

Patients Come First Strategy and plan 2016-20

Our roadmap to supporting the best possible patient experience, engaging current and past patients, carers and family members (consumers) in health service planning, design and improvement.

*Improving the
lives of our patients
and their families,
our community
and humanity.*

Improving services to provide the best possible patient experience

I am delighted to introduce the second edition of our Patients Come First (PCF) Strategy.

This is an important document for our health service. It supports Alfred Health's Strategic Plan for 2016-20 by outlining how we will deliver on our primary goal; providing high-quality patient-centred care.

Through our first PCF Strategy we learned how effective engagement with patients, carers and community can drive real change in our health service. This latest strategy builds on this culture and will take us even closer to making patient-centred care a reality across Alfred Health. This includes recognising the individual preferences and needs of our diverse patients and families who may have specific needs, including our Aboriginal patients and families, those from different cultures who speak a language other than English, people living with physical and sensory disabilities, homeless patients, older patients and those with different gender identity or expression and sexual orientation.



My thanks go to the many people involved in developing this strategy, in particular to members of our Community Advisory Committee, who were its driving force, other consumers and staff.



Prof Andrew Way
Chief Executive,
Alfred Health

Introducing Patients Come First Strategy 2016-20

The *Patients Come First* Strategy is described as Alfred Health's 'roadmap' for putting patients and their families at the centre of care through supporting their own individual healthcare needs and rights. Part of this involves providing them with the opportunity to give feedback about their care and to help us make changes in response to this.

This roadmap rests on eight pillars:

1. Access
2. Respect
3. Team
4. Communication
5. Comfort and environment
6. Compassion
7. Family and friends
8. Leaving our care

To make this a 'living' strategy that actually delivers on its promises, there are specific initiatives and measures under each of these pillars.

Developing the plan

The strategy was developed through involving patients, families, carers and staff, including patient surveys to identify main areas of concern, a staff competition to demonstrate examples of good local practice, review of patient feedback, patient stories and complaints to understand where improvements were needed. A formal consumer, staff and community workshop in mid-2016, coordinated by the Community Advisory Committee (CAC), led to the development of the eight pillars

of care as our new framework for patient experience.

Patient-centred care is our measure of what a good patient experience includes.

The Victorian Government's Statement of Priorities, which outlines the state's priorities for healthcare, were considered and integrated into the strategy and its plan.

Much has already been achieved through Alfred Health's first Patients Come First plan 2012-2015.



Our roadmap for the next four years

How our patients should feel in every healthcare experience at Alfred Health.

Experience pillars



#1 Access



#2 Respect



#3 Team



#4 Communication

Every patient will experience:

Timely quality care for the care you need

Respect and dignity at all times

Involvement in decisions about your care and treatment

A meaningful explanation of your healthcare that you can understand

Initiatives

- Effective/timely appointment management.
- Develop a more intuitive wayfinding system.
- Enhance the volunteer concierge service.

- Provide customer service training.
- Roll-out diversity and cultural sensitivity staff education program to promote respect for all patients, carers and families.
- Implement an Aboriginal Reconciliation Action Plan.
- Improve visual identity of staff and volunteers.

- Patient involvement in their care through development of a digital patient portal.
- Measure specific care outcomes and quality of life for individual patients to improve health service and systems.

- Roll-out 'Cut to the chase' education program to reduce jargon and increase use of plain language.
- Implement initiatives that help patients find their way around the service and better understand their health conditions.
- Improve access to interpreter services.

Alfred Health's Community Advisory Committee (CAC)

What is the CAC?

The Community Advisory Committee develops the strategy, offering advice to the Board on where we need to do more to improve care and services from a consumer and community perspective. The CAC monitors key projects outlined in the strategy through an annual work plan and assists with high level advice to help finalise and embed key initiatives.

This strategy builds on our five original fundamental principles:

- the charter of rights;
- patient information;
- patient feedback;
- patient-centred care education for staff; and
- ongoing consumer and community engagement.

Our hope is that this *Patients Come First* Strategy will deliver real and measureable quality care to our patients, carers and families.



Community Advisory Committee members



#5 Comfort & environment

A comfortable stay where you enjoyed nutritious food

- Implement Alfred Health's Meal Improvement Project.
- Use technology to enhance communication.
- Create a clean and comfortable patient environment.
- Create private spaces for complex patient conversations where privacy is essential.



#6 Compassion

Compassionate care where you are listened and responded to

- Support staff to provide compassionate care every time and everywhere.
- Create a welcoming and inclusive experience for all patients.



#7 Family & friends

Family and patient involvement in your care and treatment

- Create private spaces for family, friends and visitors.
- Encourage family and friend involvement in discussions and decisions about care.
- Implement patient and visitor friendly visiting hours.



#8 Leaving our care

A seamless journey from hospital to home to service

- Reduce health risks for patients from different cultural backgrounds who don't speak English as their first language.
- Identify community services to provide patients with ongoing support before and after an Alfred Health visit.

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Measuring our patients' experiences

We regularly measure our patients' thoughts and feelings about their Alfred Health experiences. We ask a range of questions about their experiences of respect and compassion, access, communication, clinical care, family involvement and overall satisfaction.

Specific measurement programs include:

1. Alfred Health Patient Experience Survey (conducted by trained volunteer consumers across the health service);
2. Victorian Healthcare Experience Survey (coordinated by the Department of Health) for people who have used our service;
3. Patient feedback through complaints and compliments.
4. We also receive feedback through:
 - Key consumer and community advisory groups
 - Patient stories
 - Focus groups and consumer forums



Help us give better care

We encourage our patients, their families and carers to become consumers. It is through using your own lived experiences of healthcare that you can advise, challenge and improve the way we deliver care to our community.

You can get involved in a range of ways – through committees, working parties, interest groups or volunteering and help us progress the key actions included in the PCF plan.

Get involved

Find out more about how we partner with our patients and our community through our website: www.alfred.org.au

Patients Come First 2016-20

*Patients
Come First*

