

Person-centred Care Insights

Welcome to the fourth issue of *Person-centred Care Insights*. This issue is full of inspiring stories about healthcare organisations across Australia delivering person-centred care. It also features a range of resources and highlights events and training opportunities to support our network members.

In this edition:

- Local Updates and Innovations
- New Resources
- New resources from the Commission
- Events
- Recent Publications

Local Updates and Innovations

We received a record number of submissions for this issue, each showcasing the delivery of person-centred care in different health services and settings. Their inclusion does not imply an endorsement or recommendation by the Commission, but we hope hearing about some of these initiatives will inspire you.

We'd like to let our Aboriginal and Torres Strait Islander network members know that this newsletter may contain images, voices and names of people who have died.

Nurse-led Clinics put the patient at the centre of care

Barossa Hills Fleurieu Local Health Network (South Australia)

In 2023, following community consultation, Barossa Hills Fleurieu Local Health Network established two Nurse-led Clinics at sites where Emergency Departments could no longer be maintained.

The clinics use virtual services to provide high-quality care and medical support to patients, keeping them closer to home and their communities and helping to avoid unnecessary hospital presentations. The clinics also refer patients to alternative healthcare providers, assisting patients find the right pathway for them.

Community engagement and support from consumers has been positive and with continued consultation, will help drive the expansion of the Nurse-led Clinic model. The clinics have seen the development of nursing roles that enable people to work at the top of their clinical scope and utilise latest technology. The clinics put the patient first and work to overcome the barriers to accessing care that they face.

The Gumeracha After Hours Nurse-led Clinic was a finalist in the SA Health Awards 23 (watch a video about the service [here](#)). Contact erin.lord@sa.gov.au if you'd like to know more.



Health
Barossa Hills Fleurieu
Local Health Network

Can't get into the GP,
and not sick enough for
the Emergency Department?
Call a Nurse-Led Clinic.

Strathalbyn
Phone: (08) 8536 5333
Strathalbyn and District
Health Service
14 Alfred Place, Strathalbyn

Gumeracha
Phone: (08) 8209 9220
Gumeracha District Soldiers'
Memorial Hospital
2 Albert Street, Gumeracha

Open Monday to Friday 1pm - 8pm and weekends 9am - 4pm.
Closed public holidays.

Unsure? Call and ask a nurse.

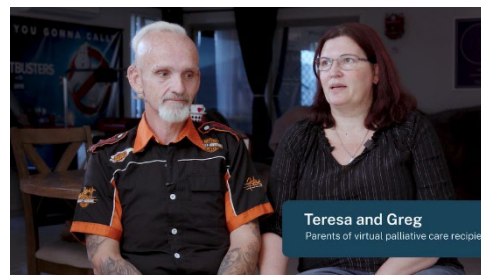
Please call triple zero (000) if you or another person is injured or needs urgent medical help. Our nurse-led clinics do not provide treatment for time critical and/or life-threatening illnesses or injuries, motor vehicle accidents, paediatric services for children under 10 years, COVID-19, mental health or drug and alcohol services.

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Transformative Consumer Experiences: Embracing Person-Centred Virtual Care

New South Wales Agency for Clinical Innovation (ACI)

Discover the deep impact that person-centred virtual care can have through two compelling consumer stories. In the first video, Greg and Teresa share their heartfelt journey of caring for their son, Travis, diagnosed with MECP2 duplication syndrome. Virtual care provided them with flexibility and crucial support, enriching Travis's life until his passing at age 19. [Watch](#) Greg and Teresa's story.



In the second video, Jim and Wendy share their experience navigating Jim's prostate cancer journey with virtual care. Virtual consultations eased Jim's pain and logistical challenges, enabling them to focus on what truly matters. [Watch](#) Jim and Wendy's journey.



These stories demonstrate how virtual care that uses person-centred approaches, enhances accessibility and support for patients and families.

