

CEC eChartbook Portal Extract

Patient Based Care

Participation in the CEC's The Patient Based Care Challenge

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PATIENT BASED CARE

Participation in the CEC's The Patient Based Care Challenge

Why is this important? Patient based care is an important domain of safety and quality. NSW has taken a number of steps towards ensuring that patient focus is a central component of care. To demonstrate long-term strategic commitment, Local Health Districts (LHDs) in NSW have signed up to The CEC's Patient Based Care Challenge (The Challenge).

The Challenge is a tool developed by the CEC in 2010 that comprises 27 strategies hospitals and health services can implement to improve patient based care. Rising to The Challenge helps services meet new performance goals and the Australian Commission for Safety and Quality in Health Care, National Safety and Quality Health Service Standards.

The aim of The Challenge is for health services to work towards transforming care to include patients and family as care team members, and improving consumer engagement to promote safety & quality in health care.

LHDs in NSW have agreed on a range of strategies to help transform their health care services including, but not limited to: leadership commitment; communication of the mission; engaging patients, families and carers; supporting engagement to transform care; use of patient feedback to drive change; focusing on the work environment; building staff capacity; supporting a learning organisational culture; and accountability.

Patient based care principles that underpin The Challenge have been used extensively throughout North America, where they have been a key driver for improving quality and safety in health care and patient outcomes.

Findings: This chart shows the number of nominated strategies within The Challenge that LHDs are working on, and their Challenge sign-up status and progress as at October 2015. Overall participation rate for The Challenge is high. In this period, 14 (out of 15) NSW Local Health Districts (LHDs), and 2 (out of 3) Speciality Networks formally signed up to The Patient Based Care Challenge including identified key areas of focus. The CEC Directorate of

Patient Based Care supports the health services to implement priority strategies selected. Where there are gaps, the Directorate of Patient Based Care continues to work with those LHDs that are not yet formally signed up to progress patient based care.

