



Consumer Focused Care

Purpose

To ensure that we achieve a consistent and great experience for every patient every family every time, that is

- collaborative
- informed
- responsive
- streamlined
- safe

Scope

All RCH staff

Definition of terms

Consumers refer to patients, parents, carers and other family members. It may also include external providers, such as consumer groups, General Practitioners and other health professionals.

Policy

The principles of the RCH philosophy of care include:

- **Patient and family centred care** with the involvement of families and carers as partners in the provision of care, as well as the provision of a patient and family centred environment and facilities;
 - **Respect for children's needs and issues** such as developmental needs, and assisting children to become active participants in their care
- The RCH values consumers as people with rights and the ability to participate in treatment and service planning, development and evaluation.

The RCH will offer opportunities for children, families and communities to participate actively in the planning and development of services. RCH undertakes to offer methods of feedback and involvement to accommodate people's different abilities, needs and aptitudes. Patients and families have the right to express feedback without fear of discrimination and to be informed of progress and outcome. Feedback should be viewed as an opportunity for improvement.

Authorisation by

Document Number:	RCH0452
Document Type:	Policy
Exec Sponsor:	
Policy Category:	Consumer Focused Care
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Author Title:	Executive Director Strategy & Organisational Improvement
Authoriser:	RCH Executive & RCH Policy & Procedure Committee
Date Authorised:	17 Oct 2011
Next Review Date:	17 Oct 2014
Revision:	1
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Executive Director - Medical Services

Disciplinary action may be taken against employees who breach this policy.

Related Procedures

Consumer Focused Care Procedures

Related policies

- Care Planning and Implementation
- Quality Improvement & Risk Management
- Australian Charter of Healthcare Rights

Related legislation

- Age Discrimination Act 2004 (Cth)
- Charter of Human Rights and Responsibilities Act 2006 (Vic)
- Child Wellbeing and Safety Act 2005 (Vic)
- Children Youth and Families Act 2005 (Vic)
- Disability Discrimination Act 1992 (Cth)
- Equal Opportunity Act 1995 (Vic)
- Health Services (Conciliation and Review) Act 1987 (Vic)
- Health Services Act 1988 (Vic)
- Mental Health Act 1986 (Vic)
- Multicultural Victoria Act 2001 (Vic)
- Racial and Religious Tolerance Act 2001 (Vic)
- Racial Discrimination Act 1975 (Cth)
- Sex Discrimination Act 1984 (Cth)

References

1. Victorian Clinical Governance Policy Framework (2011) Department of Health, Victoria
2. Doing it with us not for us: Strategic Direction 2010 -13 (2010), Department of Health, Victorian Government
3. Health Service Cultural Diversity Plans (2006) Rural & Regional Health & Aged Care Services Division, Department of Human Services, Victorian Government
4. Improving Care for Aboriginal and Torres Strait Islander Patients Program, Department of Human Services, Koori Human Services Unit, Victorian Government. (viewed Jan 2009)
5. National Standards for the Care of Children and Adolescents in Health Services (2008) The Royal Australian College of Physicians (RACP), Paediatrics & Child Health Division

Vision

This policy and associated procedures are integral to the RCH achieving its vision of being a '**GREAT children's hospital, leading the way.**'

Values

- **Unity**
We work as a team and in partnership with our communities.
- **Respect**
We respect the rights of all and treat people the way we would like them to treat us.

4/19/2015

Policies and Procedures : Consumer Focused Care

- **Integrity**

We believe that how we work is as important as the work we do.

- **Excellence**

We are committed to achieving our goals and improving outcomes.

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