

# MATER HEALTH SERVICES NORTH QUEENSLAND IS A NOT-FOR-PROFIT CATHOLIC HOSPITAL.

Our Catholic identity is articulated through our behaviours, what we do, our organisational culture, our religious symbols and our overall architecture. We are strongly committed to the provision of quality health care by integrating and working according to our Mercy values of **Spirituality, Compassion, Excellence in Care, Respect and Justice.**

We are committed to the provision of patient-centred care, and positive patient experiences by meeting best patient outcomes achieved through evidenced based practice and quality service improvement. This occurs across the organisation in harmony with our mission and values.

**WE SHOULD BE SHINING LAMPS, GIVING LIGHT TO ALL AROUND US.**

– Catherine Macaulay

“ WE SHOULD FEEL PRIVILEGED AS WE ARE GUESTS IN OUR PATIENT’S LIVES. ”

## BEHAVIOURS THAT MATTER

‘Our Expectations’ booklet demonstrates the behaviours that matter and ensure that our values are displayed in the way we behave in every interaction—with each other, with our patients and all of our customers.

Our culture and our behaviours influence the patient experience, and it is our responsibility to ensure that Patient-centred care is the nucleus of all of our actions.

It is every Mater employee’s personal responsibility to create a culture of ‘Excellence in Care’ through clinical effectiveness, quality practice and good customer service.

**If you have any questions or feedback about the Mater Patient-centred care please contact:**

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MHSNQ 300

  
**Mater**  
Health Services



## PATIENT-CENTRED CARE

 [matertsv.org.au](http://matertsv.org.au)



## WHAT IS PATIENT-CENTRED CARE?

Patient-centred care can be defined as “providing care that is respectful of and responsive to individual patient preferences, needs and values and ensuring that patient values guide all clinical decisions”.

Patient-centred care is care organised around the patient. It is a model whereby providers of healthcare partner with patients and families to identify and satisfy the full range of patient needs and preferences.

Patient experience describes how patient-centred care is delivered. It is more than a measure of patient satisfaction but is rather a measure of service—the ‘what’ we do. Patient experience is not about just being courteous and pleasant. A patient experience is related to how patients are engaged in a personal and memorable way.

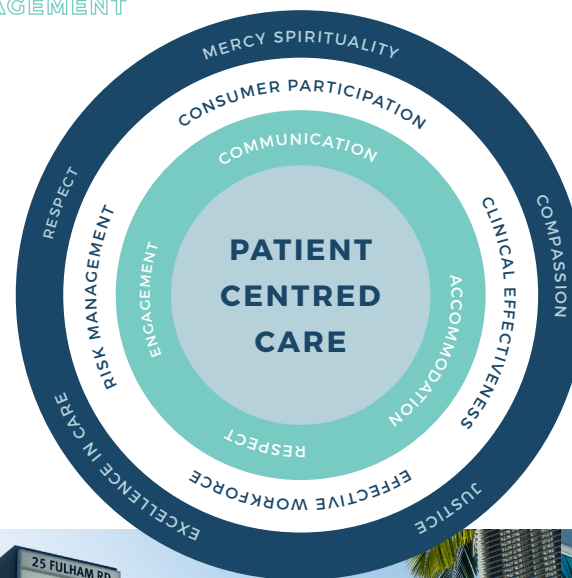
## HOW DO WE ACHIEVE PATIENT-CENTRED CARE?

Our Hospital’s Mission and Values influence how we do Patient-centred care, and using the acronym of C.A.R.E we have applied four key strategies that can influence an exceptional patient experience.

We do this keeping the patient-centred care at the core of all of our actions.

### THESE STRATEGIES ARE:

- + COMMUNICATION
- + ACCOMMODATION
- + RESPECT
- + ENGAGEMENT



A POSITIVE PATIENT EXPERIENCE AT MATER BEGINS WITH UNDERSTANDING THAT PATIENTS HAVE THE RIGHT TO SAFE, HIGH QUALITY HEALTH CARE. THIS IS ACHIEVED BY:

- Staff always communicating in an open and honest manner.
- Mater staff will deliver all information to patients to ensure they have the ability to participate in informed decision about their own care.
- Our staff care for patients in an environment that fosters trust in those providing care.
- Our staff pride themselves in delivering high level clinical care based on clinical needs, not personal characteristics such as gender, disability ethnicity, geographic location and socio-economic status.

WHILE PATIENT-CENTRED CARE IS A DIMENSION OF SAFETY AND QUALITY, IT IS ALSO THE DELIVERY OF HEALTH CARE THAT IS RESPONSIVE TO THE NEEDS AND PREFERENCES OF PATIENTS. THE DIMENSIONS OF PATIENT-CENTRED CARE ALSO INCLUDE:

- Respect for patients preferences and values
- Physical and Emotional Comfort and Support
- Information, Communication and Education
- Coordination, Continuity and Transition of Care
- Involvement of Family and Friends
- Access to Care
- Accommodation and Hospitality

All health care providers and employees of the Mater provide Excellence in Patient Care and Best Practice Outcome. We do this by partnering with our patients and embedding patient-centred care into our service culture by ensuring we abide by our ‘Behaviours that Matter’.

