

Person-centred Care Insights

Welcome to the second edition of Person-centred Care Insights. We hope you'll find information and inspiration to support the delivery of person-centred care as part of your practice.

In this edition:

- [Person-centred Care Resource Hub](#)
- [Local Updates and Innovations](#)
- [New Commission Resources](#)
- [Research Projects Update](#)
- [Person-centred Care in Practice webinar series](#)
- [Recent Publications](#)

Person-centred Care Resource Hub

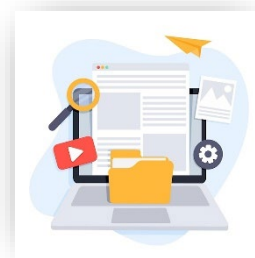
Did you know the Commission has developed a self-assessment tool that organisations can use to assess their performance in person-centred care? Based on the [7 key attributes of high-performing person-centred care organisations](#) this handy tool can be used for the whole organisation or specific departments. [Click here](#) to view or download this tool.

Remember to visit our [Person-centred Care resource hub](#) to find loads of other great resources.

Local Updates and Innovations

We've been overwhelmed with feedback about the work you are doing to put person-centred care in practice - from story collection to communication boards. We hope hearing about some of these initiatives inspire you.

Note: Inclusion of stories / initiatives in this section does not imply an endorsement or recommendation from the Commission.



Consumer Stories Inform Person-Centred Care

Central Adelaide Local Health Network

Central Adelaide Local Health Network (CALHN) in South Australia puts person-centred care at the heart of health care. CALHN has developed a toolkit for collecting consumer stories.

Since February 2022, this toolkit has supported the collection of 13 stories on film and many more in writing. Preliminary data shows collecting consumers stories this way is having a positive impact on consumer experience and can be used in workforce education and quality improvement activities.

Consumer representative Tereena said, "Being asked to share my consumer story was both humbling and empowering. I felt humbled that I was asked to be filmed speaking about my personal experience and that it would be used to show the consumer perspective to those delivering care. I felt

Person-centred Care Insights

empowered knowing that this could help make a positive change in the delivery of care to consumers.”



Tereena Cocks
Consumer representative with Central Adelaide LHD

Another consumer representative, Bronwyn, said “Having my story filmed, I felt seen, heard and valued. I think stories told by the patients themselves will really help clinicians find and put into practice meaningful ways to improve the care they give, and that’s a win for everyone.”

A consumer story library is being developed to allow local teams to upload stories and related documentation and make the filmed stories more broadly available.

Contact Central Adelaide LHD at Health.CALHNConsumerEngagement@sa.gov.au if you’d like to know more.

Patient communication boards contribute to improved person-centred care and patient safety

Central Queensland Hospital and Health Service

At Central Queensland Hospital and Health Service (CQHHS), patient communication boards are used at bedsides to record important information about goals of care. They are also used in waiting rooms to help consumers know who their caregivers are. CQHHS recently reviewed the use of the boards across the health service and developed a suite of new tailored templates which were consumer tested. Information for staff and consumers has been developed – reminding everyone that the boards are for, and belong to, the consumer.

Consumer feedback included:

- “I like that I can see their (staff) names”
- “My family found it helpful”
- “There are no medical words, it is straightforward”
- “It’s about me”



Contact Central Queensland Hospital and Health Service at cqhspatientexperience@health.qld.gov.au if you’d like to know more.

Person-centred Care Insights

Easy English Patient Rights Booklet for people with disability

St Vincent's Hospital Melbourne

The St Vincent's Hospital Melbourne [Disability Liaison Officer Program](#), in partnership with [Scope's](#) Accessible Information Team, developed two Easy English resources, enhancing care, support and inclusiveness for people with disability.

The [Easy English Patient Rights Booklet](#) is a simplified version of the [Australian Charter of Health Care Rights](#). The content was developed in partnership with people with lived experience, who indicated they felt greater confidence in attending a health service after learning about their rights.

The [Easy English Disability Identification poster](#) prompts visitors to self-reflect and invite them to tell us about their needs. This poster has been translated into Easy Read: Arabic, Chinese, Greek, Italian and Vietnamese.



Heather, who read the Easy English booklet and poster, said, "I didn't know I could ask for more support; I was doubting myself," adding more organisations should follow St Vincent's lead. "This document should go to all of the hospitals in Australia."

Contact the Program lead at karen.phipps@svha.org.au if you'd like to know more.

