

# Person-centred Care Insights

Welcome to the third issue of *Person-centred Care Insights*. We have a bumper issue in store for you with plenty of stories demonstrating how healthcare organisations deliver person-centred care all over Australia.

In this edition:

- Person-centred Care Resource Hub
- Local Updates and Innovations
- New Resources
- Research projects
- Webinars
- Recent Publications

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## Person-centred Care Resource Hub

Have you seen the Commission's resources for promoting and supporting person-centred care within healthcare organisations?

Check out our fact sheets about the role of [governing bodies](#) and [managers](#) in developing and supporting person-centred care within healthcare organisations. These fact sheets explain how governing bodies and managers can encourage and cultivate person-centred care qualities within organisations.

Remember to visit our [Person-centred Care resource hub](#) for a variety of other helpful resources.

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## Local Updates and Innovations

We've been amazed by your feedback and examples of work to implement person-centred care. We hope hearing about some of these initiatives inspires others.

Note: Inclusion of stories or initiatives in this section does not imply an endorsement or recommendation from the Commission.



# Person-centred Care Insights

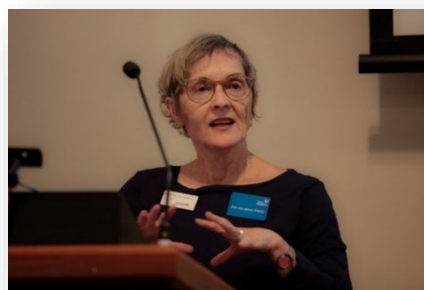
## Medical Intern Orientation Program Delivers a First for WA

Fiona Stanley Fremantle Hospital Group

Fiona Stanley Fremantle Hospital Group (FSFHG) Consumer Advisory Council (CAC) members are helping the new medical interns develop communication skills for better delivering person-centred care.

The FSFHG Medical Education Unit has invited CAC members to develop and present a workshop focusing on:

- What person-centred care looks and feels like
- The barriers to person-centred care
- How simple communication approaches can ensure that patients, family members and carers feel cared for as people.



Jane Pearce, Chair of the FSFHG Consumer Advisory Council

The workshop forms part of the annual Medical Intern Orientation program. It is based on education modules developed by the Emergency Department Consumer Advisory Group, as part of their Patients at Risk project.

As an example of consumer involvement in the co-design of services, the team feels this is an exciting development for FSFHG and a huge step forward for health consumers and practitioners.

Contact the safety and quality lead at [nicole.michelsen@health.wa.gov.au](mailto:nicole.michelsen@health.wa.gov.au) if you'd like to know more.

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## The Queen Elizabeth Hospital – Creating a welcoming environment

Central Adelaide Local Health Network

The Queen Elizabeth Hospital redevelopment project has formed strong relationships with Aboriginal community leaders, Kurna Elders and First Nations consumers to establish cultural design principles that will enhance the health and wellbeing of Aboriginal and Torres Strait Islander people and provide a positive experience of cultural safety within the hospital.

First Nations people can feel isolated and disconnected from home, country, and family when in hospital. Cultural connection to Country contributes to their health and wellbeing and supports physical, emotional and spiritual healing.

The building's design reflects the importance of person-centred care with spaces specifically created to support the cultural practices of Aboriginal people including grief, loss, reflection, family and healing.

This project showcases and celebrates the diversity of First Nations people and shares their stories, beliefs, and practices to deliver cultural awareness, education, and richness to everyone.

Contact [CALHNredevelopment@sa.gov.au](mailto:CALHNredevelopment@sa.gov.au) if you'd like to know more.



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## Nursing and Midwifery – Our Strategy for Transforming Person-Centred Cultures 2024-2029

South Eastern Sydney Local Health District

Launched 6 November 2023, after 18 months in the making is the South Eastern Sydney Local Health District (SESLHD) [Nursing and Midwifery Strategy for Transforming Person-Centred Cultures 2024 -2029](#).

With the person-centred practice framework at its core, the Strategy has been developed collaboratively with Professor Tanya McCance and Directors of Nursing & Midwifery.

The Strategy outlines seven priorities underpinned by Strategic Actions, guided by best practice exemplars with the foundation of six guiding values.

This Strategy provides the way forward for nurses and midwives in SESLHD. Nurses and midwives in all roles were consulted via focus groups, with their feedback incorporated throughout the process. The Strategy development drew on Practice Development methodologies as the theoretical framework.

Contact [Daniel.Shaw@health.nsw.gov.au](mailto:Daniel.Shaw@health.nsw.gov.au) if you'd like to know more.



