## Attribute: Comprehensive care delivery
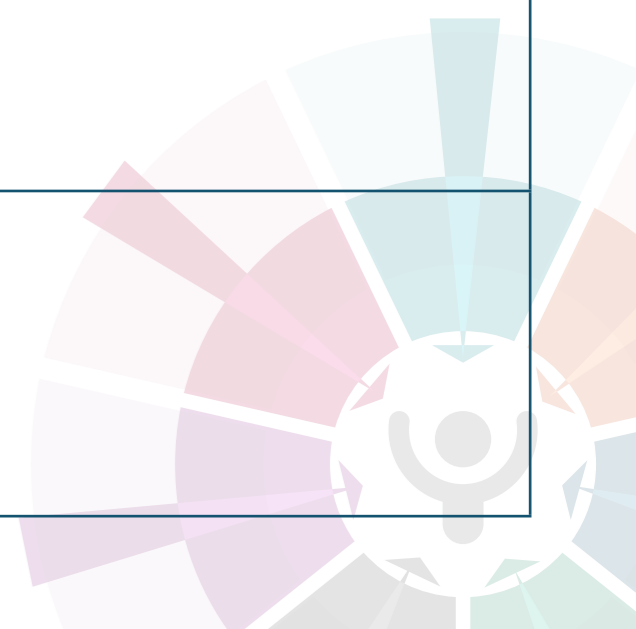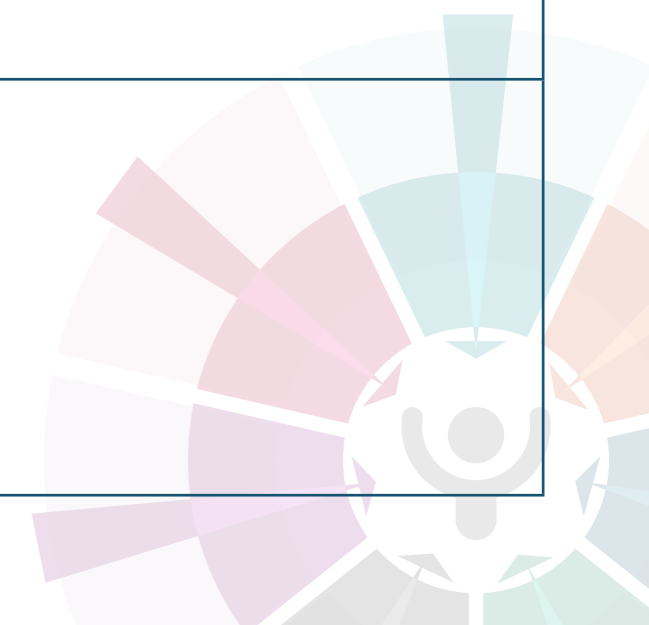
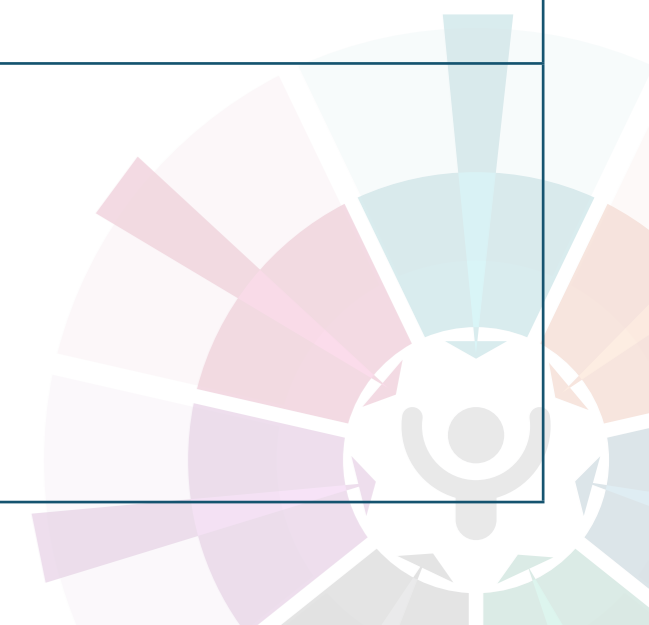| Element | Reflective questions | Write down your reflections, this can include: | Taking action |
|---|---|---|---|
| | There are many different strategies to meet each element. These questions are designed to start a conversation about how you may go about addressing an element, and key things to consider. | • Describing your approach to meet this element<br>• Listing the documentation or evidence that shows you have met this element<br>• Considering if improvements can be made; OR if your organisation has not addressed this element - what action will you take? (see next column)<br>• What could we do differently? | **Prepare a formal action plan addressing:**<br>• What do you need to do?<br>• How will you do it?<br>• What are the barriers and enablers?<br>• Who will be responsible?<br>• Who do you need to consult?<br>• When will this happen? Consider priorities and timeframes<br>• How will you monitor, measure and evaluate?<br>• What is your quality improvement strategy? |
| **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?<br>• Do your policies and processes aim to reduce the health literacy demands of information materials, the physical environment and local care pathways?<br>• Does your workforce have access to health literacy and communication training, including communicating risk? | | |
| **Goals of care guide clinical decisions and the patient journey** | • How are the patient's goals of care documented?<br>• How do you ensure that the patient's goals of care are communicated to the patient, carer, clinical team and external partners following discharge?<br>• Do you have a policy and process to support patients in advance care planning? | | |
| **Diversity and equity are respected and supported** | • What is the diversity of the patient population using your service?<br>• What strategies do you have to support the different needs and culture of your patient population?<br>• If your patients have limited English, do you have interpreter or translation services available?<br>• How are members of the workforce supported to develop cultural competence? Do they have access to appropriate training? | | |
| **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?<br>• How does your organisation respond to complaints or compliments? Are they communicated back to the workforce and used to inform process improvements? | | |

