strategies are verbally articulated and modelled by leaders 	<ul style="list-style-type: none"> • Do your organisational documents clearly articulate person-centred care strategies and describe how they will contribute to the delivery of person-centred care? • How do leaders across the organisation communicate the organisation's commitment, purpose and vision of person-centred care to the workforce, patients, families and the community?



Excelling in this attribute will help you meet some of the requirements in the National Safety and Quality Health Service (NSQHS) Standards (second edition)

Some of the main NSQHS Standard actions that relate to this attribute include:



Clinical Governance Standard

- Governance, leadership and culture (1.1, 1.2)
- Management and executive leadership (1.3, 1.4, 1.5)
- Clinical leadership (1.6)



Partnering with Consumers Standard

- Clinical governance and quality improvement systems to support partnering with consumers (2.1, 2.2)
- Partnerships in healthcare governance, planning, design, measurement and evaluation (2.11, 2.12, 2.13, 2.14)

Helpful resources

Patient-centred leadership self-reflection questions – Planetree: Questions to guide leaders in personal reflection about their strengths and development opportunities related to person-centered leadership
<http://planetree.org/patient-centered-leadership-self-reflection-questions>

Patient Safety Leadership WalkRounds™ – Institute for Healthcare Improvement:

Provides an informal method for leaders to talk with front-line staff about safety issues in the organisation and show their support for staff-reported errors
www.ihl.org/resources/Pages/Tools/PatientSafetyLeadershipWalkRounds.aspx

Guide to Patient and Family Engagement in Hospital Quality and Safety:

The Guide's sections include:

- Information to Help Hospitals Get Started
- Strategy 1: Working With Patients and Families as Advisors
- Strategy 2: Communicating to Improve Quality
- Strategy 3: Nurse Bedside Shift Report
- Strategy 4: IDEAL Discharge Planning

www.ahrq.gov/professionals/systems/hospital/engagingfamilies/guide.html

References

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