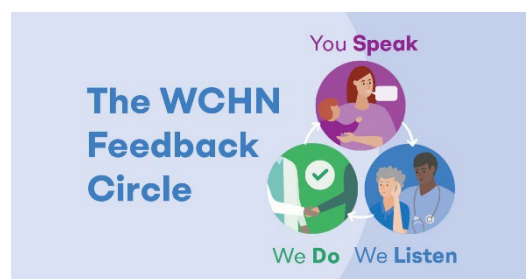
Contact aci-virtualcare@health.nsw.gov.au if you'd like to know more.

Collecting person-centred care feedback to enhance and improve healthcare services

Women's and Children's Health Network (South Australia)

The Women's and Children's Health Network (WCHN) uses a network-wide Patient Reported Experience Measurement (PREM) tool to capture and measure consumers' experience of their health care. The PREM tool is aligned with the principles of the Person and Family-Centred Care Charter and the Australian Charter of Healthcare Rights. Feedback from patients about their experience of care, with regard to respect and dignity, communication and shared decision making, is translated into real time feedback for staff.

The WCHN Feedback Circle logo has been co-designed with consumer advocates and used to brand the PREM tool. The motto 'You Speak, We Listen, We Do' has been developed to support the translation of feedback into action at WCHN.



This approach has increased consumer's confidence to provide feedback about their care, reflected in the increased response rate to the PREM tool. Actions taken by WCHN as a result of feedback have also been made more visible, including through regular communication to consumers.

Contact Rae.plush@sa.gov.au if you'd like to know more.

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Enhancing patient engagement in regional telehealth.

Wide Bay Hospital and Health Service (Queensland)

Improving access to virtual care via telehealth is helping to ease the challenges regional, rural and remote patients face in accessing health care. As virtual care continues to expand, Wide Bay Hospital and Health Service saw it as crucial to foster patient empowerment and connection during their healthcare journey. This importance is also reflected in research that shows health literacy and patient engagement positively contribute to improved health outcomes.

In partnership with their consumer groups, Wide Bay Hospital and Health Service designed a patient notepad to support patient engagement before, during and after their telehealth appointment.

The notepad is provided to patients on arrival, with nurses encouraging them and/or their support person to prepare questions and notes about their current health, write down relevant information during the consultation and make notes about their care plan to take home or to another appointment.

Designed for patients to keep, it supports self-management and could be used by the patient to share information across health services or treating teams. Patient feedback on the notepad has been wholly positive.

Contact WBHHS-Telehealth@health.qld.gov.au if you'd like to know more.

Wide Bay Hospital and Health Service
This form is provided to help you get the most out of your healthcare appointment and is not part of your hospital medical record. Please retain for your own information and confidentiality.

Date: _____ Clinician: _____

Since my last appointment I have been feeling:
 Better Worse Same

I have felt unwell since my last appointment and sought help from:
 My GP
 Hospital Emergency Department
 Hospital Admission

Since my last appointment I have had the following:
 Medication changes
 Medical tests (pathology, x-rays, other)
 New diagnosis

Symptoms I continue to experience:

My questions for today's appointment?

What do you need to do after this appointment?

Is this form useful? Scan this QR code to give us your feedback

Person-centred aged care in the company of animals

The Australasian College of Infection Prevention and Control and Companion Animal Network Australia

The 'person' is at the core of the newly strengthened Aged Care Quality Standards with their focus on person-centred care. Older people entering residential or in-home aged care services are often forced to separate from their pet, who is often their greatest (sometimes only) companion and love. There is much evidence demonstrating the value of companion animals for people's mental health and wellbeing, and when a pet is taken, catastrophic grief and loss can result for the owner. This does not align well with person-centred care.

The Australasian College of Infection Prevention and Control (ACIPC) and Companion Animal Network Australia (CANNA) have collaborated to promote companion animals in aged care services and to develop tools for aged care providers to assist with the process. The collaboration aims to strengthen person-centred care through the human-animal bond, considering the older person, animal, and safety.



Contact carrie.spinks@acipc.org.au or tennis@australiacan.org.au if you'd like to know more.