## Community Welcome Kit for Carers

Child and Adolescent Mental Health Service

Child and Adolescent Mental Health Service (CAMHS) in South Australia recently surveyed carers via the Carer Experience Survey to understand what would improve their service experience.

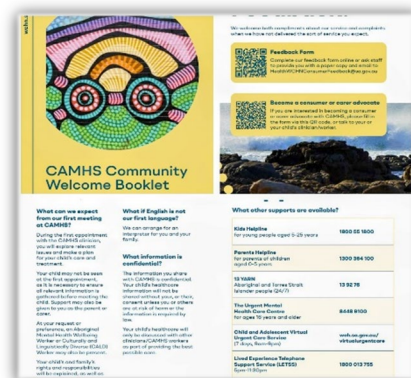
Carers said they needed to better understand young people's rights, including confidentiality obligations, how to provide feedback, as well as carer support services they could access.

CAMHS created a Welcome Kit for their community sites, led by CAMHS carer and consumer advocates, lived experience staff and in consultation with clinicians. This Kit demonstrates the information carers wanted and answers common questions and demystifies the CAMHS therapy experience.

The artwork included beautiful Aboriginal murals, as well as native wildlife photography. CAMHS also included the Aboriginal and LGBTIQ+ flags, signalling to carers that the service is culturally safe and inclusive.

Creating this Kit was an extremely positive experience. Carers created a dedicated resource that provides exactly what they needed at the start of their CAMHS journey.

Contact [kat.evans@sa.gov.au](mailto:kat.evans@sa.gov.au) if you'd like to know more.



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## Listening to support person-centered care

### Illawarra Shoalhaven Local Health District

The challenge with collecting patient stories is finding the time and space for people to listen to them.

Brigid Russell and Charlie Jones run Spaces for Listening in the UK, focusing on healthcare listening. It is a small group experience that brings 8 participants together to listen to each other for an hour. Participants report feeling deeply heard without the pressure to respond, problem-solve or fix.

In October 2023, Brigid and Charlie joined Illawarra Shoalhaven Local Health District for a listening workshop as part of their Healthcare Experience Listening Project. The Project invites patients and staff to listen to each other's stories of care experiences.



Continuing this work, the Project team are now co-designing research into the potential of turn-taking in listening, to improve the way care is experienced, and support the space that will embed listening in healthcare.

To learn more contact team members at [Renee.Stubbs@health.nsw.gov.au](mailto:Renee.Stubbs@health.nsw.gov.au), [kbowles@uow.edu.au](mailto:kbowles@uow.edu.au) or [Sharon.Williams7@health.nsw.gov.au](mailto:Sharon.Williams7@health.nsw.gov.au).

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## Environmental Health Literacy – Partnering with consumers to find their way in Central Queensland

### Central Queensland Hospital and Health Service

Central Queensland Hospital and Health Service (CQHHS) continues collaborating with consumers to improve their experience accessing health care. Following feedback from a consumer with low vision about challenges at Rockhampton Hospital, the health service engaged the expertise of Guide Dogs Queensland.

Guide Dogs' Principal Advisor for Access and Engagement, Jeremy Hill, and Stakeholder Engagement Lead, Jonathan Hall, worked with local consumers and staff to complete an environmental assessment. They focused on the main visitor and patient routes, from the car park/taxi drop-off zone to the eye clinic, pathology, and orthopaedic clinic, making several recommendations along the way.

Additionally, the experts delivered training for operational services staff, volunteers, and the Consumer Advisory Group (CAG). All agree they are better equipped to support and guide people with low vision or blindness.



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The health service will continue engaging and improving access at all sites within the region and have already commenced a wheelchair accessibility audit kindly completed by one of the Rockhampton Consumer Advisory Group members.

Contact [CQHSPatientExperience@health.qld.gov.au](mailto:CQHSPatientExperience@health.qld.gov.au) if you'd like to know more.

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## Bedside handover survey co-designed with consumers and nurses

Gold Coast Hospital and Health Service and Griffith University

The Australian Commission on Safety and Quality in Health Care audits are used to assess patient participation in bedside handovers. Nurses observe handover and answer yes or no to one question: "Was the patient/carer involved in clinical handover?"

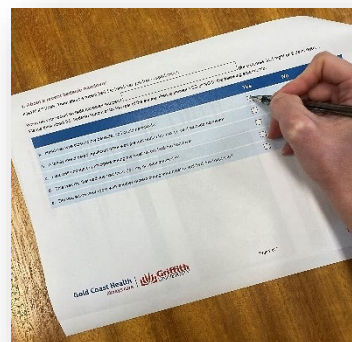
A Registered Nurse at Gold Coast Hospital and Health Service wondered if we could also ask patients how involved they felt in bedside handovers. Together, nurses, consumers and researchers created a patient survey. 321 patients at the hospital completed the survey.

