

BEST CARE AT WESTERN HEALTH

A FRAMEWORK FOR QUALITY, SAFETY AND THE PATIENT EXPERIENCE.



Western Health



PATIENTS TO RECEIVE BEST CARE...

It is important to my family and I that:

1. I am seen and treated as a person
2. I receive help, treatment and information when I need it & in a co-ordinated way
3. I receive care that makes me feel better
4. I feel safe



FRONT LINE STAFF TO PROVIDE BEST CARE ...

1. I communicate with patients and their families and am sensitive to their needs & preferences
2. I am an active team player and look for ways to do things better
3. I am competent in what I do and motivated to provide the best care and services possible
4. I keep patients from harm



MANAGERS & SENIOR CLINICIANS TO LEAD BEST CARE...

1. I engage with and put patients first when making decisions
2. I look for ways to support staff to work efficiently and as part of a team
3. I guide, engage and support staff to provide best clinical care
4. I promote a culture of safety



EXECUTIVE & BOARD TO GOVERN BEST CARE...

I oversee the development, implementation and ongoing improvement of organisation-wide systems supporting Best Care