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A chance meeting keeps Aunty Helenor on her feet

Deadly Feet - Metro North Hospital and Health Service (Queensland)

[Deadly Feet](#), a co-designed multi-disciplinary outreach service, aims to improve clinical outcomes and pathways among Aboriginal and Torres Strait Islander patients with foot disease related to peripheral vascular disease and diabetes. The program emphasises early disease detection, intervention and treatment by engaging with community closer to home at culturally safe events and groups.

Aunty Helenor had a chance meeting with the Deadly Feet team at a community event in Caboolture. Following opportunistic screening, Aunty Helenor received prompt intervention, averting a potential amputation.

Grateful for the program's support, Aunty Helenor urges others to prioritise foot health. "To the community and our Elders if there is something wrong with your feet or your legs get and see about it. That's what this program's all about, for your own benefit and your own health. Your health is your wealth!" said Aunty Helenor.

Deadly Feet holds clinics in Redcliffe, Caboolture, Hervey Bay and Cherbourg.

Contact deadlyfeet@health.qld.gov.au if you'd like to know more.



Taking the L.E.A.P

Western Health (Victoria)

Western Health believes that to deliver care which is safe, effective, equitable, and person- and family-centred, consumers must be involved at all levels of healthcare delivery (direct care level, service level, and systems level). To support this, Western Health established a Lived Experience Advisor Program (LEAP) within mainstream health, to enhance consumer partnerships and embed a consumer engagement culture.

This program offers employment to consumers as a Lived Experience Advisor (LEA), who become active members of the Western Health team. High-level engagement that requires significant consumer advice and consultation, such as fixed-term co-design or co-production projects and improvement activities, are directed to the LEA roles.

While well-known in mental health, this LEA role is the first of its kind within mainstream health and demonstrates Western Health's commitment to valuing lived experience as much as professional experience.



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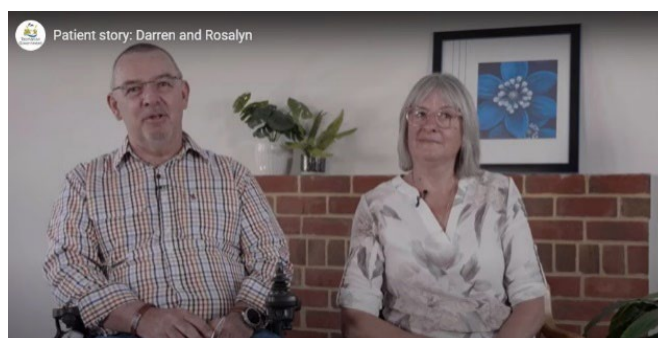
Contact Rebecca.barbara@wh.org.au if you'd like to know more.

Listening to our patients

Tasmanian Health Service, Hospitals and Primary Care North West

Hearing directly from patients about their personal health journey allows staff to better understand their experiences. Tasmanian Health Service, Hospitals and Primary Care North West share patient stories with staff across their organisation as part of education and to support quality improvement. The latest story features Darren and Rosalyn, who share their experience about the support needs of patients with a neurological condition. The role of the support person, who has knowledge of their loved one's needs, can help communicate information, and provide comfort and reassurance is considered crucial.

In this video, Darren and Rosalyn, along with another couple, Andrew and Jane, talk about the importance of their support person while living with a complex and life-changing neurological condition. Watch the video [here](#).



Contact NWQPSSConsumers@ths.tas.gov.au if you'd like to know more.

Accessing health care – prisoners do it by design

West Moreton Hospital and Health Service (Queensland)

West Moreton Hospital and Health Service has been improving access to health care for prisoners in the six adult correctional centres in the region. Prisoners seeking health care do so by completing a Health Service Request Form (HSRF). Prison and Youth Detention Health Service staff and prisoners have worked together to redesign the HSRF to be more prisoner-focused. This built on previous work by the Office of Prisoner Health and Wellbeing, Queensland University of Technology and Central Queensland Hospital and Health Service.

Prisoners identified important things that needed to be included in the HSRF such as images to support those with low literacy and Indigenous artwork in recognition of Indigenous Australians who are incarcerated in correctional centres. The new HSRF now better meets the needs of prisoners.

Contact caroline.johnson@health.qld.gov.au if you'd like to know more.

