

# Patient and Whānau Centred Care Standards



## 1. Communication Patients/Whānau and carers experience effective communication

- 1.1 All staff demonstrate effective interpersonal skills
- 1.2 The care environment is conducive to effective communication
- 1.3 Information is accessible, accurate, timely and meets the needs of patients, family / whānau and carers
- 1.4 All staff communicate effectively and collaboratively to ensure care is coordinated to meet individual care needs and desired outcomes
- 1.5 Documentation is accurate and maintains confidentiality of information

### Clinical

## 2. monitoring & management Patients receive care in an environment that allows safe, effective monitoring and timely care

- 2.1 The type and frequency of clinical monitoring is individualised to the patient's needs and clinical condition
- 2.2 Clinical monitoring is performed in a safe manner and environment
- 2.3 Clinical findings are acted upon within an appropriate timeframe according to the patient's clinical condition
- 2.4 Patients receive timely and appropriate services in order to meet assessed needs and desired outcomes

## 3. Care Environment Patients/Whānau experience care in a safe, clean, tidy, and well maintained environment that meets their needs and preferences

- 3.1 Patients / whānau experience care in a consistently clean environment
- 3.2 Patients / whānau experience care in a tidy and well maintained environment
- 3.3 There is a managed environment which minimises the risk of infection to consumer, staff and visitors
- 3.4 The care environment makes patients / whānau feel safe, comfortable, reassured and welcome
- 3.5 Patient / whānau care is supported by effective and well maintained facilities and equipment

## 4. Comfort & pain management Patients experience care in an environment that demonstrates compassion, promotes comfort and rest, and manages pain in an optimal manner

- 4.1 Patients experience individualised pain management that is safe, timely, and effective
- 4.2 The care environment promotes patient comfort, rest, and sleep
- 4.3 Patients at the end of life receive high quality supportive and holistic palliative care to meet the individual needs of the person and their whānau

## 5. Respect, privacy & dignity Patients experience care and a care environment that respects each individual, and protects and supports privacy and dignity

- 5.1 Patients and whānau feel they matter all the time
- 5.2 Patients experience care that encompasses individual values, beliefs and personal relationships
- 5.3 Patients personal space is respected and protected by staff
- 5.4 Patient care ensures privacy, dignity and modesty is protected
- 5.5 Patient care maintains confidentiality of personal information
- 5.6 All patients and where appropriate their whānau are provided with the information they need to make informed choices and give informed consent

## 6. Nutrition & Hydration Patients receive appropriate nutrition and hydration to meet personal needs and preferences

- 6.1 All patients receive a nutrition screening assessment on admission and are rescreened at least weekly
- 6.2 Care is planned, implemented, evaluated and revised to meet individual nutritional and fluid needs and preferences
- 6.3 Patients receive the care and assistance required to receive adequate nutrition and hydration
- 6.4 The food service meets individual patient needs and preferences
- 6.5 The care environment is conducive to the safe and enjoyable consumption of food and fluid

## 7. Safety & Prevention Patients and Whānau feel safe, secure, and protected

- 7.1 All patients have an individualised risk assessment completed on admission to hospital, and reviewed regularly according to the patient's condition
- 7.2 Patients receive medicines in a safe and timely manner
- 7.3 Patients, whānau, visitors, and staff feel safe and are protected from harm by equipment and the environment
- 7.4 Patients experience care in a culture which constantly reviews practice and uses lessons learned to improve care

## 8. Personal care Patients personal care needs and preferences are met in a safe, comfortable, and timely manner

- 8.1 Patients have an individualised assessment to identify care required to maintain and promote personal hygiene
- 8.2 Patient care is planned, implemented and evaluated to ensure personal hygiene needs and preferences are met
- 8.3 Patients receive the care and assistance required to meet personal hygiene needs and preferences as independently as possible
- 8.4 Patients elimination needs and preferences are met
- 8.5 Patients receive the assistance required to maintain and promote mobility safely
- 8.6 Personal care is provided in an environment that maintains safety, privacy, and dignity

## 9. Self care Patients and their whānau receive care that promotes self care and independence

- 9.1 Patients ability to care for themselves is continuously assessed to ensure self care needs are met safely
- 9.2 Patient care is planned, implemented and evaluated to ensure self care needs and preferences can be met
- 9.3 Patients and whānau have the knowledge, skills and resources to manage and meet individual self care needs
- 9.4 Patients are transferred and discharged safely with all necessary resources and follow up