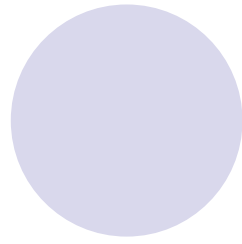
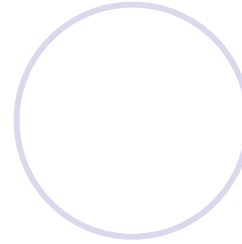
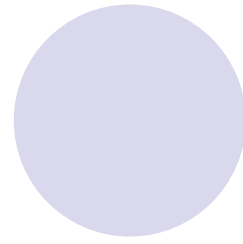
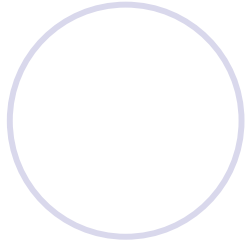
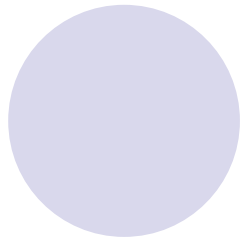


Caring for Me?



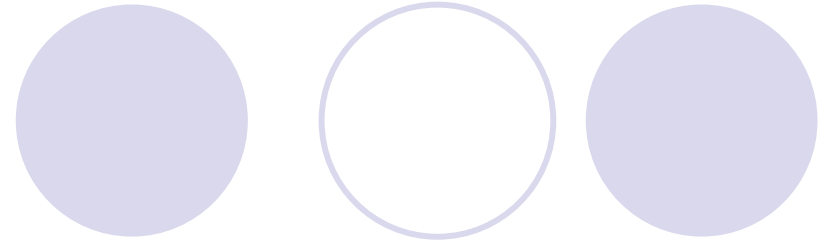


Why would you want to hear about women's experience of care?

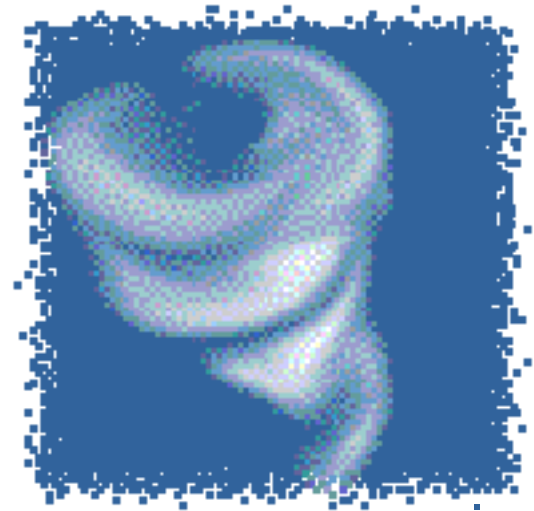
How would you do it?



How we did it



- Consumer Reference Group
- How would you know what to make of your experience?
- How would you judge?
- A values-based approach



8 core values / areas of care

- Being supported to make choices
- Best treatment
- Complete care
- Fairness
- Feeling safe and comfortable
- Good communication
- Personalised care
- Respect and dignity



In action...

- Open-ended feedback tool
- Ratings – importance / experience
- Independently administered and analysed
- Varied response rates
- Follow-up survey and focus group



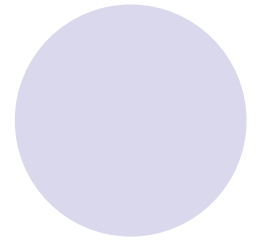
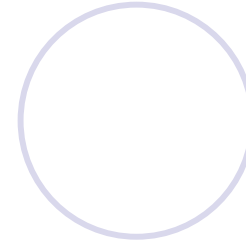
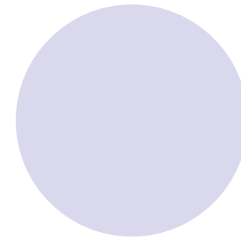
Follow-up survey

