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| **Attribute: Comprehensive care delivery** |
| **Element** | **Reflective questions**There are many different strategies to meet each element. These questions are designed to start a conversation about how you may go about addressing an element, and key things to consider. | **Write down your reflections, this can include:*** **Describing your approach to meet this element**
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* **What could we do differently?**
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* **What are the barriers and enablers?**
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 |
| **Patients are engaged as partners in their care** | * Do your policies and processes set clear expectations for effective communication and shared decision making with patients, their families and carers?
* Do your policies and processes aim to reduce the health literacy demands of information materials, the physical environment and local care pathways?
* Does your workforce have access to health literacy and communication training, including communicating risk?
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| **Goals of care guide clinical decisions and the patient journey** | * How are the patient’s goals of care documented?
* How do you ensure that the patient’s goals of care are communicated to the patient, carer, clinical team and external partners following discharge?
* Do you have a policy and process to support patients in advance care planning?
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| **Diversity and equity are respected and supported** | * What is the diversity of the patient population using your service?
* What strategies do you have to support the different needs and culture of your patient population?
* If your patients have limited English, do you have interpreter or translation services available?
* How are members of the workforce supported to develop cultural competence? Do they have access to appropriate training?
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| **Transparency is a core element of safety and quality care** | * Do you have an open disclosure policy? Are patients, families and the workforce aware and supported to use this policy?
* How does your organisation respond to complaints or compliments? Are they communicated back to the workforce and used to inform process improvements?
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| **Attribute: Purpose, strategy and leadership** |
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| **A commitment to exceptional person- centred care is clearly stated in the****organisations purpose and strategy** | * 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?
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| **Great leadership drives exceptional person- centred care, with the support of champions across the organisation** | * How does the leadership team model person-centred care in their everyday behaviour and ‘lead by example’?
	+ Are they present on the wards?
	+ Does the workforce and patients know who they are?
	+ Do they encourage the workforce to take ownership 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?
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| **A person-centred strategy is articulated to members of the workforce and the community and implemented across the organisation** | * 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?
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| **Attribute: People, capability and a person-centred culture** |
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| **An organisational culture for person- centred care is built and maintained through a long-term, systematic approach** | * What is your organisational culture currently like?
* Does the workforce value and respect person-centred care principles? Ask members of your clinical and non-clinical workforce, patients and families what they think the culture is like in your organisation
* How do teams work together in your organisation?
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| **The capabilities of all members of the workforce are****continually developed through formal and informal learning** | * What formal and informal learning opportunities are available to members of the workforce to enable them to develop person- centred skills?
* Are there ways that the organisation can incorporate informal learning opportunities into day to day practice?
* Is there support for the workforce to undertake training – is this a one-off, or are there opportunities for continuous development?
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| **The organisation regularly monitors and is dedicated to supporting workforce satisfaction and wellbeing** | * How does your organisation monitor workforce satisfaction and overall wellbeing?
* What processes are in place to address any concerns that the workforce may raise?
* What strategies are in place to improve workforce wellbeing?
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| **Attribute: Person-centred governance systems** |
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| **Consumers and the community are****involved in governance at all levels** | * How are consumers involved in the governance of your organisation? Consider if they are involved in planning, design, implementation and evaluation of the services
* What opportunities are available, at both an organisational and program level, for consumers to be involved in governance activities?
* Who are your consumer representatives? Do they adequately represent the diversity of your patient population?
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| **Consumers are trained and supported to meaningfully contribute** | * What sort of recruitment processes are used to fill the consumer representative role/s? Are they formalised? Do they identify the individual skills and perspective needed?
* How does your organisation support consumer representatives? Do you provide education, training and ongoing support?
* Are perspectives from patients and consumers incorporated into your organisation’s workforce training?
 |  |  |
| **Organisational structures and models of care are designed around the person** | * What do your current models of care look like?
* Are there opportunities for greater teamwork, or for care to be more organised around the goals of the patient?
* How do you develop your patient information? Do you have consumers involved?
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| **There are clear accountabilities at all levels – from the board to the clinician** | * Does your board receive reports or measures about patient experience?
* Do your position descriptions (for the executive, clinical and non-clinical workforce) explicitly include roles and responsibilities in relation to the delivery of person-centred care?
* Do your performance review processes (including performance management, reward and recognition) include accountability for delivery (or enabling delivery of) person-centred care?
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| **Financial, strategic and operational decisions and processes are person-centred** | * Does your board consider person-centred outcomes and measures in their meetings?
* How are person-centred care principles incorporated into executive decision making? Consider if starting meetings with a patient story would be helpful
* How are patients, families and consumers involved in the design, implementation and evaluation of operational processes?
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| **Attribute: Strong external partnerships** |
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| **Healthcare organisations have a comprehensive network of service partners and relationships** | * Who are your external partnerships with? Do these partnerships support care delivery that is safe and coordinated around the needs of your patients?
* What other linkages/partnerships could your organisation make within and across the health and other sectors to support comprehensive care?
* What structures and processes are in place to support and foster relationships with external partners, such as local community services?
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| **There is a focus on seamless transitions and coordination of care** | * What strategies are in place to ensure safe transitions of care?
* Are there clear care and referral pathways to support continuous care?
* How does information flow within your organisation? Can you improve the flow of information so it is accessible to the right person at the right time?
 |  |  |
| **Healthcare organisations operate as leaders in system improvement** | * What opportunities are available for your organisation to lead or collaborate on person-centred care initiatives?
* Are there opportunities for you to share your learnings in relation to person-centred care with other organisations?
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| **Community volunteers are recognised and supported as critical partners in enhancing the patient experience** | * Does your organisation use volunteers to support the delivery of care?
* What services across the organisation could benefit from partnering with volunteers?
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| **Attribute: Person-centred technology and built environment** |
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| **Person-centred design principles are applied to the built environment** | * Consider the features of a person-centred care built environment. How does your organisation perform against each feature?
* Consider input from patients and consumers when designing new, or renovating existing, facilities
 |  |  |
| **Healthcare organisations are pragmatic and innovative where resources are limited** | * What current opportunities are available in your organisation to encourage a person-centred environment?
* Are there innovative ways to use your existing physical space to promote patient and family engagement? Ask your patients
 |  |  |
| **Technology must actually enhance patient experiences and outcomes, but also not be relied upon alone** | * How does your organisation’s technology (or technology interventions) enhance patient experience and outcomes? Think about everyday technologies, such as alarms and monitoring devices
* What systems and processes does your organisation have in place to monitor and assess technology risks?
* How does your organisation build workforce capability and willingness to use new technologies?
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| **There is a culture of learning and continuous improvement** | * How does your organisation ensure transparency of data and information about patient experience and care delivery?
* Does this data and improvement activities get reported to executives, senior managers, and the workforce?
* How does your organisation celebrate success and share learnings?
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| **Measurement can be acted on to improve outcomes and reflects what patients and communities value** | * What information (qualitative and quantitative) does your organisation collect to measure if improvements have been made, and what is important to the organisation’s patients and communities?
* What other types of information can you collect to build a richer picture of patient experience and outcomes?
* How does your organisation use this information to improve outcomes for patients?
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