Prepare To Care Hospital Program

Carers WA

Prepare to Care is a hospital-based program facilitated by [Carers WA](#) which provides education and resources to support carers when the person they care for is admitted to a hospital.

The aims of the program are to:

- Promote the identification, engagement, inclusion and support of carers in the health system
- Provide education to staff to identify and support carers within daily practice
- Provide education to staff on the Carers Recognition Act 2004, the Prepare to Care hospital program, and Carers WA services
- Assist hospitals in complying with the Carers Recognition Act 2004 and the [National Safety and Quality Health Service \(NSQHS\) Standards](#)
- Provide carer resources to the hospital.



The program provides resources for consumers, and education sessions for staff which include:

- Carer identification engagement
- Carer Legislation - Carers Recognition Act 2004 and the [\(NSQHS\) Standards](#)
- Hospital Prepare to Care Program
- Carers WA role and services

Contact the project lead at Kellie.Busher@carerswa.asn.au if you'd like to know more.

Person-centred Care Insights

Best practice principles for partnering with consumers in health service committees

Centre for Health Communication and Participation, La Trobe University

Partnering with consumers to plan, deliver and evaluate services is critical to achieving person-centred care. But what do we know about consumers' and health providers' experiences of partnering? A recent [Cochrane Review](#) sought to find this out.

Working with a stakeholder panel of consumers, health providers and policymakers (including the Australian Commission on Safety and Quality in Health Care), the Centre for Health Communication and Participation (Centre) synthesised evidence from 33 qualitative studies from across the world to find the common themes in experiences of partnering in health service committees. The Centre found that consumers' participation could be constrained by health providers' dominance of committee recruitment procedures, meeting structures, content and decision-making processes.

From the findings, the Centre co-developed principles of best practice for partnering with consumers in planning, delivering and evaluating health services. These principles were leadership and health service culture, equity and diversity, mutual respect, shared vision and communication, shared agendas and decision-making, influence and sustainability. To help translate the principles into practice, each was illustrated with tangible examples of best practice found in the review. The principles are included in the conclusion section of the review and will be useful for improving consumers' and health providers' experiences of health service committees. A short podcast about the review and the best practice principles is also [available](#).

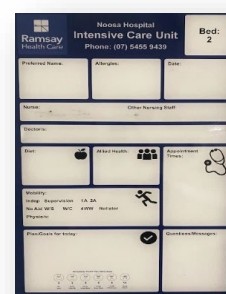
Contact the corresponding author at b.merner@latrobe.edu.au if you'd like to know more.

Person-centred Care initiatives at Noosa Hospital

Noosa Hospital, Ramsay Health Care

Noosa Hospital was concerned about not having the time to report back to visiting family members about work being undertaken for patient safety. After working through options, the Hospital took the approach of developing a slide presentation that could be displayed on a monitor in our waiting rooms. This provided open and accessible information about the work being done to improve patient safety.

The Hospital also established national standards teams so that a small number of staff could really focus on improving the quality of work that we get out of each standard. The partnering with consumers group developed new bed boards that are updated each shift by both patients and staff.



Contact us at partneringwithconsumers@safetyandquality.gov.au if you'd like to know more.

Person-centred Care Insights

Primary Care Cancer Control Quality Improvement Toolkit

The Cancer Institute NSW

Certain groups of people in NSW are disproportionately affected by cancer. They may be less likely to participate in national cancer screening programs or seek help on preventive health. Reasons for this are often complex and include a range of social, cultural, individual, and environmental factors.

The Cancer Institute NSW developed an online [Primary Care Cancer Control Quality Improvement Toolkit](#) to help build cancer screening and prevention activities into primary care practices or health services.

A key focus of this toolkit is continuous quality improvement to identify at-risk patients, and ensure information is tailored and care is responsive to people's individual needs and preferences.

Contact Cancer Institute NSW at CINSW-PrimaryCare@health.nsw.gov.au if you'd like to know more.

Creating awareness of the barriers people with disability experience

John Fawkner Private Hospital

Healthscope has recently started running Disability Awareness Sessions for staff via Zoom. These sessions are open to all Healthscope sites, as a means of improving the delivery of person-centred care.

Peter Smith, John Fawkner Private Hospital Disability Advocate and facilitator of the sessions, is creating ripples. These sessions aim to enhance person-centred care by creating awareness of the barriers people with disability experience, and knowing, acknowledging and accepting individuals' experiences as they relate to disability. Peter's ability to share his lived experience and sound advice is truly making a difference; staff feel more informed and knowledgeable on all things disability, and it has allowed him to build his profile as the disability advocate at John Fawkner Private Hospital and more broadly across Healthscope.