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AvoidED Referral Pathway – A NSW Ambulance Referral Pathway

Northern Sydney Local Health District (New South Wales)

Northern Sydney Local Health District (NSLHD) has faced challenges meeting people’s healthcare needs due to demand and evolving community expectations about how and where health care is provided. This had led to a need to adopt system-wide approaches that emphasise integrated and person-centred care, in partnership with primary care providers. A key strategy of the NSW State Health Plan is Out of Hospital Care models, with the use of effective hospital substitution programs.

The Virtual Care Service delivers healthcare services to individuals requiring urgent or acute care at home. It uses techniques such as remote patient monitoring and telehealth to provide access, triage, care, and linkage to community services and primary healthcare providers. The service priorities include Emergency Department alternatives and hospital substitution. Since May 2022 there have been over 240 safely managed ambulance referrals and 836 virtual care referrals. Outcomes include a 93% patient satisfaction rate and a 65% ambulance avoidance rate.



Contact NSLHD-ThePatientExperience@health.nsw.gov.au if you’d like to know more.

Living Well, Your Way: Building a better way of delivering health care for people living with chronic conditions targeting Chronic Obstructive Pulmonary Disease (COPD) and Congestive Heart Failure (CHF)

Murrumbidgee Local Health District and Murrumbidgee Primary Health Network (New South Wales)

Living Well, Your Way (LWYW) is a locally designed collaborative commissioning initiative between the Murrumbidgee Local Health District and Murrumbidgee Primary Health Network (MPHN), proudly funded by NSW Government.

MPHN has one of the highest rates of potentially preventable hospitalisations for people living with COPD and CHF in Australia. With an integrated and patient centred approach, LWYW supports existing public and private providers in acute and primary care to enhance services and fill gaps where needed. The aim is to keep people healthier at home for longer.



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Key features include pharmacy screening to identify patients at risk, outreach diagnostics to bring care closer to home, enhanced primary care to support clinicians to work at the top of their scope of practice, increased access to out of hours care, support to transition home and self-management, as well as facilitation of culturally appropriate and accessible rehabilitation. More information about the LWYW can be found [here](#).

Contact info@livingwellyourway.org.au if you'd like to know more.

Improving Paediatric End-of-Life Care: Insights from an End-of-Life Essentials Study

End-of-Life Essentials Project

Providing quality end-of-life care to a child who is dying in hospital can be stressful and challenging, and health professionals often feel ill-prepared and require additional support.

End-of-Life Essentials, a national palliative care project, offers free online education modules for health professionals working in acute hospitals, including end-of-life care in paediatric settings.

The Journal of Child Health Care held a conversation with A/Prof Kim Devery, End-of-Life Essentials Project Lead, and Megan Winsall, Project Officer, on 'Holding back my own emotions: Evaluation of an online education module in paediatric end-of-life care' for their podcast series. You can listen to the podcast [here](#).

The podcast discussion is based around a study aimed to evaluate the education modules and explore learners' views about the challenges faced when caring for a dying child and their family in a hospital setting. The paper is available [here](#).

Contact eolessentials@flinders.edu.au if you'd like to know more.



Cultural immersion enhances human-centred connection and care

Illawarra Shoalhaven Local Health District (ISLHD) (New South Wales)

Connecting the Dots – An Aboriginal Engagement Project that has partnered with the ISLHD SEED (Stability, Encompassing, Endurance and Direction) Staff Wellbeing Program and University of Wollongong (UOW), recognises the importance of culturally safe human engagement. In 2023, the

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team participated in cultural immersion workshops. The learnings focused on cultural humility, safety, sensitivity, and awareness.

The team's engagement approach has been through immersion, yarning, deeply listening, reflecting, connecting as equal human beings, and connecting with Country. There is recognition around the importance of history, truth telling, listening to Aboriginal community and the wisdom of our local Elders. The team continue to explore and discover (together) how ISLHD can enhance Aboriginal healthcare experiences and outcomes, through human-centred connection and engagement.



The workshops also have enabled the team to think differently about Acknowledgements of Country, moving away from the standard script. The team are role modelling writing Acknowledgements that are purposeful, meaningful, authentic, and written from the heart.

