

IMPORTANT

Patient and Whānau Centered Care Standards Review

- You may be approached to be part of this review about the care we provide.
- You do not have to take part in the review if you do not want to.
- If you do take part, ward staff and the reviewer will explain the process in more detail before starting.
- The review consists of a survey where we ask your opinion on the care we provide.
- **We ask questions like:**
 - Are call bells answered promptly?*
 - Have you been bothered by noise at night?*
- This should take about 10-15 minutes.
- Independent nurse reviewers will carry out the review and talk to 5 patients in every ward.

All information will be confidential



Care Standards Review

What you need to know

Acknowledgement: Thanks to Waikato DHB
Care Essentials Audit - Patient Information Pamphlet



Patient and Whānau Centred Care Standards Programme

The Patient and Whānau Centred Care Standards programme has been developed to ensure we provide consistent high quality care.

The programme outlines the fundamental standards of patient care we expect within our hospitals.

These standards provide a framework to monitor, measure and evaluate this care.

All information will be confidential

What is a Care Standards Review?

The Care Standards review is part of the Patient and Whānau Centred Care Standards programme.

Every 6 months we monitor our practice and care to see how well we are doing and identify areas of care we could improve.

We monitor nine areas of care:

- Communication
- Monitoring
(e.g. checking how you are)
- Care environment
(e.g. where you are staying)
- Comfort and pain management
- Respect, privacy and dignity
- Food and fluids
- Safety and prevention
(e.g. keeping you safe)
- Personal and hygiene care
(e.g. toileting and showering)
- Self-care
(e.g. looking after yourself)

How do we do the review?

We measure the standards by observing and reviewing practice, as well as talking to patients and staff.

Your experience as a patient is very important to us and your feedback will help us to identify what we do well and what we can improve.

We encourage all feedback.

What happens with the information collected?

Feedback from patients who take part will be used to evaluate the care we provide.

We will acknowledge good care and make changes needed to ensure we consistently deliver high quality patient care.

Results will be shared with patients and staff.