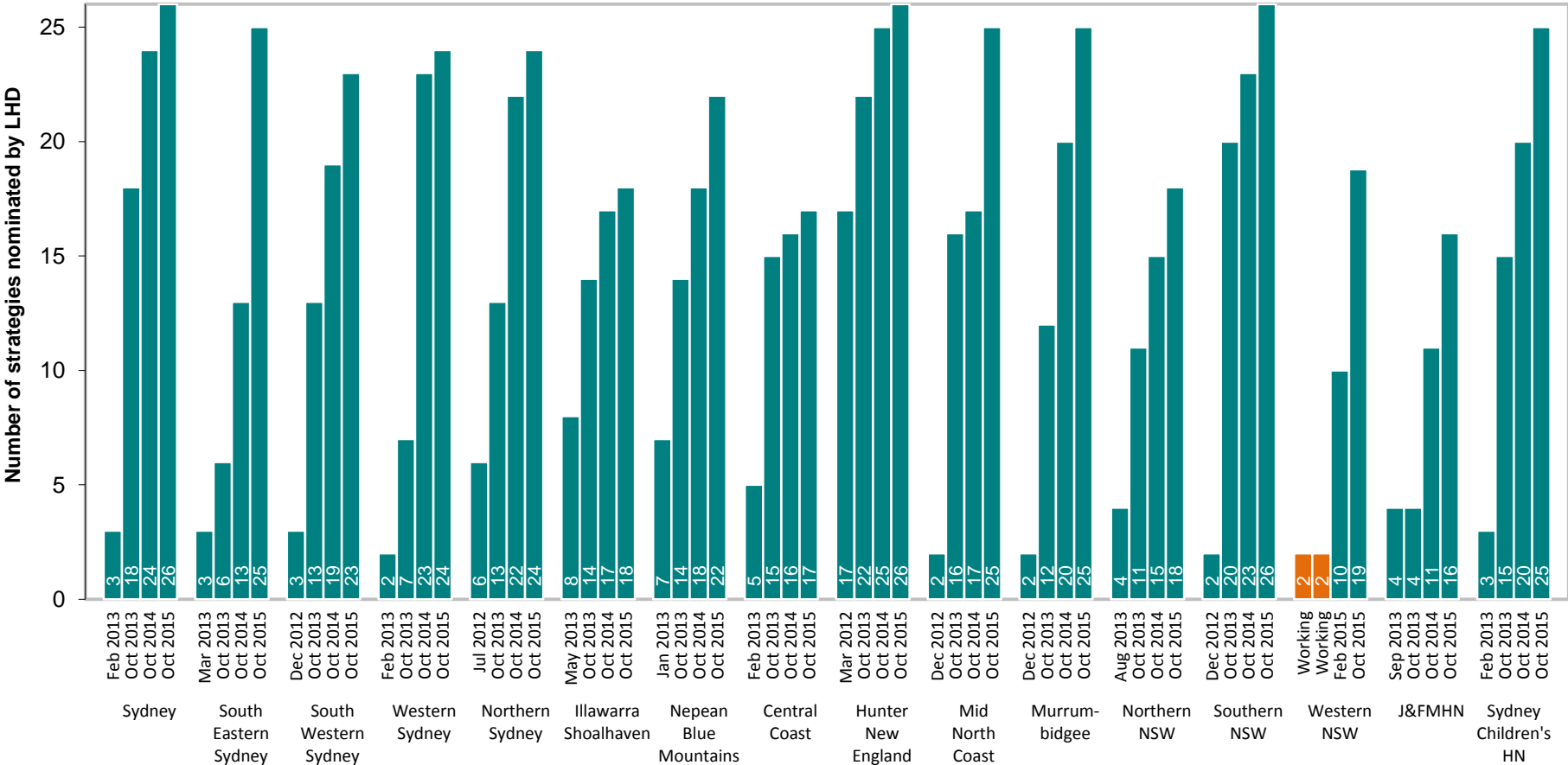
Implications: The majority of NSW Local Health Districts (LHDs) have formally signed up to The Patient Based Care Challenge. The increasing uptake of challenge strategies shows a firm commitment by LHDs to including patients and family as care team members, and improving consumer engagement to promote safety & quality in health care. LHDs formally signed up to The Challenge can expect to see in the long-term improved patient experience of care, medical compliance, clinical outcomes, continuity of care, decreased lengths of stay and reduction in medication errors.

What we don't know: Evidence of impact of organisation wide approaches to patient based care is largely international, with increasing uptake throughout NSW. Whilst many health services are implementing patient focussed strategies, it may be a number of years (based on international experience) before flow-on impact is seen. Some evidence of impact in NSW is emerging. The Quality Systems Audit (QSA) conducted by CEC has indicated recent improvement in staff considering patient and family as integral members of the health care team. Research within the Directorate of Patient Based Care published in the BMJ [1] provides evidence of elements of the program that are most effective. Accreditation status of health services particularly for the Australian Commission for Safety and Quality National Safety and Quality Health Service Standard 2 – Partnering with Consumers - providing evidence of impact. The CEC will continue to monitor progress and impact of patient based care strategies with health services.

Reference:

[1] Luxford K, Newell S. New South Wales mounts "patient based care" challenge. BMJ 2015;350:g7582.

Chart PB01 – The Patient Based Care (PBC) Challenge by LHD/SN
 Number of strategies nominated within the PBC Challenge, by LHD/SN and time



Challenge Sign-up Date Progress by LHD/SN

Source: Patient Based Care Directorate, Clinical Excellence Commission.

Data Definitions

Chart:	PB01
Admin Status:	Current, Oct 2015
Indicator Name:	Patient Based Care Challenge: Participation and Progress
Description:	Participation in CEC's The Patient Based Care Challenge by LHD/SN and time
Dimension:	Patient safety
Clinical Area:	Initiatives in safety and quality health care
Data Inclusions:	Number of strategies nominated, within the Patient Based Care Challenge, by LHD/SN and time
Data Exclusions:	None
Numerator:	Number of strategies nominated by LHD/SN and time
Denominator:	None
Standardisation:	None
Data Source:	Patient Based Care Directorate, Clinical Excellence Commission
Comments:	Not Applicable