

**KEY ACTIONS**  
for health service  
organisations

# Identifying patient goals of care in day procedure services

## Goals of care

The second edition of the National Safety and Quality Health Service Standards has eight standards, including a standard that outlines requirements for the delivery of comprehensive care. The intent of the Comprehensive Care Standard is to ensure that patients receive the total health care that is required or is requested by the patient, in a coordinated way. This care should be aligned with the patient's expressed goals of care and healthcare needs.

Action 5.13b in this Standard requires clinicians to use local shared decision making processes to develop and document a comprehensive and individualised plan that identifies goals and actions for the patient's treatment and care.

The level of detail in a comprehensive care plan should reflect the significance and complexity of a patient's clinical situation and the type of intervention planned. For day procedure services, treatment generally occurs over a short period of time, and is often a one off procedure. For patients of a day procedure service, identifying and describing their goals of care can be as simple and straightforward as asking:

## What matters to you today?

By asking this, patients have an opportunity to express their concerns, specific requests or goals and raise any issues that may present a risk of harm.

Patients' responses relating to that episode of care should be documented in an individual's healthcare record.

Day procedure services implementing this process should periodically seek feedback from consumers to ensure it is addressing patients' needs.

## 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)

## References

1. Australian Commission on Safety and Quality in Health Care. National Safety and Quality Health Services Standards. 2nd ed. Sydney: ACSQHC: 2017
2. Australian Commission on Safety and Quality in Health Care. National Safety and Quality Health Services Standards guide for day procedure services. Sydney: ACSQHC: 2017