Questions with the highest scores were 'the nurses were welcoming during bedside handover' and 'I felt respected by nurses during bedside handover'.

Questions with the lowest scores were 'before starting, nurses asked me if I wanted family/friends/carers/significant other to participate in bedside handover' and 'the nurses encouraged me to participate during bedside handover'. An article on this project is published in [Health Expectations journal](#).

Contact the project lead Georgia Tobiano at [g.tobiano@griffith.edu.au](mailto:g.tobiano@griffith.edu.au) if you'd like to use this survey in your unit or to know more.

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## Continence & Pelvic Floor staff upskilling in rectal diameter measurement (via abdominal ultrasound)

Bendigo Health – Outpatient Rehabilitation Services

The Clinical Nurse Consultant and physiotherapy staff recently completed training on abdominal ultrasound as a diagnostic tool to measure rectal diameter. Measuring rectal diameter is valuable in identifying impaction and guiding intervention for children with constipation. This useful skill has reduced children's need for regular X-rays to measure impaction.

The Continence and Pelvic Floor clinic has seen great improvements in patient care providing more tailored education so families can better understand constipation. The children and families visiting the clinic have become more compliant with medications, leading to better outcomes. This positive trend is attributed to the availability of an "on-the-spot" visual diagnostic tool for measuring rectal diameter through abdominal ultrasound.

Contact [cverbeek@bendigohealth.org.au](mailto:cverbeek@bendigohealth.org.au) if you'd like to know more.

# Person-centred Care Insights

## A collaborative partnership for maintaining a healthy life

### Health Consumers' Council

The Health Consumers' Council team identified a significant gap in understanding and service delivery for early intervention and management to support individuals dealing with overweight and obesity in WA. To address this, they recognised the importance of a shared strategy and collaboration with partners, which prompted a partnership involving WA Health, WA Primary Health Alliance, and the Health Consumers' Council.

This partnership united over a thousand voices from people with lived experience, health professionals, professional bodies, universities, and health system policymakers. It led to the development of the WA Healthy Weight Action Plan 2019-2024. Changing the way we see, talk, and deal with people that are overweight and obesity - a social responsibility that goes beyond the health system. That's why [The WELL Collaborative](#) exists.

Contact the project team at [info@thewellcollaborative.org.au](mailto:info@thewellcollaborative.org.au) if you'd like to know more.

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## New Resources

### A new animated video for health care professionals

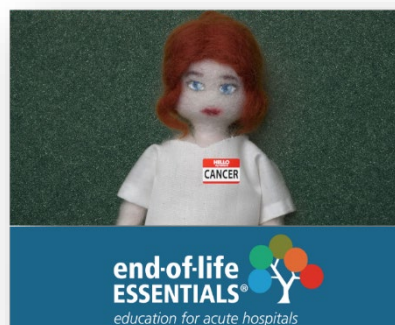
The End-of-Life Essentials project has launched a [new animated video](#) titled 'A Patient's Perspective'. The video is based on the experiences of a very generous woman, who, when faced with her own serious and life limiting illness, wanted her experience shared.

The video provides an educational opportunity that prompts us all to see, and compassionately respond to, patients as people with lives beyond their illness.

Harvey Max Chochinov, Distinguished Professor of Psychiatry, University of Manitoba said,

"This powerful video authentically captures the patients voice, reminding us never to allow patient hood to eclipse personhood. Within the often-frightening labyrinth of modern medicine, this message has never been timelier, and one that needs to be heard."

For more information contact the team at [eolessentials@flinders.edu.au](mailto:eolessentials@flinders.edu.au).



# Person-centred Care Insights

## Commission Resources

### Essential elements for safe and high-quality end-of-life care

The way people experience the end of their life is personal. It can be very different for each individual and their family, friends and carers. How people respond to medical treatment at the end of their life also varies. This means there is potential for ambiguity and uncertainty for both the person at the end of their life and the healthcare services caring for them.

The Commission has released the second edition of the [National Consensus Statement: Essential Elements for safe and high-quality end-of-life care](#). The Consensus Statement describes nine guiding principles and 10 essential elements that provide a best practice approach to caring for people approaching the end of their life. Elements 1–5 relate to how end-of-life care should be approached and delivered. Elements 6–10 relate to structural and organisational prerequisites for the effective delivery of safe and high-quality end-of-life care.

