

PUBLIC HOSPITAL PATIENT CHARTER

Overview

- Understanding of the Public Hospital Patient Charter
- Identify the impact on patients
- Identify the impact on hospital staff
- Understanding the benefits to the whole community
- Development of Public Hospital Patient Charter materials

What is the Public Hospital Patient Charter

- A set of principles that outlines the rights and responsibilities of patients in the public hospital system
- The principles set out statements about the quality of care patients can expect from a public hospital

Background

- Requirement under the Australian Health Care Agreement 1998-2003, for each State to review and update Charter.
- Victoria required to review and update the existing Charter called 'Putting Patients First' – 1995.
- To ensure its relevance to public hospital services.

Review of the Charter

- Thorough review of international and national work on patient rights
- Extensive consultation with hospitals, consumer groups and professional and other organisations
- Produced an updated set of principles and appropriate dissemination strategy.

Feedback from the Review

- Simpler, clearer and easier to use and understand
- The development of an appropriate dissemination strategy
- Publicly available wherever public hospital services are provided
- Provide opportunities for hospitals to implement the Charter into their local environment

What does the Charter mean?

- Fostering a true partnership in health:
 - Patients need to have access to information about what is reasonable to expect when attending hospital; and
 - Hospital staff need to develop an understanding about how to best work with patients to meet their health needs and expectations.

Patient Charter Materials

- A poster - outlining the principles in English and advice about how to access information in 16 community languages;
- A pamphlet - in English with a detailed explanation of the principles;
- Fact sheets - in English and 16 community languages.
- Website - provides access to the Charter materials in English and 16 community languages

Dissemination of the Charter within Hospitals

- Hospitals are encouraged to disseminate the Charter materials within the hospital
- A Dissemination Strategy has been developed and can be accessed on the Charter website
- The dissemination strategy needs to extend beyond brochures on a table
- The impact of the Charter will depend on the hospitals and staff commitment to this process

Dissemination of the Charter within the Community

- Consumer, community and ethnic organisations, have been identified as key dissemination points for the Charter to reach people who may need to use public hospital services
- Provides a key point for consumers to access the Charter information prior to attending hospital

Dissemination of the Charter within the community (cont.)

- It is important that hospitals recognise the benefits in working with the key organisations and groups to assist in promoting patient rights and responsibilities.

Localising the Charter

- Many hospitals produce their own patient information, which includes information about patient rights
- Where possible, the Department encourages the integration of these documents, to enable hospitals to adapt the Charter principles within their own setting
- This will enable hospitals to work to improve quality outcomes at an individual health service level.

The Website

patientcharter.health.vic.gov.au

The Website

- All the materials are available on the website to view and download by the public, community services and hospitals
- Hospitals are encouraged to take advantage of the website to download the materials as needed
- Provides links to other relevant sites, including; privacy principles, Freedom of Information, consumer information, relevant organisations and other States and overseas sites.

Reaching Culturally and Linguistically Diverse Communities

- The Department is committed to ensuring the Charter reaches culturally and linguistically diverse communities
- Some of the promotional materials for the Charter have been translated into community languages
- This will ensure that all Victorians' have an understanding of patient rights and responsibilities

Culturally and Linguistically Diverse Communities

- Health service providers need to be aware of the values, beliefs, expectations and cultural practices of patients from different cultures
- It is important to consider how this may impact on the care provided to people from different cultures other than their own culture

Culturally and Linguistically Diverse Communities

- This might include being sensitive to the patients whose preferred language is other than English
- Experiences of health and illness vary widely, as a result of different beliefs, behaviours, past experience in Australia and experiences prior to migration
- If health service providers are more aware of cultural assumptions and differences fostering a better patient and staff relationship can be provided.

How can hospitals make a difference?

- Acknowledge that the Charter can assist in developing a better partnership between consumers and health care providers
- The Charter incorporated into broader hospital documentation including; policies, mission statement, strategic plan
- Incorporate the Charter as part of a consumer information policy

How can hospital staff make a difference?

- Important for all staff to be aware of the Charter and its content
- Ensure that the Charter materials are made available to the patients as much as possible
- Have an understanding of patient needs and how they relate to the Charter principles

Ordering more Materials

- Each Hospital has a nominated contact for the Patient Charter
- Contact the representative for further materials to be ordered, or
- Access the website to order on-line

Future Directions

- Review what is in place within the hospital about patient rights and responsibilities
- Develop a plan to move forward and act on the Charter to incorporate in the hospital environment
- Actively engage hospital staff involvement and interaction.

- *Any Questions?*