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## INTRODUCTION

Person-centred care is one in which individuals, families and communities are able to participate in the provision of their health care that responds to their needs in a holistic way. The Albany Community Hospice (ACH) refers to the Australian Charter of Healthcare Rights to reflect the model of patient centred care which empowers consumers to take an active role in their care.

Person-centred care is about considering people’s desires, values, family situations, social circumstances and lifestyles; seeing the person as an individual, and working together to develop appropriate solutions. This is demonstrated through providing evidence based information delivered in a way that the individual understands and helping people manage their health, seeking their informed consent and identify their goals of care.

## SCOPE

This policy, as amended from time to time, applies to all directors, staff, contractors, contractors’ employees and volunteers of Albany Community Hospice, hereafter referred to as employees.

## DEFINITION OF TERMS USED

<b>Australian Charter of Health Care Rights (2<sup>nd</sup> edition)</b>	A Charter of Rights endorsed by Australian Commission on Safety and Quality in Healthcare in August 2019 that applies to all people in all places where health care is provided in Australia.
<b>Person-centred care</b>	Is an approach to the planning, delivery, and evaluation of health care that is grounded in mutually beneficial partnerships among health care providers, patients, and families.
<b>Informed Consent</b>	Involving patients, carer’s/substitute decision makers in decision making regarding their care by providing appropriate and individually tailored information, determining their preferences for treatment, obtaining consent for this to occur, documenting and reviewing it in line with patient, health care team and the nominated goals of care.

**National Safety and Quality  
Health Care Standards  
(2<sup>nd</sup> edition)**

Guidelines to provide nationally consistent standards to protect the public from harm and improve the quality of their health care provision.

## **ROLES AND RESPONSIBILITIES**

### **Board of Management**

- Oversee the provision of a safe and comfortable environment for person receiving palliative care and for health practitioners an environment designed for comfort, safety and functionality.

### **Clinical Hospice Manager**

- Ensures effective and efficient provision of care involving the integration of patient and family education and involvement in decision making.
- Ensuring that standards for safe, quality palliative care are monitored and evaluated for continuous quality improvement in line with NSQHSS (2<sup>nd</sup> edition).
- Providing access to social, emotional and spiritual support for individuals and their families, as well as for staff of the hospice.

### **Staff and Volunteers**

- Provide holistic and compassionate person-centred care, with a commitment to quality, safe and ethical care.
- Complete education on orientation to ACH on person centred care and Australian Charter of Healthcare Rights and use this policy as a guideline for practice.
- Provide information to the patient, their family/carer on the Australian Charter of Healthcare Rights on admission and partner with them to build appropriate care plan.
- Participate in regular surveys as employees to ascertain understanding and compliance with this policy.
- All persons will be treated with care and consideration reflecting the Vision, Mission, and Values of the Albany Community Hospice.

## **POLICY STATEMENT**

Person-centred care aims to achieve better outcomes for individuals, families, community, health practitioners and Albany Community Hospice (ACH) by promoting the following:

- Respect for patients' preferences, values and beliefs
- Receive safe and quality healthcare that meets national standards and in line with their informed choices or preferences
- Emotional support and physical comfort meeting with cultural, spiritual needs
- Clear and person focused Information about health outcomes, treatment and education
- Coordination of care which is involving the patient, family/care as partners in care planning, decision making and caring.
- Access to healthcare services and treatment that meets individual needs.

### ***Education and monitoring***

Employees will receive education on person centred care on orientation and will participate in continuous improvement and monitoring activities to monitor and improve practice in accordance with evidence based care.

## REFERENCES

Australian Commission on Safety and Quality in Health Care

- Clinical Governance Standard 1  
<https://www.safetyandquality.gov.au/our-work/clinical-governance/clinical-governance-standard> (accessed 18/02/2022)
- Partnering with Consumers Standard 2  
<https://www.safetyandquality.gov.au/standards/nsqhs-standards/partnering-consumers-standard> (accessed 18/02/2020)
- Comprehensive Care Standard 5  
<https://www.safetyandquality.gov.au/standards/nsqhs-standards/comprehensive-care-standard> (accessed 18/02/2020)
- Communicating for Safety Standard 6  
<https://www.safetyandquality.gov.au/standards/nsqhs-standards/communicating-safety-standard> (accessed 18/02/2020)
- People-Centred Health Care: A policy framework, WHO Western Pacific Region.  
[http://www.wpro.who.int/health\\_services/people\\_at\\_the\\_centre\\_of\\_care/documents/ENG-PCIPolicyFramework.pdf](http://www.wpro.who.int/health_services/people_at_the_centre_of_care/documents/ENG-PCIPolicyFramework.pdf)
- Patient-centred care: improving quality and safety by focusing care on patients and consumers <https://www.safetyandquality.gov.au/wp-content/uploads/2012/01/PCCC-DiscussPaper.pdf>

## DOCUMENT CONTROL

<b>Document Number</b>	ACH-P054	<b>Document Owner</b>	Clinical Hospice Manager
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## Version Control

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1.0		Created	
2.0		Updated	Hospice Manager Michelle McClure
3.0	Nov-17	Reviewed & Updated	Hospice Manager Michelle McClure
4.0	Apr-20	Updated in accordance with 2 <sup>nd</sup> Edition NSQHS Standards	