



Our Patients' Expectations

Listening to the voice of our patients

Austin
HEALTH

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Introduction

Our goal is for staff at Austin Health to have the knowledge, skills, attitudes and behaviors to embed these patient expectations in our every day work.

The Our Patients' Expectations principles were developed in consultation and partnership with our consumers. It clearly sets out what patients want in their health care and informs what success looks like in the design and delivery of care.

The principles outline clearly what patient's expect of their health care experience. The principles are articulated in a way that is easy to follow and in a language that is easy to understand.

The Our Patients' Expectations principles are just the beginning, we anticipate that staff will come up with many innovative ways to improve the experience of our patients. Ultimately the goal is for these expectations to positively influence how everyone at Austin Health does their job. In the process it is critical that staff support each other as they use these expectations to improve the patient experience.

Let's get started...

We define a patient expectation as:
“A common language that we can use to define success in the design and delivery of care at Austin Health.”



Our Consumers Voice

The voice of the consumer has been the focus as we have listened to what patients, their families and their carers' expectations are about the care they receive.

The voice of the consumer is our focus and we need to ensure we listen to what patients, their families and their carers' expectations are about the care they receive. Although it can be a challenging and exciting task, Austin Health is committed to hearing from those who experience our services.

Maybe at first an expectation doesn't sound like it is particularly unusual. Patients, families and carers have been involved in discussions about the health care they receive for many years now. We have all been involved in many of these kinds of discussions however the intent of listening to our patients is to develop a simple, straight forward approach that builds upon our patient centered care principles.

What is an expectation?

We define a patient expectation as:

"A common language that we can use to define success in the design and delivery of care at Austin Health"

What does it mean to create an exceptional experience?

Patient experience encompasses the range of interactions that patients have with Austin Health, including their care from all staff. Creating an experience is the sum of all interactions, shaped by Austin Health's culture, which influences patients' perceptions across the continuum of care (Beryl Institute). So what does it mean to create an exceptional experience? Simply, it is listening to patients' expectations, working in partnership for a common outcome.

Patient Centered Care Principles

Eight patient centered care principles govern the way Austin Health staff and consumer partner to provide the best outcome for all.

- Access to care
- Respect and Dignity
- Coordination of Care
- Communication and Education
- Physical Comfort
- Emotional Support
- Family and Carer Participation
- Transition of Care

Our Patients' Expectations

Our Patients' have asked that we:



Patients, families and carers want your knowledge, advice and support to make the best decisions possible for their situation.

It can be a difficult time, overwhelming and confusing. The way you listen, the plans you put in place and the language you choose to communicate messages all make it easier for people to partner with you in deciding on the best course of action for their care.

You are invited to be innovative in how you and your team could encourage people to be the expert of their bodies.

The Patient Expectations

Make people feel welcome

First impressions make a big difference to patients, family and carers.

When they feel welcomed they have a better experience and feel happier and healthier. Making people feel welcome includes the day-to-day things like saying your name, finding out the name of everyone in the room, or explaining complex procedures in everyday language. It also includes things like how you design your buildings, the forms you ask people to fill out and the ways you respond to questions.

You are invited to be innovative in how you and your team could make everyone feel welcome.

Show people empathy, respect, dignity and kindness

The delivery of healthcare is complex.

Patients, family and carers appreciate how challenging the design and delivery of high quality care can be. They want to take responsibility for their part and they look to you to build a partnership with them that makes this possible.

They ask that you are considerate of how it feels to be receiving care from their position. Being in hospital can be a confusing and disorienting time. What feels familiar to you can be downright scary for them. Particularly if they speak a different language, are somehow affected by their treatment or have some other communication challenge.

You are invited to be innovative in how you and your team could show empathy, respect, dignity and kindness.

Do what we say we are going to do

Patients, families and carers rely upon the promises you make to them. They make plans, re-organise their day, get excited, brace themselves for the unknown...all based on the things you say.

In a busy day it can be easy for things to fall between the cracks. It makes a big difference to the healthcare experience people have if you fulfil the promises you make. If things need to change that's ok, just make sure there is a good reason and that everyone knows what happened and why.

You are invited to be innovative in how you and your team could ensure that you do what you say you are going to do.

Make people feel safe

When patients, families and carers feel safe then they are able to tell you things that may be important to their care. Feeling safe to speak up is a critical way that you help them become partners in their health care.

All of us are used to the 'hospital' being 'in charge'. Often this is good however sometimes it means people are scared to speak up. You can help make speaking up a safe experience.

It is also vitally important that the care you deliver is safe. That way everyone can feel confident that their trip to hospital won't end up with an unnecessary complication.

You are invited to be innovative in how you and your team could ensure that people feel safe.

Support people to be the expert of their own body and mind

Patients, families and carers want your knowledge, advice and support to make the best decisions possible for their situation.

It can be a difficult time, overwhelming and confusing. The way you listen, the plans you put in place, and the language you choose to communicate messages all make it easier for people to partner with you in deciding on the best course of action for their care.

You are invited to be innovative in how you and your team could encourage people to be the expert of their bodies.



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