Developing the Consensus Statement involved a wide-ranging consultation process with the acute sector, primary care and aged care stakeholders and navigating sensitive issues relating to care at the end-of-life and death.



### Partnering with Consumers: A guide for consumers

Strong partnerships with consumers are essential for safe and high-quality health care. All health services need to partner with consumers under the National Safety and Quality Health Service (NSQHS) Standards. The Commission has recently released [Partnering with Consumers: A guide for consumers](#).

The Guide, developed by consumers for consumers, explains how to build and strengthen consumer partnerships at all levels of the health system to support person-centred care and drive positive change.

Consumers and health services can use the Guide to improve their understanding of how to get the most from their partnerships, so there are better health experiences and outcomes for all.



# Person-centred Care Insights

## Patient Power: Healthcare Rights and Positive Change

Health Consumers NSW, together with the Commission, have developed a podcast and vodcast series to support health literacy and explore how the Australian Charter of Healthcare Rights (the Charter) can be used to elevate the consumer voice. The series encourages patients, family, friends and healthcare providers to work in partnership to put these rights into practice.

Join host Julie McCrossin AM to hear from health consumer representatives and family advocates with diverse backgrounds and experiences, as well as clinicians and other experts. Each episode explores practical strategies and examples of how the voices of patients, carers, family and friends can help improve health care for individuals and across the health system itself. All episodes are [now available](#).



## Consumer Insights Video Series

The [Consumer Insights Video Series](#) sheds light on the invaluable impact of engaging consumers to ensure safe and high-quality care for all health consumers.

Several consumer representatives participated in these videos and shared their perceptions, experiences, and recommendations, helping to raise awareness around the importance of elevating the voice of patients for inspiring positive change and shaping the healthcare system.

The series was developed in partnership with peak consumer health organisations across Australia for World Patient Safety Day 2023.

For more information about these resources please contact us at [partneringwithconsumers@safetyandquality.gov.au](mailto:partneringwithconsumers@safetyandquality.gov.au).





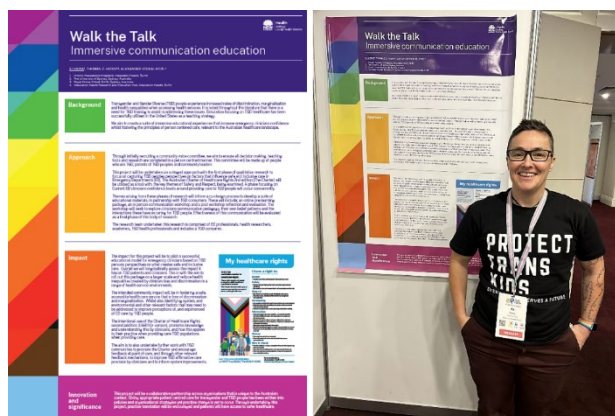
# Person-centred Care Insights

## Research projects

### Walk the Talk: Immersive communication education

The Commission's LGBTQI+ version of the Australian Charter of Healthcare Rights was recently spotted in action as part of a poster presentation at the [Australian Professional Association for Trans Health conference](#).

The poster outlines a research project being undertaken by Sydney Local Health District, Royal Prince Alfred Hospital and the University of Sydney. The Charter is being used in the research as a tool with the themes of safety and respect, being examined. The research aims to pilot an educational model for emergency clinicians based on trans and gender diverse persons perspectives on what creates safe and inclusive care.



EJ Heine, Program Manager LGBTQI+ and Men's Health Project's lead investigators

The research team comprises Emergency Department professionals, health researchers, academics, Transgender and Gender Diverse (TGD) health professionals and includes a TGD consumer.

For more information contact the project lead at [Erin.Heine@health.nsw.gov.au](mailto:Erin.Heine@health.nsw.gov.au).

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## Webinars

### Southcentral's Nuka System of Care – leading example of First Nations health care

The Office of the National Rural Health Commissioner recently hosted an exclusive Zoom webinar sharing one of the world's leading examples of community co-designed First Nations healthcare, Southcentral Foundation's (SCF) Nuka System of Care.

If you were able to attend and learn more about the Nuka System of Care, we trust you found the information beneficial and that this may inform your decision-making and practices in the future.

The [webinar recording](#) will be available shortly for those who were unable to attend or like to view again.

