Patient-Centred Care through co-design

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Monash Health – Fast facts
Patient-Centred Care at Monash Health

At Monash Health patient-centred care is an active partnership between patients, families, carers and staff that ensures optimal outcomes for the patient throughout their journey.

Patient-centred care embraces the following principles:
• People are treated with respect and dignity
• Information is communicated in a clear and open way
• Patient, families and carers are involved in decisions about their care to the level that the patient desires
• Care is delivered in a safe and comfortable environment
• Patients, family and carers are involved in service design and delivery.

Our Co-Design Principles

At Monash Health co-design provides the opportunity for patients, family, carers, the community and staff to:

• **Identify** needs and expectations;
• **Influence** how care and services are provided; and
• **Inform** design and improvement.
Co-design in practice

• Patients, family, carers, the community and staff have a right to influence how care and services are provided.
• Patient, family, carer, community and staff experiences are a valuable part of design and improvement.
• Design and improvement activities are enhanced by the involvement of patients, family, carers, the community and staff working in partnership.
• Patients, family, carers, the community and staff should be involved at all stages of a change (exploring, planning, developing, implementing and evaluating).
• Co-design is more than just asking people what they want.

Co-design through direct participation

Consumers are involved across our whole organisation.
• Strategic Level:
  • Community Advisory Committee
  • Standing Committees (Clinical Ethics, Emergency Management, Policy and Procedure)
  • Standing Risk Management Groups (National Standards)
  • Clinical Review Panels (Clayton & Dandenong)
  • Steering Committees (Aboriginal Health, Cultural Responsiveness, Health Promotion, Patient Centred Care, Disability)

• Operational Level:
  • Patient First
  • Consumer Advisory Groups (site-based)
  • Quality and Safety (Program Executive) Committees
  • Programs, Units, Departments
Co-design in planning & development

Consumers are also involved in Capital Planning development and redesign:
• Mental Health (Stage 1 & 2, Dandenong)
• Kingston Centre (Master Planning)
• Monash Children’s Hospital
• Monash Health Translation Precinct
• Ambulatory Care Centres (Dandenong, Pakenham)
• Diagnostic Imaging

Co-design is also about Strategic and Work planning for the future improvements in our health service delivery:
• Maternity Service Review
• Feeding difficulties service review (multi-disciplinary/services)
• Strategic Plan 2013-2018
• Community Participation Plan 2013-2018
• Reconciliation Action Plan 2013-2018
• Ability Action Plan (Disability Action Plan) 2013-2018

Co-design as a patient journey

The inpatient journey

- Admission
- Pre-Admission
- MH systems & processes
- MH key priorities
- VPSM & other experience & satisfaction data
- Q&S
- Clinical review
- Consumer feedback
- Performance Management
- Training & Development
- Policy & Procedure
- Discharge Planning
- Treatment
- Ward/Unit
- Discharge
- Outpatient or other care
Co-design in capital development

Monash Children’s Hospital

• Development at Monash Medical Centre, Clayton.
• Organisational project distinct from current health service delivery

From the beginning

• Co-design framework developed
• Consumer Participation in project pre-planning - input into the functional brief
• Focus groups with patients, families, carers and community about environment and access

Currently

• Consumer-led Consumer Advisory Panel
• Advisory panel membership on project planning teams
• Consumer Advisory Panel co-Chair on Executive Planning team
• Youth Advisory Panel under development
• Project Consultants (DoH, architects etc) briefed on co-design principles and consumer participation throughout the project
• Consultation across wards, units and departments for ongoing feedback