## Attribute: Purpose, strategy and leadership

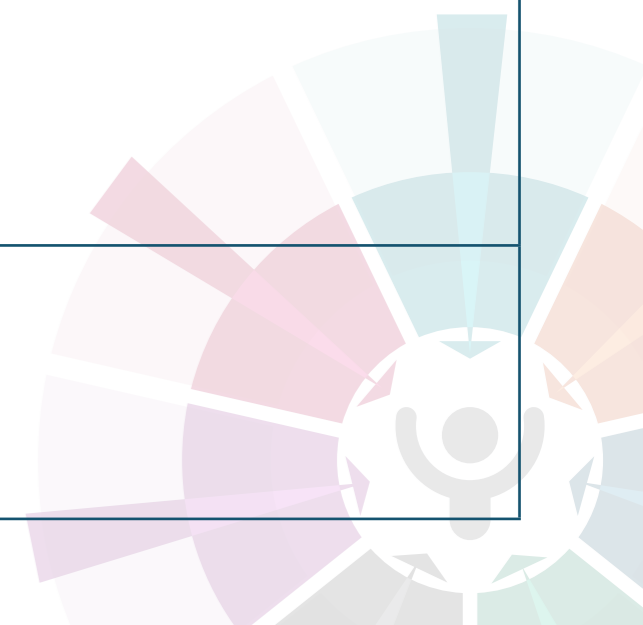| Element | Reflective questions<br><br>There are many different strategies to meet each element. These questions are designed to start a conversation about how you may go about addressing an element, and key things to consider. | Write down your reflections, this can include:<br><br>• **Describing your approach to meet this element**<br>• **Listing the documentation or evidence that shows you have met this element**<br>• **Considering if improvements can be made; OR if your organisation has not addressed this element - what action will you take? (see next column)**<br>• **What could we do differently?** | Taking action<br>Prepare a formal action plan addressing:<br><br>• **What do you need to do?**<br>• **How will you do it?**<br>• **What are the barriers and enablers?**<br>• **Who will be responsible?**<br>• **Who do you need to consult?**<br>• **When will this happen? Consider priorities and timeframes**<br>• **How will you monitor, measure and evaluate?**<br>• **What is your quality improvement strategy?** |
|---|---|---|---|
| **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?<br>• Are members of the workforce recruited and trained around a shared set of values and goals that embraces person-centred care principles? | | |
| **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'?<br>  – Are they present on the wards?<br>  – Does the workforce and patients know who they are?<br>  – Do they encourage the workforce to take ownership and responsibility for providing great person-centred care?<br>• Do the executive and board consider and show a commitment to person-centred care when making decisions and allocating resources?<br>• How are champions of person-centred care recognised across the organisation? How are they supported? | | |
| **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?<br>• 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? | | |

