



Government of **Western Australia**
Department of **Health**

Clinical Senate – March 2016

Dr D J Russell-Weisz, Director General of Health



Clinical Senate – December 2015

The patient will see you now – thinking beyond accreditation to focus on the patient experience.

Resulted in 9 recommendations

- 4 recommendations Endorsed
- 5 recommendations Endorsed in Principle

Recommendation 4: Endorsed

WA Health should introduce a system-wide, consistently branded 'Patient First' program that drives the patient experience agenda and under which all key patient experience improvement programs are measured, with results publically available.

Recommendation 5: Endorsed

The Senate recommends Chief Executive Officers visibly and actively lead consumer partnership programs and have related Key Performance Indicators (KPIs) in their performance agreement with their boards.

Recommendation 7: Endorsed

In consultation with consumer and carer peak bodies:

- A statewide definition of a great patient experience is developed that incorporates a value-based, patient-centered approach. WA Health, as system manager, is to ensure this is adopted by the whole of Health.
- Patient experience tools are developed or selected for use that reflect the indicators that matter to patients.

Recommendation 8: Endorsed

The Senate recommends that a consumer is appointed as a member of SHEF (or its equivalent post legislative amendments to create Health Service boards).

Recommendation 1: Endorsed in Principle

The principles of customer service (including empathy and communication) are integrated into mandatory training modules for employees who have direct patient contact.

Where possible, this would be embedded into existing training.

Consumers and carers are central in the development and delivery of the added elements of the modules.

December 2015 - Endorsed in Principle

Patient Experience

Recommendation 2: Endorsed in Principle

WA Health - as system manager - adopts one tool to rate patient experience that is common system-wide to monitor and benchmark for patient experience.

The results from the one common tool must be fed back to SHEF, AHS Exec/Boards, individual wards within healthcare facilities and consumers.

Feedback should include results from all sites.

Consideration should also be given to adopting additional tools for particular subgroups of patients and carers, e.g. CaLD, Aboriginal etc.

Recommendation 3: Endorsed in Principle

The trial of Patient Opinion be expanded across WA Health (beyond WACHS) to provide a constructive platform for the public and health services to connect to improve quality. In the process:

- The capacity to collect data into the DATIX Consumer Feedback Module should be explored.
- Data should be reported at all system levels.

Recommendation 6: Endorsed in Principle

The Clinical Senate recommends prioritisation of a single electronic platform accessible by all area health services that is able to provide information on patient care providers, appointments and clinics, discharge summaries and resources available in the community.

Recommendation 9: Endorsed in Principle

WA Health explores how to support staff in caring for patients with behaviours that are challenging for healthcare providers and who may be our most vulnerable patients.