Contact Sharon.Williams7@health.nsw.gov.au or Padmini.Pai@health.nsw.gov.au if you'd like to know more.

QR codes to enhance patient participation

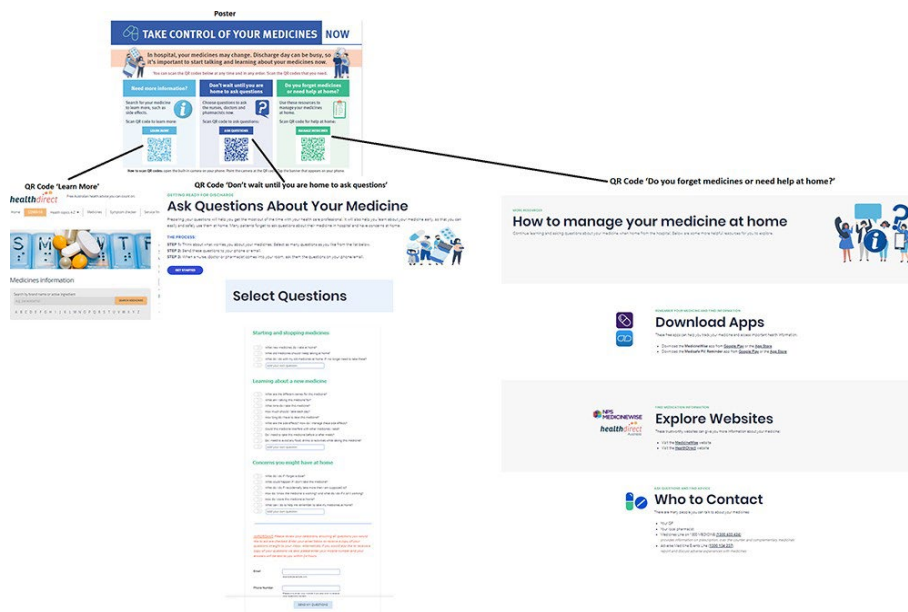
Gold Coast Hospital and Health Service, Griffith University and Monash University (Queensland)

Hospital discharge is risky with one-third of patients having problems managing their medications once home. Enhancing patient participation could enhance medication safety. We brought together a group of three consumers, three pharmacists, three nurses, and three doctors, and shared all our research on issues around patient participation at hospital discharge and medication management once home. The group was asked to co-design an intervention to address this problem.

They developed a poster with three QR codes that hangs in the patient room. Patients can access QR codes any time, when needed, which take them to:

- A pre-existing search engine to learn more about medications
- A question builder we created that sends medication questions via text/email
- A general website we created with pre-existing resources to support patients once home.
- Fifteen patients tested the intervention and found it both acceptable and usable. Further testing is underway. Learn more [here](#).

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Contact g.tobiano@griffith.edu.au if you'd like to know more.

What does the Patient Journey Board have to do with patient-centred care?

Kareena Private Hospital (New South Wales)

The Consumer Forum at Kareena Private Hospital was asked to contribute to staff education to help improve the use of patient journey boards as part of clinical bedside handover.

During meetings with Consumer Forum representatives and nursing staff on the medical, surgical and rehabilitation wards, representatives explained that journey boards are a two-way conversation between nursing and medical staff and patients, families, and carers. Journey boards support patients to plan and track care and being involved in bedside handover is important to patients.

Staff and Consumer Forum representatives were both involved in co-designing a draft patient journey board, including what information should be recorded there. This was recently presented to the Consumer Forum and will be presented to staff at their next team meeting.

Contact EarlyJane@ramsayhealth.com.au if you'd like to know more.

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New Resources

Just Include Me e-Learning

The Council for Intellectual Disability has recently launched [Just Include Me](#) e-Learning training to highlight the importance of person-centred care and support health professionals to learn more about resources, tools, and actions to promote the inclusion of people with intellectual disability in health care.

Just Include Me is a free, online, self-paced and CPD-accredited training for health professionals. The training consists of several modules covering topics like communication, consent and decision-making and virtual care.