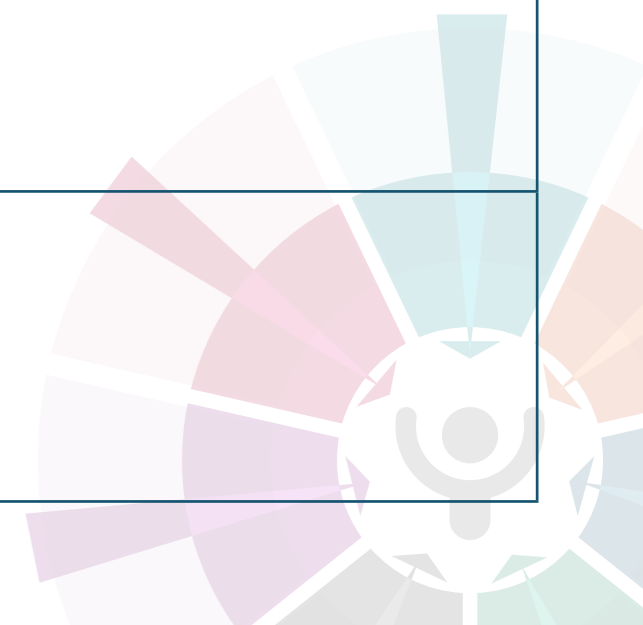## Attribute: People, capability and a person-centred culture

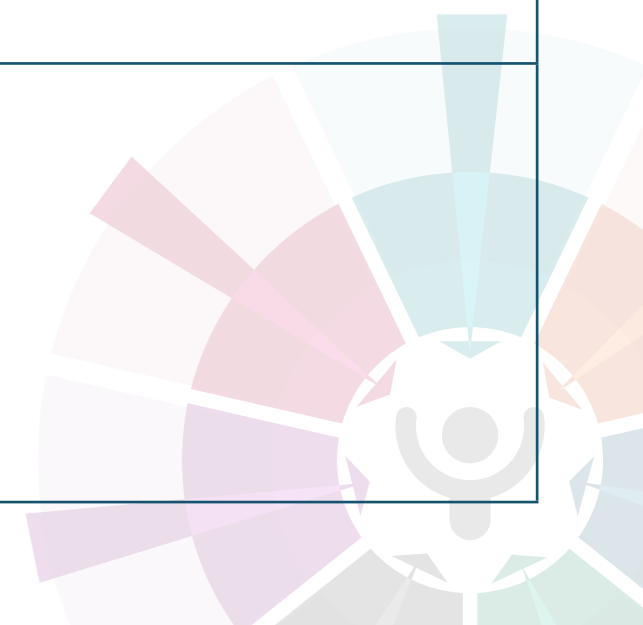| Element | Reflective questions<br><br>There are many different strategies to meet each element. These questions are designed to start a conversation about how you may go about addressing an element, and key things to consider. | Write down your reflections, this can include:<br><br>• Describing your approach to meet this element<br>• Listing the documentation or evidence that shows you have met this element<br>• Considering if improvements can be made; OR if your organisation has not addressed this element - what action will you take? (see next column)<br>• What could we do differently? | Taking action<br>Prepare a formal action plan addressing:<br><br>• What do you need to do?<br>• How will you do it?<br>• What are the barriers and enablers?<br>• Who will be responsible?<br>• Who do you need to consult?<br>• When will this happen? Consider priorities and timeframes<br>• How will you monitor, measure and evaluate?<br>• What is your quality improvement strategy? |
|---|---|---|---|
| **An organisational culture for person-centred care is built and maintained through a long-term, systematic approach** | • What is your organisational culture currently like?<br>• 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<br>• How do teams work together in your organisation? | | |
| **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?<br>• Are there ways that the organisation can incorporate informal learning opportunities into day to day practice?<br>• Is there support for the workforce to undertake training – is this a one-off, or are there opportunities for continuous development? | | |
| **The organisation regularly monitors and is dedicated to supporting workforce satisfaction and wellbeing** | • How does your organisation monitor workforce satisfaction and overall wellbeing?<br>• What processes are in place to address any concerns that the workforce may raise?<br>• What strategies are in place to improve workforce wellbeing? | | |