Some of the take-home messages include:

- Not all disabilities are visible
- Each person has their own experience
- If you do not know how or if to help someone, ask
- Your words matter, so please choose them carefully

Contact the project lead at Vanja.Simic@healthscope.com.au if you'd like to know more.

We all wear a smile underneath

Women's and Children's Health Network

The Women's and Children's Health Network (WCHN) worked closely with consumers during the COVID-19 pandemic, forming a regular huddle with consumers as well as regular Youth Advisory Group meetings. These groups have co-designed several initiatives to make PPE friendlier for children and young people who present to the hospital during the pandemic and beyond.

Activity packs and a video were created to support a person and family-centred care approach, resulting in better health outcomes and strengthening partnerships between staff, patients, and consumers. An unexpected outcome was that hospital staff reported feeling more connected to the patients and their families due to the resulting conversations.

Person-centred Care Insights

WCHN Consumer Advocates were involved at every stage of the project, from inception and project design to delivery – even writing and filming the award entry for the state health awards in which the project was a finalist in the partnership category.

Watch this [2-minute interview](#) and learn from consumer leaders involved.

Visit the “Explaining PPE for Kids” [webpage](#) to watch the [PPE video](#), as well find the supporting promotional resources (poster and TV screen graphic)

Watch this [2-minute interview](#) to learn from the staff and consumers involved.

Contact the project lead at Dianna.Smith-McCue2@sa.gov.au if you’d like to know more.



Consumer engagement at Sunshine Coast Renal

Sunshine Coast Hospital and Health Service

The Sunshine Coast Renal consumer engagement story commenced in 2013, prompted by the introduction of the [NSQHS Standards](#). Initially, the consumer group was established as an avenue for staff to share service delivery and future planning with consumers. However, the consumer group evolved and grew to include all stakeholders, such as renal patients, staff, management and non-government organisations.

As the consumer group evolved, to ensure accountability, Terms of Reference were developed, and agendas and minutes were documented. The consumer group's activities are discussed at the monthly Renal Business Meetings. The number of patient representatives in the group has varied over time, but yearly working plans are created to enable the group to stay focused and manage expectations.

Regular quality achievements are tabled to maintain momentum and highlight successes. The consumer group also benefited from the introduction of Consumer Engagement Officers who guided, supported and gave direction to the group. Below are some of the achievements of the consumer group:

- Advocated successfully for the health service to provide fistula bracelets to pre-dialysis and dialysis patients
- Renal consumers now present “consumer perspective” education sessions to renal ward nurses to assist their understanding of and improve the quality of care to renal patients
- Developed a bimonthly renal support group for men- supported by a social worker from community health.

The group presented their work as a poster at the annual Renal Society of Australasia conference.

Contact the project lead at Annette.Wilson@health.qld.gov.au if you’d like to know more.

Person-centred Care Insights

New Commission Resources

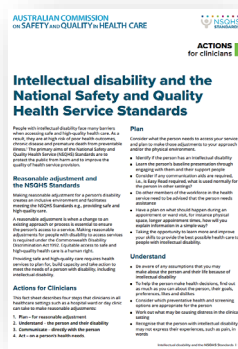
Resources to improve the safety and quality of health care for people with cognitive impairment

The Commission has developed three new resources offering strategies to address safety and quality risks in health care for people with intellectual disability. These are based on [Four Steps to Inclusive Health Care](#). We encourage you to use and share the new resources with colleagues.

The Commission consulted widely with healthcare services, disability advocates and consumer groups in developing these resources.



[About Me - Questions to ask about Reasonable Adjustments Fact Sheet](#)



[Intellectual Disability Actions for Clinicians Fact Sheet](#)



[With Me - Intellectual Disability Actions for Clinicians Infographic Poster](#)

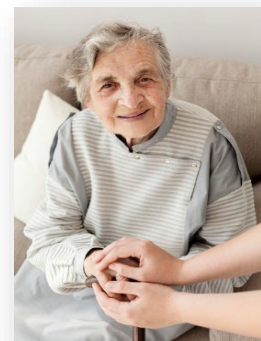
For more information, visit the [Intellectual Disability web page](#) or email cognitiveimpairment@safetyandquality.gov.au.

Research Projects Update

Digital stories in dementia care

The Commission has partnered in a research [project](#) to provide individuals living with dementia in aged care facilities with more person-centred care and support.

