

## KEY ACTIONS for health service organisations

# Comprehensive Care: Element 2 Identify goals of care

A focus on patient experience is critical to the delivery of comprehensive care. Understanding a patient's values and their expectations and aspirations for their health and wellbeing helps to establish their goals for care, and contributes to understanding the actions to be taken.

Health service organisations need to support clinicians, patients, families and carers to participate in discussions to make effective shared decisions about goals of care.

By providing training in communication skills and lateral thinking, health service organisations can improve clinicians' knowledge of patient-centred practices, affect behavioural change, boost clinician autonomy and encourage goal setting discussions with patients. Specific training for clinicians in goal setting methodology makes the process clearer for patients and helps reduce fear of the unknown.

### Purpose of element

The purpose of identifying goals of care is to develop a shared understanding of:

- The patient's goals for their health care in the short, medium and long term
- The clinical situation, including diagnoses, treatment options and clinical goals
- The patient's values, needs and preferences about their health and care
- The patient's expectations about the care episode and treatment outcomes.

### Key actions

Health service organisations:

- Foster a person-centred culture in delivering comprehensive care, including supporting the identification of personal and clinical goals of care
- Establish systems and processes that support eliciting and documenting goals of care
- Provide access to training and education to support effective communication and person-centred approach to care.

### Questions?



For more information, please visit:  
[safetyandquality.gov.au/comprehensive-care](https://safetyandquality.gov.au/comprehensive-care)

You can also contact the Comprehensive Care project team at: [mail@safetyandquality.gov.au](mailto:mail@safetyandquality.gov.au)