A recording of the launch is available on [YouTube](#).



Collaborating with Consumers: Resources for understanding medicines governance in public hospitals

The Council of Australian Therapeutic Advisory Groups (CATAG) has released the [Understanding Medicines Access Programs](#) counselling tool as part of the [Collaborating with Consumers](#) project.

The tool supports hospital-based health professionals to partner with consumers in shared-decision making and explain the governance process around often high-cost and specialised medicines.

The tool is written in plain English and outlines the important information consumers need to know about Medicines Access Programs to a wide range of audiences.

The document is available via the [CATAG website](#) and can be downloaded as a fillable PDF.



Medical Cost Finder

The [Medical Costs Finder](#) website is an initiative of the Australian Government to help consumers find and understand the typical costs for common private health procedures and avoid surprises when getting billed.

A range of resources about Medical Cost Finder are available for health professionals and patients. .

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GP resources:

- [A guide for GPs – Referrals to Medical Specialists \(GP\)](#) - Fact sheet
- [Planning a private health procedure?](#) - Printable poster
- [Stakeholder kit](#)

Patient resources:

- [So, you need to see a specialist?](#) - Brochure
- [A guide to out-of-pocket medical costs – helping you plan for the cost of medical treatment](#) - Brochure (Also translated into Arabic, Traditional Chinese, Simplified Chinese, Korean and Vietnamese)
- [A guide for patients – choosing a specialist](#) - Fact sheet

New resources from the Commission

Healthcare complaints animation series

The Commission has recently released a series of animations to help patients, families and carers if they wish to make a complaint about a health care experience. The series offers practical tips, along with information about healthcare rights, where to begin and what to do if you are not satisfied with the response from the healthcare service.

The series comprises three short animations:

- Animation 1: Healthcare complaints - Where to start (3 min)
- Animation 2: Healthcare complaints - Top tips (4 min)
- Animation 3: Healthcare complaints - Taking it further (2 min)

A new [webpage](#) has been published on the Commission's website to provide information about making healthcare complaints, providing links to animations and additional resources and contact details for healthcare complaints handling organisations in Australia.

These resources result from a joint project between the Commission and the Australian Health Practitioner Regulation Agency to enhance consumers' experiences of making healthcare complaints in Australia. The Commission is grateful to all stakeholders, especially the consumers with lived experience, who were involved in developing the animations.

For more information about these resources, please contact us at partneringwithconsumers@safetyandquality.gov.au.

Consumer resources for Psychotropic Medicines in Cognitive Disability or Impairment Clinical Care Standard

The [Psychotropic Medicines in Cognitive Disability or Impairment Clinical Care Standard](#) was launched on 9 May 2024.

The Standard was developed following a [Joint Statement](#) between the Commission, the Aged Care Quality and Safety Commission and the NDIS Quality and Safeguards Commission, outlining their commitment to working together to reduce the inappropriate use of psychotropic medicines in people of all ages with cognitive disability or impairment.

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The Standard focuses on eight priority areas of care, including person-centred care, where improvements will help to reduce and potentially eliminate the inappropriate use of psychotropic medicines in these particularly vulnerable groups.

Resources developed include an [Easy Read version](#) of the standard and factsheets for [consumers](#), [clinicians](#), and [health services](#).

Learn more about the new standard and access supporting resources at safetyandquality.gov.au/psychotropic-ccs.