Reason for non-completion	Number	%
It was too complex	5	17.9
It was too long	4	14.3
It was too difficult to understand	4	14.3
I didn't have the time	4	14.3
I didn't want to think about that time of my life	4	14.3
Don't recall receiving the survey	4	14.3
Busy / away and put it aside	3	10.7
Total	28	100

Importance of areas of care

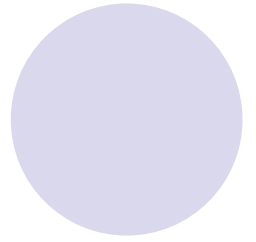
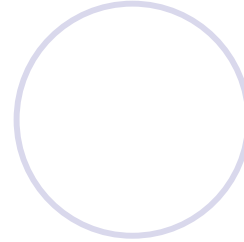
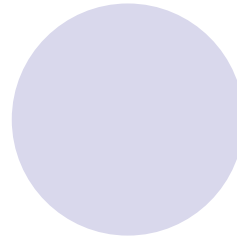
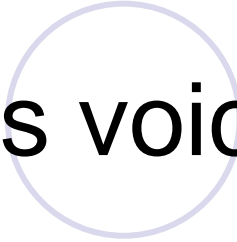
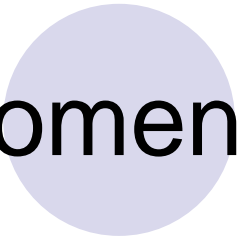
Area of Care	Average rating - Importance of this area of care	Range
Best Treatment	4.9	4 - 5
Good Communication	4.9	4 - 5
Respect and Dignity	4.8	2 - 5
Feeling Safe and Comfortable	4.8	2 - 5
Being Supported to Make Choices	4.8	3 - 5
Complete care	4.8	2 - 5
Personalised Care	4.7	3 - 5
Fairness	4.6	1 - 5

Experience of care

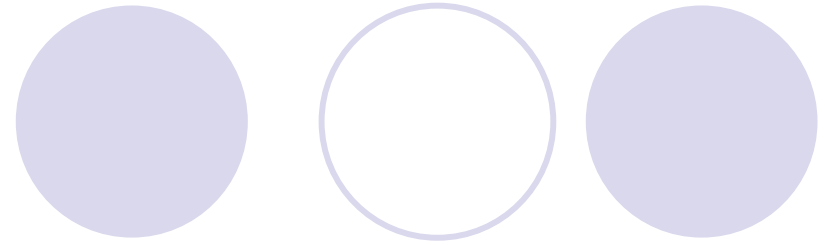


Area of Care	Average rating - Experience of this area of care	Range
Best Treatment	9.2	5 - 10
Good Communication	9.1	1 - 10
Being Supported to Make Choices	9.0	1 - 10
Personalised Care	9.0	1 - 10
Respect and Dignity	8.9	1 - 10
Complete care	8.9	5 - 10
Fairness	8.9	1 - 10
Feeling Safe and Comfortable	8.4	1 - 10

Women's voices...



The response...



- Powerful
- Connection at the level of caring for a woman
- Interest in ongoing implementation



Tangible outcomes...

- Improved scheduling of radiotherapy appointments
- Working to improve coordination of follow-up
- Newly formed consumer reference group
- Consideration at strategic planning session



What next?

- *Caring for me?* reflection
- Range of mechanisms
- Tailored approach for services and for women
- Build a growing knowledge base of information about experiences of care



Acknowledgements



- Marion Adler-Bishop
- Wendy Averill
- Sharon Bannan
- Nicola Bruce
- Kerryn Day
- Christine Delany
- Sue Dobell
- Delwyn Goodrick
- Stewart Hart
- Philippa Hartney
- Sheila Hirst
- Lisa Innes

- Sue Lockwood
- Melissa Loorham
- Mary Macheras-Magias
- Rosetta Manaszewicz
- Anne Pennington
- Suzanne Phillips
- Meron Pitcher
- Melanie Regan
- Judy Rynhart
- Gemma Sacco
- Judy Sammut
- Evelyn Shipard