Respect for patient’s values, preferences and expressed needs

Access to care

An atmosphere respectful of the individual patient should focus on quality of life.

Involving the patient in medical decisions.

Providing the patient with dignity, and respect a patient’s autonomy.

Coordination and integration of care

Coordination of clinical care.

Coordination of ancillary and support services.

Coordination of front-line patient care.

Transition and continuity

Ability to self-care after discharge with coordinated & planned treatment & services.

Providing understandable, detailed information regarding medications, physical limitations, dietary needs, etc.

Providing information regarding access to clinical, social, physical and financial support on a continuing basis.

Information and education

Information on clinical status, progress and prognosis.

Information on processes of care.

Information to facilitate autonomy, self-care and health promotion.

Emotional support and alleviation of fear and anxiety

Anxiety over physical status, treatment and prognosis.

Anxiety over the impact of the illness on themselves and family.

Anxiety over the financial impact of illness.

Involvement of family and friends

Provide accommodations for family and friends.

Supporting Family members at critical time.

Recognizing the need for family and friends.

Coordination of support services.

Provide information and education.

Supporting family members as caregivers.

Recognising the need of family and friends.

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Capturing Patient and Carer Stories

### Checklist for Opening Discussion
- Introduce yourself (name, position, business unit, role)
- Thank participant for their time, honesty and willingness to speak with you
- Confirm that their information will assist in developing solutions to improving services
- Advise participant how their story will be used and privacy protected
- Provide overview of project and reiterate content of Patient Information Sheet
- Refer to contacts within the consent form if they have any questions or concerns
- Confirm their ability to withdraw their story at anytime by returning portion of consent form and their information will no longer be used
- Obtain written consent if not already received
- Ask if participant has any questions or concerns prior to conducting the discussion.

### Checklist for Closing Discussion
- Thank the participant
- Explain the process of what will happen next and that a draft copy of the story will be sent to them for verification and/or editing
- Ensure participant has copy of consent form and Patient information sheet
- Ensure you have obtained a signed copy of consent from participants prior to departure
- Ask if participant has any questions or concerns prior to concluding the discussion
- Notice and be sensitive to participant’s emotional state at conclusion of discussion

### Practical Tips
- Take extra pens
- Take a clipboard to support you as you write
- Ask the participant if they have any pets and ensure it will be safe for staff to enter the participant’s residence
- Consider some staff may be affected by cigarette smoke and pets when making arrangements
- Choose attire that is professional and will not be intimidating to the participant.

### Resources to take to Discussion
- Identification
- Mobile telephone (in silent mode)
- Patient discussion record
- Patient information sheet
- Patient consent form
- NCR+Picker patient centred dimensions of care pie graph
- Information regarding how to lodge a complaint / compliment.

### Analyse Results
Write up the story in the patient and carer’s voice using as many direct quotes and phrases as possible. Enter information into analysis spreadsheet. Compile issues beyond scope of project in a spreadsheet with appropriate referral points and timeframes for follow up.

### Provide Feedback
Send thank you letter to patient/carer for their participation with a copy of their story for verification and/or editing. Enclose a reply paid envelope to facilitate the return of an amended story. Offer opportunity to receive further information on project or attend a project presentation.

### Finalise

All tools/resources are available on ARCHI: [www.archi.net.au](http://www.archi.net.au)

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