

KEY ACTIONS for health service organisations

Comprehensive Care: Element 5

Deliver comprehensive care

Patients will require different health care depending on their individual needs, preferences and goals.

It is important that health service organisations have policies and processes in place to ensure that care is provided continuously and collaboratively in line with the patient's diagnoses, agreed goals of care and the comprehensive care plan.

Health service organisations should provide orientation, education and training so that the workforce understands their individual roles and responsibilities in delivering care in accordance with the comprehensive care plan.

The process of delivering comprehensive care should include relevant clinical disciplines working together in a multidisciplinary team to achieve this outcome.

How comprehensive care is delivered will vary depending on the type of health service organisation and the population served.

Purpose of element

The purpose of delivering comprehensive care is:

- To ensure patients receive coordinated delivery of the total health care required or requested
- To ensure that care provided meets the agreed clinical and personal goals of care as described in the care plan.

Key actions

Health service organisations:

- Foster a person-centred culture in delivering comprehensive care, including supporting the delivery of person-centred comprehensive care
- Provide access to training and education to support delivery of comprehensive care that is person-centred and responsive to changes in the patient's needs
- Resource services to provide models of care that are person-centred and comprehensive
- Provide systems to capture information on comprehensive care delivery, including patient experience of comprehensive care delivery.

Questions?



For more information, please visit:
safetyandquality.gov.au/comprehensive-care

You can also contact the Comprehensive Care project team at: mail@safetyandquality.gov.au

