

## KEY ACTIONS for clinicians

# Comprehensive Care: Element 2

## Identify goals of care

A focus on patient experience is critical to the delivery of comprehensive care.

Talking with patients about their needs and preferences helps clarify what is important to them as an individual. Understanding a patient's values and their expectations and aspirations for their health and wellbeing helps to establish their goals of care, and contributes to understanding the actions to be taken.

Identifying and setting goals of care in collaboration with the patient, rather than focusing on clinical goals alone, ensures care is individualised and not only driven by population-based data and outcomes.

### 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

Clinicians:

- Use person-centred approaches to discuss the patient's wishes and expectations
- Consider the patient's level of health literacy, and tailor communication styles accordingly
- Identify who the patient wants involved in discussions about goals and planning
- Use the information about the patient's goals to inform and drive the comprehensive care plan and immediate action that may be needed
- Document and communicate the outcomes of goal setting discussions.

### Questions?



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

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