

Are you ready to take The Patient Based Care Challenge?

Taking up the challenge requires a range of strategies to help you transform your health care service for patient-based care including:

- ▣ leadership commitment
- ▣ communication of the mission
- ▣ engaging patients, families and carers
- ▣ supporting engagement to transform care
- ▣ use of patient feedback to drive change
- ▣ focus on the work environment
- ▣ building staff capacity
- ▣ supporting a learning organisation culture
- ▣ accountability.

The CEC will work with you to implement patient-based care strategies to improve the safety and quality of health care in NSW.



About the Clinical Excellence Commission

The mission of the Clinical Excellence Commission (CEC) is to build confidence in health care in New South Wales by making it demonstrably better and safer for patients, and a more rewarding workplace.

Our function is to promote best practice systems for clinical quality and patient safety, support local health districts (LHDs) in implementation of their clinical systems, monitor and report on the state of clinical quality and patient safety, provide education and training for clinicians and health managers on the implementation of their clinical systems, engage with patients and families to promote safety and quality, and provide advice to the Minister on matters relating to clinical quality and patient safety.

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 **Partnering
with Patients**



The CEC Patient Based Care Challenge

How many boxes can you tick?

1 Leadership commitment

- start each board meeting with a story of patient care from your service
- spend more than 25% of the board's meeting time on quality
- arrange for board and executive members to visit wards regularly to talk with staff and patients
- provide training to senior leaders to champion patient-based care
- involve patient advisors in strategic planning processes

2 Communicate the mission

- develop and promote an organisational mission statement that embodies patient-based care values
- communicate the mission to new staff at orientation - illustrating leadership commitment
- share personal stories by senior leaders to engage staff in patient-based values

3 Engage patients, family and carers

- involve patients, families and carers in governance through committee membership, including quality and risk management and advisory committees
- involve patients, families and carers in process co-design, design of new facilities and staff interview panels
- implement an open visitation policy

4 Support engagement to transform care

- encourage staff to view patients, family and carers as care team members
- implement processes to support patient/family activated escalation of care for deteriorating patients
- conduct handover at the bedside and involve patients and carers
- involve patients in medication management and review

5 Use patient feedback to drive change

- use patient feedback from a range of sources (surveys, focus groups, anonymous shoppers) to gauge service quality and inform all staff
- review patient care experience metrics at each meeting as an indicator of quality
- implement processes to provide real-time feedback to staff to enable patient issues to be addressed during care (e.g., 'patient friend' models and bedside electronic systems)

6 Focus on work environment

- regularly assess work culture and staff satisfaction
- celebrate staff successes in a visible manner (e.g., introduce a patient-nominated award for staff member of the month)

7 Build staff capacity

- implement organisation-wide training in patient-based values and associated communication skills techniques
- involve patients and carers in staff education, including sharing stories of good and poor experiences of care

8 Learning organisation culture

- enable staff to identify care delivery issues and solutions, focussing on addressing patient feedback
- ensure processes are in place to enable ongoing patient and family engagement in open disclosure following adverse events
- share the learnings from tragic events with staff to improve quality of care

9 Accountability

- include accountability for patient care experience in all job descriptions and provide feedback in performance reviews



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