

Consumer Information on
Respecting your
privacy and **dignity** with
patient centred care principles





We want to share with you our commitment to patient centred care, and improving your privacy and dignity whilst we care for you.

We recognise you, your family and/or carer as partners with the health care team, and we hope your stay is as positive as possible.

If you, your family or carer have any questions or concerns, please ask any of the health care staff.

What is patient centred care?

Patient or consumer centred care is health care that is respectful of, and responsive to, the preferences, needs and values of patients and consumers.

We are focussing on the eight principles of patient centred care and your rights, that are aimed to deliver the best care while you are with us and ensure privacy and dignity are respected at all times.

The key principles of patient centred approaches include:

- > treating patients, consumers, carers and families with dignity and respect
- > encouraging and supporting participation in decision making by patients, consumers, carers and families
- > communicating and sharing information with patients, consumers, carers and families
- > fostering collaboration with patients, consumers, carers, families and health professionals in program and policy development, and in health service design delivery and evaluation.

Welcome

We will introduce ourselves to you and ask whether you want family or carers informed about your care.

We will show you around the ward / treatment area and provide you with a patient information book.

Respect for your values, preferences and expressed needs

We will:

- > ensure that same gender accommodation is available
- > treat you in an environment that is patient centred and focussed on you as an individual
- > ensure you are treated with dignity, respect and sensitivity to your cultural values and needs
- > keep you informed regarding your medical condition and involve you, your family and/or carer in decision making.
- > maintain your privacy during consultation and treatment
- > ensure the curtains are drawn and doors and window blinds are closed for your privacy
- > keep our voices low, especially at night
- > be respectful of your religious or faith traditions, and
- > ensure that interpreters and cultural, religious or faith supports are available for you.

Please keep us informed about how you are feeling and ask questions if you have any concerns about your care.

Coordination and integration of care

We will:

- > coordinate your care to ensure that your hospital stay is as positive as possible
- > share information with your health care team to coordinate your care and support
- > provide you with information on health, social, physical and financial community support.

Please make sure, before you leave us, that you have the information you need about keeping safe and well at home.

Information, communication and education

We will:

- > provide you with information on your clinical status, progress and prognosis
- > inform you, your family and/or carer on your plan of care
- > provide you with information and educate you so that you can help yourself to better health and well being.

Please let us know if you require more information.



Physical comfort

We will:

- > ensure you are provided pain management in a timely manner
- > assist you with activities and your daily living needs
- > ensure that the hospital surroundings and environment are kept clean
- > ensure that there are lounge areas / quiet rooms available for you, your family and/or carers when visiting you in hospital, and
- > create acceptable noise levels and lighting.

Please let us know if you have any questions or concerns.

Emotional support and alleviation of fear and anxiety

We will:

- > address any fears or anxiety you might have in relation to your health care and well being
- > provide emotional support to reassure and support you
- > maintain patient confidentiality, your privacy and dignity
- > take action to improve your experience
- > listen and acknowledge you, your family and carers concerns to make a comment or complaint about services provided.
- > make call bells accessible and areas clutter free.

Please let us know if you are concerned or worried and we will do our best to reassure and support you.

Involvement of family and/or carers

We will:

- > ensure that your family and/or carer are involved as partners in your health care
- > encourage, respect and recognise their role in decision making
- > provide support for family members as care givers
- > recognise the needs of family, friends and/or carers
- > ensure information about changes in your condition or other concerns are discussed with you, the family and/or carer
- > seek feedback from you, the family and/or carers about the care received.

Tell us what has gone well and what or where we could improve.

Continuity and transition

We will:

- > provide information which you can understand on your medications, physical limitations, dietary needs etc
- > coordinate and plan your ongoing treatment with support services after discharge
- > ensure that your family and/or carers understand the information and support services after your discharge
- > provide information on access to clinical, social, physical and financial support on an continuing basis.

Before you leave us, please make sure that you have the information you need about keeping safe and well at home.

Access to care

We will:

- > ensure your care is easy to get when you need it
- > ensure appointments are available and appointment times are suitable for you, your family and/or carers to attend
- > ensure the health care system provides you with safe and high quality care
- > provide clear information and instructions on when and how to get referrals.



The table below describes the patient centred care principles which have been aligned to the HCSCC Charter of Health and Community Services Rights (the HCSCC Charter).

Patient centred care principles	HCSCC Charter of Rights
Patient centred care is health care that is respectful of, and responsive to the preferences, needs and values of patients and consumers.	The HCSCC Charter of Rights sets out the rights of all people who use most health and community services in South Australia and to the family members, carers and nominees who act on behalf of a person seeking or using a service.
Respect for your values, preferences and expressed needs	Respect – your right to be treated with respect Privacy – your right to privacy and dignity
Coordination and integration of care	Quality – your right to high quality care
Information, communication and education	Information – your right to be informed
Physical comfort	Quality – your right to high quality care Safety – your right to be safe from abuse
Emotional support and alleviation of fear and anxiety	Quality – your right to high quality care Comment – your right to comment and/or complain
Involvement of family and/or carers	Participation – your right to actively participate Comment – your right to comment and/or complain
Continuity and transition	Quality – your right to high quality care
Access to care	Access – your right to access health and community services Quality – your right to high quality care

Further information on the Picker Institute principles of patient centred care is available at <http://pickerinstitute.org/about/picker-principles/>

Further information on the HCSCC Charter of Rights is available on the Health and Community Services Complaints Commissioner (HCSCC) South Australia website at www.hcscclsa.gov.au

References:

Picker Institute principles of patient centred care
<http://pickerinstitute.org/about/picker-principles/>

Alfred Health powerpoint presentation,
An introduction to Safety, Quality and Patient-Centred Care

Australian Commission on Safety and Quality in Health Care (ACSQHC), *Australian Safety and Quality Framework for Health Care*, December 2010

HCSCC Charter of Health and Community Services Rights (the HCSCC Charter)

For more information

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This document has been reviewed and endorsed by CACAC* for consumers and the community May 2014.



Interpreter



www.ausgoal.gov.au/creative-commons

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*The South Australian Safety and Quality in Health Care Consumer and Community Advisory Committee.



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