Guidance for antimicrobial resistance and antimicrobial shortages

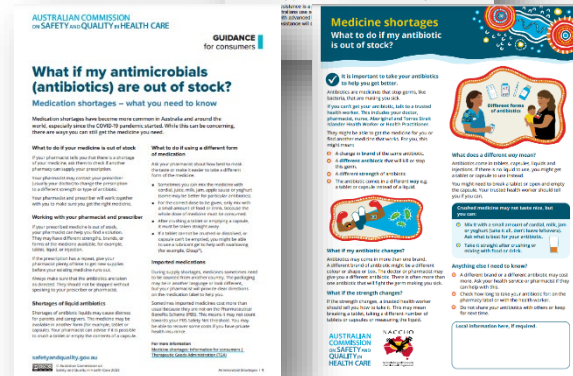
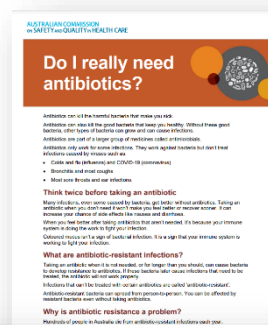
Antimicrobial resistance (AMR) is a public health priority due to its serious and growing impact that prevents infections from being effectively treated with antimicrobials. Hundreds of people in Australia die each year as a result of AMR, and the more antimicrobials are used, the more likely AMR will develop.

[Do I really need antibiotics?](#) is designed to be used by clinicians and consumers to understand the risks of taking antimicrobials when they are not needed. This resource complements the recently published [AURA 2023: Fifth Australian report on antimicrobial use and resistance in human health](#).

For when antimicrobials are needed but are out of stock, the Commission has developed general guidance for [consumers](#) and [clinicians](#) to manage antimicrobial shortages.

The Commission has also collaborated with the National Aboriginal Community Controlled Health Organisation to develop specialised fact sheets for Aboriginal and Torres Strait Islander [consumers](#) and [clinicians](#).

Visit safetyandquality.gov.au/about-amr for more information about antimicrobials and AMR.



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Events

Conference – Tackling Stigma in Health Care, Nov 21-22, UNSW Sydney

The [Centre for Social Research in Health](#) is launching the [Tackling Stigma Conference](#) in November 2024. The conference will focus on cross-cutting approaches to understanding and addressing stigma, promote conversations and debate about systemic and structural issues that contribute to experiences of stigma, and discuss novel strategies to overcome stigma as a barrier to health care.

This conference is guided by an organising committee based at the Centre for Social Research in Health and an advisory committee comprised of people with lived and living experience of stigma and discrimination related to a wide range of attributes, identities, conditions, and practices.

Registration and call for abstracts are now open.



Webinar recording: Empowering consumers to tell us what really matters

Your Thoughts Matter is a whole of organisation communication program for skilled conversations. It is centred around, informed by, and co-delivered by health consumers.

The program was developed for the health services workforce, to build education capacity and embed core communication skills. By ensuring these skills are consistently used in every patient encounter by every staff member, clinical and non-clinical, the program aims to ensure that patients can share 'what matters to them', rather than a focus on 'what is the matter with them.'

This [webinar](#) covers the design and delivery of the program by its creators from [Deakin University's Centre for Organisational Change in Person-Centred Healthcare](#), as well as the experience of a health consumer educator in delivering the program.

Contact ocph@deakin.edu.au if you'd like to know more.

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Recent Publications

Below are some of the recent publications in the areas of person-centred care that you might enjoy.

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

- [An opportunity to transform Australia's neo-colonial health system](#)
Alicia E. Veasey
- [Reducing stigma towards people living with HIV and people who inject drugs using social norms theory: An online study with Australian health care workers](#)
Timothy R Broady, Loren Brener, Robyn Horwitz, and et al.
- [Understanding linguistic inequities in healthcare: moving from the technical to the social](#)
Christina Reppas-Rindlisbacher and Shail Rawal
- [Reconceptualizing Patient Safety Beyond Harm: Insights From a Mixed-Methods Qualitative Inquiry](#)
Lianne Jeffs, Kerry Kuluski, Virginia Flintoft, and et al.
- ['That's someone's grandma': Teaching person-centred care in a frailty context](#)
Lucy Robinson, Inga Andrew, Lee Kenny, and et al.
- [Exploring the implementation of person-centred care in nursing practice](#)
Lucille Kelsall-Knight
- [People, power and participation: strategic directions for integrated person-centred care for NTDs and mental health](#)
Laura Dean and Julian Eaton
- [Receiving person-centred care in a hospital—A qualitative study of socially marginalised patients' experiences of social nursing](#)
Lisa Kvist Antonsen, Annmarie Touborg Lassen, Dorthe Nielsen, and et al.