A fact sheet for governing bodies and managers

This fact sheet provides information about the value of person-centred care, and the key attributes of healthcare organisations that deliver great person-centred care.

A review conducted by the Australian Commission on Safety and Quality in Health Care identified seven key attributes of high-performing person-centred healthcare organisations. The review involved an analysis of literature and site visits with eight Australian and international health services known for delivering great person-centred care.

This fact sheet describes the review findings, and is the first in a series of ten fact sheets on the attributes, and how they may be applied in practice to improve care.

What does great person-centred care look like?

Person-centred care is respectful of, and responsive to, the preferences, needs and values of patients and consumers.

Key dimensions include respect, emotional support, physical comfort, information and communication, continuity and transition, care coordination, access to care, and partnerships with patients, carers and family in the design and delivery of care.

The value of person-centred care

A person’s care experience is influenced by the way they are treated as a person, and by the way they are treated for their condition. The ultimate goal of our health system is to deliver high-quality care that is safe, of value and to provide an ideal experience for patients, their carers and family.

Person-centred care is the foundation for achieving safe, high-quality care. Focusing on delivering person-centred care, and on doing it well, will enable healthcare organisations to be successful in achieving better outcomes for their patients; better experience for their patients and workforce; and better value care.
Figure 1 summaries the evidence on the value of person-centred care.

**Figure 1: The value of person-centred care**

**Better patient and community experience**
- Improved patient satisfaction
- Improved patient engagement
- Improved community perceptions of healthcare organisations

**Better workforce experience and improved wellbeing**
- Improved workforce satisfaction
- Improved workforce attitudes
- Less workforce turnover
- Reduced emotional stress for the healthcare workforce
- Improved workforce wellbeing

**Better clinical outcomes, safety and quality**
- Lower mortality
- Reduced readmissions
- Reduced length of stay
- Reduced healthcare acquired infections
- Improved treatment adherence

**Better value care through lower costs of care**
- Shorter length of stay
- Lower costs per case
- Better utilisation of low verses high cost workforce members
- Less workforce turnover

**Supporting great care throughout the patient journey**

Delivery of person-centred care is not just a one-off event, or the responsibility of one person. It is a whole of organisation approach, where everyone is working towards a shared goal of achieving high-quality care.

To be successful, a patient should experience great care at all stages of their healthcare journey. This involves considering the individual interactions between the workforce (clinical and non-clinical) and the patient, their carer and family; and the organisational systems and processes to support the workforce deliver person-centred care.

Consider what the ideal patient journey would look like in your organisation.

- Who are the people involved?
- What is their role, what are their responsibilities?
- How can the organisation support the workforce to pursue excellence in person-centred care, no matter where along the journey they may encounter the patient?

An example of a person-centred patient journey that considers the ideal patient experience is at Figure 2. An overview of the different interactions that can influence patient experience is at Figure 3.
Figure 2: Person-centred patient journey

"I’m welcomed and reassured that I am in the right place, at the right time, for the right care."

"My doctor and I talk in detail about what matters to me. I feel heard and more respected. I am confident we are making good decisions together."

"I know my doctor’s name and the doctor knows mine. The nurses know to work very happily together. They are thoughtful and caring. I’m sleeping well."

"I understand what is about to happen and how long I expect to be here. My loved ones can visit me at any time of the day."

"My care team meets with us to agree on a plan to achieve my goals. My team shares information and seems to be well coordinated. They are concerned for my safety and well-being."

"The things that mattered to me have been dealt with. Everything is ready for me to leave hospital. My GP knows about me and I have an appointment to see them."

Figure 3: Interactions that influence patient experience
These were derived from analysis of 16 focus group discussions with nearly 100 consumers all over Australia as part of the work to develop the Australian Hospital Patient Experience Question Set.
Key attributes supporting person-centred care

Seven key attributes common in high-performing person-centred healthcare organisations have been identified (see Figure 4). Collectively, the seven attributes provide an ideal organisational model for supporting consistent and excellent person-centred care.

Figure 4: Key attributes of high-performing person-centred healthcare organisations

- **Clear purpose, strategy and leadership**
  - A commitment to exceptional person-centred care is clearly stated in the organisation's purpose and strategy
  - Great leadership drives exceptional person-centred care, with the support of champions across the organisation
  - A person-centred strategy is articulated to the workforce and the community and implemented across the organisation

- **People, capability and a person-centred culture**
  - An organisational culture for person-centred care is built and maintained through a long-term systematic approach
  - The capabilities of all members of the workforce are continually developed through formal and informal learning
  - The organisation regularly monitors and is dedicated to support workforce satisfaction and wellbeing

- **Comprehensive care delivery**
  - Patients are engaged as partners in their care
  - Goals of care guide clinical decisions and the patient journey
  - Diversity and equity are respected and supported
  - Transparency is a core element of safety and quality care

- **Measurement for improvement**
  - There is a culture of learning and continuous improvement
  - Measurement can be acted on to improve outcomes and reflects what patients and communities value

- **Person-centred technology and built environment**
  - Person-centred design principles are applied to the built environment
  - Healthcare organisations are pragmatic and innovative where resources are limited
  - Technology must enhance patient experiences and outcomes, but not be relied upon alone

- **Strong external partnerships**
  - Healthcare organisations have a comprehensive network of service partner and relationships
  - There is a focus on seamless transitions and co-ordination of care
  - Healthcare organisations operate as leaders in the system improvement
  - Community volunteers are recognised and supported as critical partners in enhancing the patient experience