The project involves producing a four-minute life story video and poster to capture the resident's identity and preferences. The short video will be easily accessible through a QR code on the poster and will assist staff in any setting to quickly get to know the person with dementia and what works for them. This approach will be compared with usual care to find out if the life story videos help aged care and health staff understand more about the resident so they can provide personalised care and support.



Person-centred Care Insights

CheckMyText!

Researchers at the University of Sydney are trialling a new online interactive tool that helps health information providers create written health information that is easy to understand. This tool aims to give users feedback in real-time to help them write more simply and apply health literacy principles.

This trial aims to see how well the tool works and the researchers are looking for people and organisations interesting in participating.

Participants who complete the trial will receive a gift card to reimburse them for their time and free health literacy training. Click [here](#) to find out more.

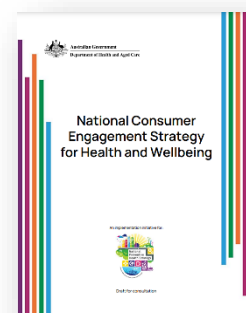


National Consumer Engagement Strategy for Health and Wellbeing

The draft [National Consumer Engagement Strategy for Health and Wellbeing](#) is now available for public consultation on the Department of Health and Aged Care's [online consultation hub](#).

This strategy aims to establish a person-centred prevention system by involving communities and consumers in designing and implementing preventive health policies. The goal is to enhance population engagement and improve health outcomes for Australians.

All stakeholders, including consumers and community organisations are encouraged to share their diverse perspectives, experiences, and knowledge, which will play a crucial role in shaping the final strategy.



Person-centred Care in Practice webinar series

Join us on 24 August 2023, for the latest episode in the series, Giving Consumers a Voice in Paediatric Care. We'll have an insightful discussion with Perth Children's Hospital to explore how consistent reporting of healthcare experiences of parents and carers can assist health service organisations in delivering person-centred care. If you haven't registered already, click [here](#).

Webinar rewind

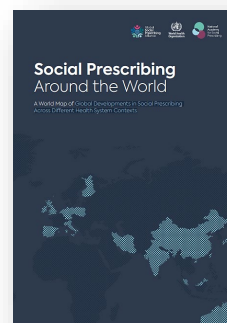
In our previous Person-centred Care in Practice webinar, we explored the important role of health literacy in delivering person-centred care. We heard from Illawarra Shoalhaven Local Health District (ISLHD) about their journey to becoming a health literate organisation.

The webcast recording of this webinar, which contains the contact details of the ISLHD team, is now available on [our website](#).

Person-centred Care Insights

In May, we hosted our third webinar and discussed NHS England's approach to personalised care.

- To learn more about NHS England's personalised care model, [click here](#).
- If you are interested in global developments in social prescribing across different health system contexts have a read through the [Social Prescribing Around the World report](#) published in May 2023.
- To learn more about the #NavigatingHealth project and the National Navigation Network that our panel member, Siân Slade, spoke about in this webinar, [click here](#).



We have another exciting and informative webinar coming in September. Stay tuned for the registration details!

Recent Publications

Below are some of the recent publications in the areas of person-centred care.

Inclusion of publications in this section is not an endorsement or recommendation of any publication or provider. Access to particular documents may depend on whether they are Open Access or not, and/or your individual or institutional access to subscription sites/services. Material that may require subscription is included as it is considered relevant.

- Consumers' and health providers' views and perceptions of partnering to improve health services design, delivery and evaluation: a co-produced qualitative evidence synthesis
Bronwen Merner, Lina Schonfeld, Ariane Virgona, and et al.
[Access here](#)
- Enhancing person-centred care and access to primary care for Aboriginal and Torres Strait Islander peoples
Bryce Brickley, Jaydene Burzacott and Thillepan Naren
[Access here](#)
- Integrating consumer perspectives into a large-scale health literacy audit of health information materials: learnings and next steps
Julie Ayre, Carissa Bonner, Jemma Gonzalez, and et al.
[Access here](#)
- Partnering with healthcare: The experiences of consumer representatives
Corey Adams and Anthony J. Brown
[Access here](#)
- From People-Centred to People-Driven Care: Can Integrated Care Achieve its Promise without it?
Nicholas Goodwin, Anthony Brown, Hannah Johnson, and et al.
[Access here](#)
- Strengthening patient-family engagement amidst a pandemic: Lessons learned and paths forward
Kyle J. Rehder, Shannon Haney, Jan Freeman, and et al.
[Access here](#)