

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					