

# Beginning the Journey towards Person Centred Care and embedding Partnerships in Care Delivery

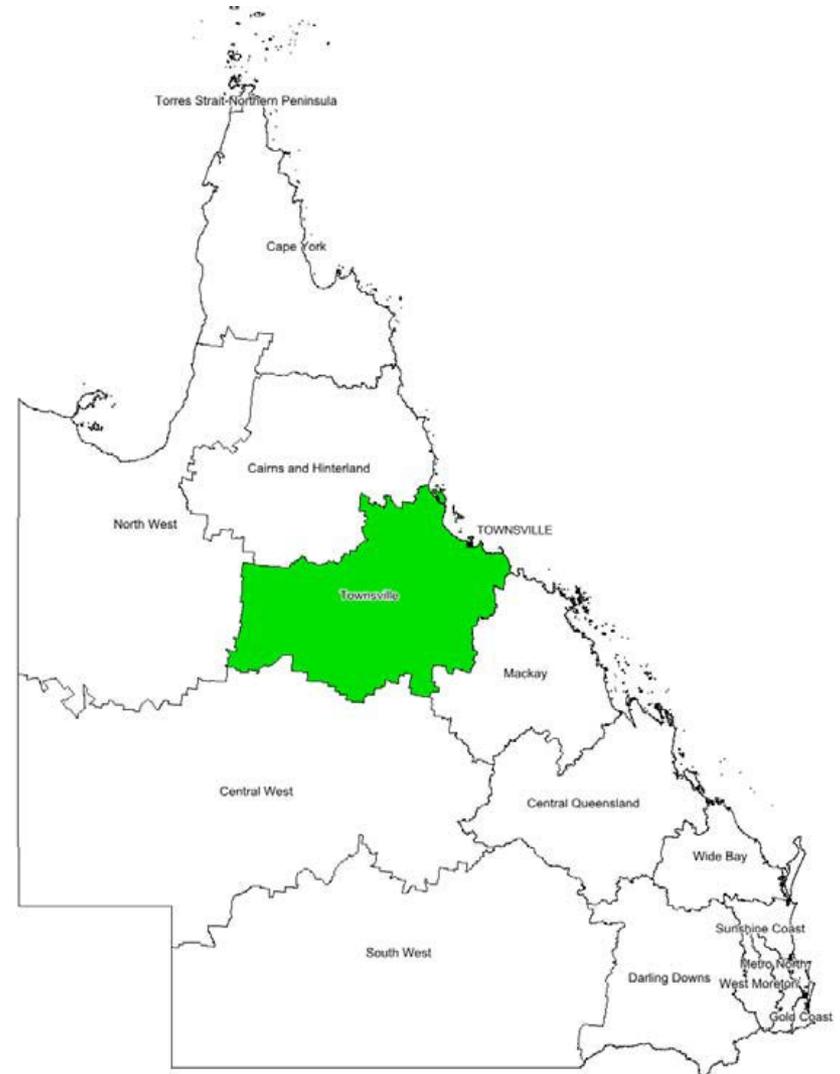
Judy Morton – Executive Director of Nursing  
& Midwifery

Jo Sherring – Person Centred Care Lead



# About Townsville HHS

- Large tertiary facility in Townsville plus 3 district hospitals, 4 rural hospitals, 2 primary care centres, 2 RACFs
- Tertiary facility covers all of North Queensland area ...
- HHS area 149,500 kms
- 250,000 population within HHS
- Approx 5,500 staff



# Standard 2

## Partnering with Consumers



# Person Centred Care

## “Patient”

- Most common language
- Recognisable
- Used in standards and documents
- Potentially limiting

## “Person”

- Accommodates other language such as consumer, client, family, carer
- Includes staff & others
- Seems more modern

# Person Centred Care Training:

How do you capture the heart of Person Centred Care in 45 minutes?