Below are a few things you may find of interest (Southcentral's Foundation Conference & Events):

- February 2024 – [Virtual Introduction to Core Concepts and Virtual Nuka Conference](#)
- June 2024 – [Nuka Conference](#)

# Person-centred Care Insights

## Person-centred Care in Practice webinar series

### Giving Consumers a Voice in Paediatric Care

In August, we held our fifth webinar, Giving Consumers a Voice in Paediatric Care. **Perth Children's Hospital** delved into their project on adapting and validating the Australian Hospital Patient Experience Question Set (AHPEQS) for paediatric care. They also delves into how capturing the parent-reported experience of carers in paediatric settings can improve the delivery of person-centred care. We explored how consistent reporting of healthcare experiences of parents and carers can assist health service organisations in delivering person-centred care.

### Person-centred Care in Primary Care

In September, we held the sixth and last webinar of the year, Person-centred Care in Primary Care. The **Brisbane South Primary Health Network (PHN)** explained how their Person-centred Care Practice Initiative and toolkit support practices to work towards becoming more person-centred through a range of resources and activities.

The [Brisbane South PHN person-centred care program](#) helps build capability of primary care teams to undertake continuous quality improvement and manage change. Co-designed with GPs and Subject Matter Experts, our toolkit activities are practical and designed to support every journey toward better person-centred care. Originally designed for general practice, the principles and content are relevant to teams from other environments.

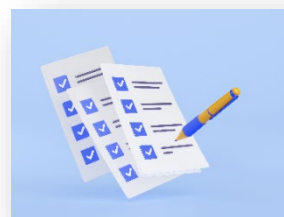
You can access these resources free from the online learning portal [DiscoverPHN](#), [request your account here](#) or contact [support@bsphn.org.au](mailto:support@bsphn.org.au) for more information.

The webcast recordings of these webinars are available on [our website](#).

### Future webinars – Share your feedback

Have your say in shaping our upcoming webinars! We're eager to learn about the topics that matter most to you. Take a moment to [fill out our survey](#) and let us know what you'd like to see covered in our next year's webinars.

You also can nominate yourself, your organisation or another organisation to be our guest speakers.



# Person-centred Care Insights

## Recent Publications

Below are some of the recent publications in the areas of person-centred care that you might enjoy.

Inclusion of publications in this section is not an endorsement or recommendation of any publication or provider. Access to documents may depend on whether they are Open Access and/or your individual or institutional access to subscription sites/services. Material that may require a subscription is included as it is considered relevant.

- [Healthcare professionals' experiences of job satisfaction when providing person-centred care: a systematic review of qualitative studies.](#)  
Kristoffer Gustavsson, Cornelia van Diepen, Andreas Fors, and et al.
- [Receiving person-centred care in a hospital—A qualitative study of socially marginalised patients' experiences of social nursing.](#)  
Lisa Kvist Antonsen, Annmarie Touborg Lassen, Dorthe Nielsen, and et al.
- [Co-design of a digital app “WhatMatters” to support personcentred care: A critical reflection.](#)  
Mariko Sakamoto, Yi Peng (Ellen) Guo, Karen Lok Yi Wong, and et al.
- [The need to consider ‘temporality’ in person-centred care of people with motor neurone disease.](#)  
Denise A. Harris, Kirsten Jack, Christopher Wibberley
- [Flip focus and emphasise patient resources in person-centred care over the telephone—A retrospective descriptive study.](#)  
Kerstin Ulin, Andreas Fors, Lilas Ali, and et al.
- [Person-centred care competence and person-centred care climate described by nurses in older people's long-term care—A cross-sectional survey.](#)  
Mari Pakkonen, Minna Stolt, David Edvardsson, and et al.
- [Person-centred care in nursing homes during the COVID-19 pandemic: a cross sectional study based on nursing staff and first-line managers' self-reported outcomes.](#)  
Helen Lindner, Annica Kihlgren, Margaretha Norell Pejner
- [‘Not always so’: Embracing process in the development of curricula for contemporary person-centred healthcare professional education.](#)  
John Stephens
- [Promoting the person-centred aspects of dignity and well-being: learning from older persons' experiences of living in residential care facilities.](#)  
Charlotte Roos, Anna Swall, Lena Marmstål Hammar, and et al.
- [Improving Patient Experience through Meaningful Engagement: The Oral Health Patient's Journey.](#)  
Shamiso Chakaipa, Sarah J. Prior, Sue Pearson, and et al.
- [What does person-centred care mean, if you weren't considered a person anyway: An engagement with person-centred care and Black, queer, feminist, and posthuman approaches.](#)  
Jamie B. Smith, Eva-Maria Willis, Jane Hopkins-Walsh