 **This standard aligns with the governance of Best Care and aims to ensure that consumers are partners in the design, delivery and evaluation of healthcare systems and services, and that consumers, carers and/or their family are supported to be partners in their own care.**

Questions and Tasks - please circle response Department: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

| **Question and Tasks** | **Staff 1 Answer** | **Staff 2 Answer** | **Staff 3 Answer** |
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| **In your daily work, how do you partner with patients, their family members and carers?**  Answer:   * Introduce yourself to patients and carers whenever you interact with them * Involve and encourage patient centered decision making and care at the Bedside during handover * Ensuring we seek to involve patients and families/carers in care decisions. * Communication Board * Completion of “About Me” form | Correct Response  /  Incorrect Response | Correct Response  /  Incorrect Response | Correct Response  /  Incorrect Response |
| **Why is it important to partner with patients and consumer?**  Answer:   * Ethical and human right * Improve safety and quality of care * Meet the patient needs and preferences * Improve health outcomes * Patients satisfaction and positive experience | Correct Response  /  Incorrect Response | Correct Response  /  Incorrect Response | Correct Response  /  Incorrect Response |
| **How do you identify and link patients of Aboriginal and Torres Strait origin with suitable support services?**  Answer:   * On admission and recorded in IPM * Referral to Aboriginal Hospital Liaison Officer | Correct Response  /  Incorrect Response | Correct Response  /  Incorrect Response | Correct Response  /  Incorrect Response |
| **What do you do if a patient would like to see a copy of their care plan?**  Answer:   * Notify NUM/NIC to explain the process * Provide a copy of the FOI form | Correct Response  /  Incorrect Response | Correct Response  /  Incorrect Response | Correct Response  /  Incorrect Response |
| **At which point in a patient’s care journey is it most appropriate to identify their cultural and language needs?**  Answer:   * On Admission/initial contact with Western Health | Correct Response  /  Incorrect Response | Correct Response  /  Incorrect Response | Correct Response  /  Incorrect Response |
| **Are you aware that patient rights and responsibilities are outlined as part of the Australian Charter of Healthcare Rights? How would you access a copy of the Charter?**  Answer:   * Yes - Information found on the internet site * Posters are visible on the ward and brochures for Victoria are available | Correct Response  /  Incorrect Response  Able to locate  /  Unable to locate | Correct Response  /  Incorrect Response  Able to locate  /  Unable to locate | Correct Response  /  Incorrect Response  Able to locate  /  Unable to locate |
| **Where do you refer a patient who wants to make a complaint?**  Answer:   * Refer to NUM/NIC * Feedback Form – paper or website or email | Correct Response  /  Incorrect Response | Correct Response  /  Incorrect Response | Correct Response  /  Incorrect Response |
| **How would you suggest a patient provide feedback on their care?**  Answer:   * Paper Feedback Form * Email: [feedback@wh.org.au](mailto:feedback@wh.org.au) * Feedback Form on website | Correct Response  /  Incorrect Response | Correct Response  /  Incorrect Response | Correct Response  /  Incorrect Response |
| **Can you describe an improvement in your area that was informed by patient feedback?**  Answer:   * Ward specific – provide examples | Correct Response  /  Incorrect Response | Correct Response  /  Incorrect Response | Correct Response  /  Incorrect Response |

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| **WHAT CAN YOU SEE?** |  |
| * Communication Boards are up to date | Yes/No |
| * Feedback brochures are available and up to date | Yes/No |
| * Patient information brochures demonstrates consumer endorsed logo | Yes/No |
| * ‘About Me’ forms are completed | Yes/No |
| * Victorian Charter of Healthcare Rights posters are visible | Yes/No |

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| **COMMENTS:** |