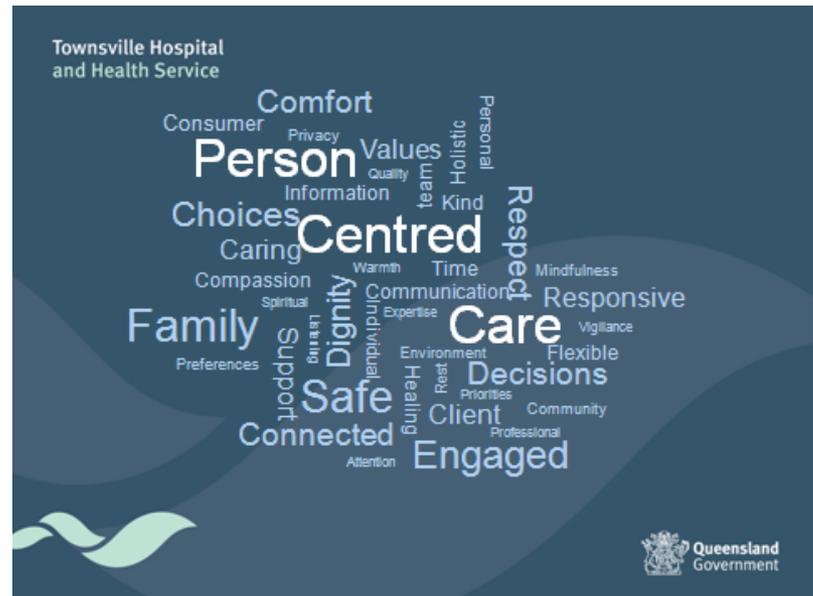
## Issues...

- 5,500 staff
- Needs to be meaningful to all groups – cleaners, doctors, admin, executives, inpatient, community
- Affects every thing we do
- Easy to think we already do it well
- Don't want to be tokenistic
- Ethos of partnerships with all



# Aims of Training

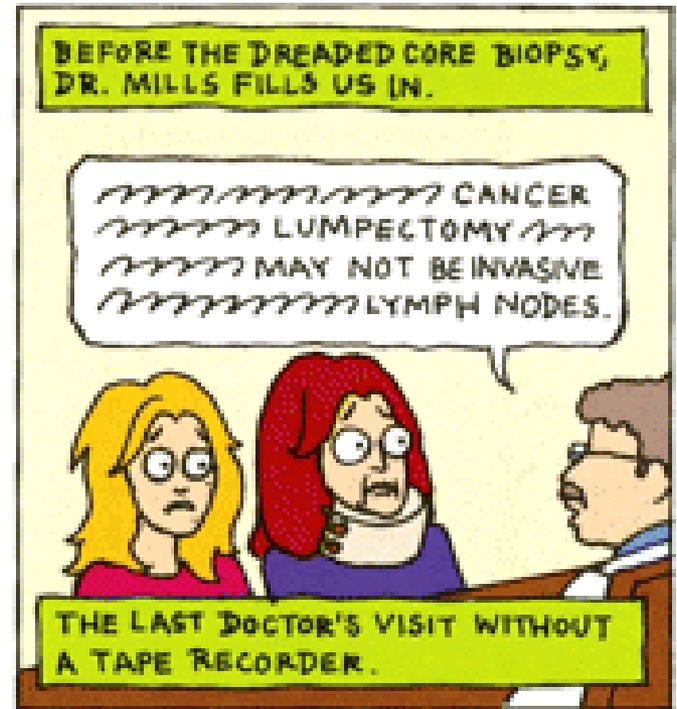
- Demonstrate commitment of THHS
- Emotionally connect staff to PCC
- Embed partnership delivery of services



- Understanding of key points and evidence
- Knowledge of local initiatives and rationale

# Consumers Training Staff

- Patient stories through short videos
- Reflective questions
- Internet resources
- Consumer presentation at PCC launch
- Patient Opinion



# Partnerships in Care Planning

- Empowerment of patients & family
- Shared decision making
- Health information – access and support
- Health literacy – universal communication strategy

# THHS Examples

- Visiting hours
- Family Integrated Care NICU
- Joint Care Planning in acute ward
- Values based Medicine

# Person Centred Care and Partnerships

## Where to now?

- Target Team leaders, NUM, CNCs – skill build & motivation
- Identify key champions
- Partnership approach
- Make it visible
  - Social & news media
  - Key projects
  - Documents
  - Fact sheets
  - Patient stories
  - Posters and marketing material