## Attribute: Person-centred governance systems

| Element | Reflective questions<br><br>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:<br><br>• Describing your approach to meet this element<br>• Listing the documentation or evidence that shows you have met this element<br>• Considering if improvements can be made; OR if your organisation has not addressed this element - what action will you take? (see next column)<br>• What could we do differently? | Taking action<br>Prepare a formal action plan addressing:<br><br>• What do you need to do?<br>• How will you do it?<br>• What are the barriers and enablers?<br>• Who will be responsible?<br>• Who do you need to consult?<br>• When will this happen? Consider priorities and timeframes<br>• How will you monitor, measure and evaluate?<br>• What is your quality improvement strategy? |
|---|---|---|---|
| **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<br>• What opportunities are available, at both an organisational and program level, for consumers to be involved in governance activities?<br>• Who are your consumer representatives? Do they adequately represent the diversity of your patient population? | | |
| **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?<br>• How does your organisation support consumer representatives? Do you provide education, training and ongoing support?<br>• 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?<br>• Are there opportunities for greater teamwork, or for care to be more organised around the goals of the patient?<br>• How do you develop your patient information? Do you have consumers involved? | | |
| **There are clear accountabilities at all levels – from the board to the clinician** | • Does your board receive reports or measures about patient experience?<br>• 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?<br>• Do your performance review processes (including performance management, reward and recognition) include accountability for delivery (or enabling delivery of) person-centred care? | | |
| **Financial, strategic and operational decisions and processes are person-centred** | • Does your board consider person-centred outcomes and measures in their meetings?<br>• How are person-centred care principles incorporated into executive decision making? Consider if starting meetings with a patient story would be helpful<br>• How are patients, families and consumers involved in the design, implementation and evaluation of operational processes? | | |

## Attribute: Strong external partnerships

| Element | Reflective questions<br><br>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:<br><br>• **Describing your approach to meet this element**<br>• **Listing the documentation or evidence that shows you have met this element**<br>• **Considering if improvements can be made; OR if your organisation has not addressed this element - what action will you take? (see next column)**<br>• **What could we do differently?** | Taking action<br>Prepare a formal action plan addressing:<br><br>• **What do you need to do?**<br>• **How will you do it?**<br>• **What are the barriers and enablers?**<br>• **Who will be responsible?**<br>• **Who do you need to consult?**<br>• **When will this happen? Consider priorities and timeframes**<br>• **How will you monitor, measure and evaluate?**<br>• **What is your quality improvement strategy?** |
|---|---|---|---|
| **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?<br>• What other linkages/partnerships could your organisation make within and across the health and other sectors to support comprehensive care?<br>• What structures and processes are in place to support and foster relationships with external partners, such as local community services? | | |
| **There is a focus on seamless transitions and coordination of care** | • What strategies are in place to ensure safe transitions of care?<br>• Are there clear care and referral pathways to support continuous care?<br>• 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?<br>• Are there opportunities for you to share your learnings in relation to person-centred care with other organisations? | | |
| **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?<br>• What services across the organisation could benefit from partnering with volunteers? | | |

| Attribute: Person-centred technology and built environment | | | |
|---|---|---|---|
| **Element** | **Reflective questions**<br>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:**<br>• Describing your approach to meet this element<br>• Listing the documentation or evidence that shows you have met this element<br>• Considering if improvements can be made; OR if your organisation has not addressed this element - what action will you take? (see next column)<br>• What could we do differently? | **Taking action**<br>**Prepare a formal action plan addressing:**<br>• What do you need to do?<br>• How will you do it?<br>• What are the barriers and enablers?<br>• Who will be responsible?<br>• Who do you need to consult?<br>• When will this happen? Consider priorities and timeframes<br>• How will you monitor, measure and evaluate?<br>• What is your quality improvement strategy? |
| **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?<br>• 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?<br>• 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<br>• What systems and processes does your organisation have in place to monitor and assess technology risks?<br>• How does your organisation build workforce capability and willingness to use new technologies? | | |

## Attribute: Measurement for improvement

| Element | Reflective questions<br>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:<br>• Describing your approach to meet this element<br>• Listing the documentation or evidence that shows you have met this element<br>• Considering if improvements can be made; OR if your organisation has not addressed this element - what action will you take? (see next column)<br>• What could we do differently? | Taking action<br>Prepare a formal action plan addressing:<br>• What do you need to do?<br>• How will you do it?<br>• What are the barriers and enablers?<br>• Who will be responsible?<br>• Who do you need to consult?<br>• When will this happen? Consider priorities and timeframes<br>• How will you monitor, measure and evaluate?<br>• What is your quality improvement strategy? |
|---|---|---|---|
| **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?<br>• Does this data and improvement activities get reported to executives, senior managers, and the workforce?<br>• How does your organisation celebrate success and share learnings? | | |
| **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?<br>• What other types of information can you collect to build a richer picture of patient experience and outcomes?<br>• How does your organisation use this information to improve outcomes for patients? | | |