 **TOOLS**

**Assessment of Person-Centred Care – Organisation**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **NOT ACHIEVED** | **IN PROGRESS** | **ACHIEVED** | **EVIDENCE** | **ACTIONS** |
| **SYSTEMS** |  |  |  |  |  |
| The organisation’s mission and vision statements, policies and procedures reflect people as being partners in their care |  |  |  |  |  |
| The organisation’s leaders model and promote collaboration with people and their families/carers as partners in their care |  |  |  |  |  |
| Adequate resources and education are provided to staff |  |  |  |  |  |
| The organisation has clear policies and procedures |  |  |  |  |  |
| The organisation has a consumer advisory committee |  |  |  |  |  |
| The consumer advisory committee is regularly consulted and input is embedded into procedures, policies and processes |  |  |  |  |  |
| Consumer experience data is regularly collected and reported back to consumers, leaders and staff |  |  |  |  |  |
| **STAFF** |  |  |  |  |  |
| Staff behaviour reflects a person-centred care  approach |  |  |  |  |  |
| Staff ask about a person’s goals and concerns on admission |  |  |  |  |  |
| Staff actively involve the person during internal  (clinical handover) and external transfer of care |  |  |  |  |  |
| When brochures are developed they are reviewed by consumers to check for relevance and ease of understanding |  |  |  |  |  |
| Successes by staff are visibly celebrated |  |  |  |  |  |
| Staff satisfaction data is collected regularly |  |  |  |  |  |
| Staff satisfaction data is reported back to staff and leaders, and used to guide procedures, policies and processes |  |  |  |  |  |
| Staff development includes person-centred principles |  |  |  |  |  |
| **HEALTH LITERACY** |  |  |  |  |  |
| Staff are educated and understand how to gauge a person’s health literacy when communicating and also check for understanding |  |  |  |  |  |

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**Shared Transfer of Care**