

# Person-centred care



## What is person-centred care?

Person-centred care is health care that is respectful of, and responsive to, the preferences, needs and values of patients and consumers. It is the foundation for achieving high-quality, safe and values-based health care.

Person-centred care considers and respects a person's culture – their gender, age, socio-economic status, religion, sexuality or disability.

## Why is person-centred care important?

A person's experience of care is influenced by how they are treated as a person, and how they are treated for their condition. Being respectful and responsive to people's preferences, needs and values will:

- improve the quality of the services available
- help people get the care they need when they need it
- help people be more active in looking after themselves
- reduce some of the pressure on health and social services and the acute care system.

## Activities to promote person-centred care

- ✓ The voice of consumers is used to inform the assessment, planning, design, procuring, contracting, monitoring and evaluation of healthcare services.
- ✓ Consumers' experiences of the services they access is measured and this information guides service improvement.
- ✓ Having the necessary systems and processes in place to address incidents, complaints and variation in health outcomes.
- ✓ Community members are provided with opportunities to share their views, experiences and ideas about strategies that may help address an identified need in their community.



## What can you do to support person-centred care?

- ✓ Connect and partner with consumer, carer and lived experience organisations and key health and wellbeing stakeholders as part of all service planning, implementation, and evaluation.
- ✓ Encourage a culture of communication and inclusion so consumers can access, understand, and apply information. This includes education, awareness and implementing consumer-focused strategies in your organisation.
- ✓ Familiarise yourself with the various industry quality standards including the new National Safety and Quality Primary and Community Healthcare Standards 2021 (see over page for a guide).
- ✓ Measure patient outcomes (PROMS) and experience (PREMS). See the Primary Health Tasmania website: [tasp.hn/person](http://tasp.hn/person)

## Resources to support person-centred care

**FindHelp Tas** [www.findhelptas.org.au](http://www.findhelptas.org.au)  
Central online directory of services that support the health and wellbeing of Tasmanian communities

**yoursay.care** [tasp.hn/yoursay](http://tasp.hn/yoursay)

A portal developed by Primary Health Tasmania to assist in the collection of Person-Reported Experience Measures (PREMs).

### Primary Health Tasmania resources

[tasp.hn/resources](http://tasp.hn/resources)

- **Passport to Better Health** – helping people keep track of their healthcare journey
- **After-hours care** – linking Tasmanians to options for after-hours medical advice and care
- **Tasmanian HealthPathways** – access to localised health information at the point of care
- **Shared Transfer of Care** – information to promote a shared approach between organisations, service providers, communities, and healthcare consumers
- **Rethinking Your Medications** – resources to help guide conversations about medications between doctors and patients
- **Community Health Checks** – localised health, wellbeing and demographic information.

# Implementing person-centred care initiatives in your organisation supports compliance with these industry accreditation standards

National Safety and Quality Primary and Community Healthcare Standards 2021	RACGP Standards for General Practices 5 <sup>th</sup> Edition 2020	National Standards for Mental Health Services 2010	National Standards for Disability Services 2013	Aged Care Quality Standards 2019
<p><b>Partnering with Consumers Standard</b></p> <p>2.1, 2.2, 2.4, 2.4, 2.5, 2.6, 2.7, 2.11, 2.12, 2.13, 2.14</p> <p><b>Clinical Safety Standard</b></p> <p>3.03</p>	<p><b>Core Standard 1 - Communication and patient participation</b></p> <p>Criteria C1.2, C1.3, C1.4</p> <p><b>Core Standard 2 - Rights and needs of patients</b></p> <p>Criteria C2.1, C2.3</p> <p><b>Core Standard 4 - Health promotion and preventive activities</b></p> <p>Criterion C4.1</p> <p><b>Core Standard 7 - Content of patient health records</b></p> <p>Criterion C7.1</p> <p><b>Quality Improvement Standard 1 - Quality Improvement</b></p> <p>Criterion QI1.2</p>	<p><b>Standard 1: Rights and responsibilities</b></p> <p>1.1 to 1.7</p> <p><b>Standard 3: Consumer and carer participation</b></p> <p>3.1 to 3.7</p> <p><b>Standard 4: Diversity and responsiveness</b></p> <p>4.1 to 4.6</p> <p><b>Standard 6: Consumers</b></p> <p>6.1 to 6.18</p> <p><b>Standard 7: Carers</b></p> <p>7.1 to 7.6</p> <p><b>Standard 10: Delivery of care</b></p> <p>10.1 to 10.6</p>	<p><b>Standard One - Rights</b></p> <p>1:1, 1:2, 1:3, 1:4, 1:5, 1:6, 1:7, 1:8</p> <p><b>Standard Two - Participation and Inclusion</b></p> <p>2:1, 2:2, 2:3, 2:4, 2:5, 2:6</p> <p><b>Standard Four - Feedback and Complaints</b></p> <p>4:1, 4:2, 4:3</p> <p><b>Standard Five - Service Access</b></p> <p>5:1, 5:2</p>	<p><b>Standard 1 - Consumer Dignity and Choice</b></p> <p>1(3)(a,b,c,d,e,f)</p> <p><b>Standard 2 - Ongoing assessment and planning with consumers</b></p> <p>2(3)(a,b,c,d,e)</p> <p><b>Standard 3 - Personal care and clinical care</b></p> <p>3(3)(a,b,c,d,e,f,g)</p> <p><b>Standard 4 - Services and supports for daily living</b></p> <p>4(3)(a,b,c,d,e,f,g)</p> <p><b>Standard 6 - Feedback and complaints</b></p> <p>6(3)(a,b,c,d)</p>



This list is intended to guide your organisation in how person-centred care initiatives can support compliance with industry standards. It does not contain all possible compliance standards.