

Point of Care Goals

The Point of Care Goals described in this Framework were developed from a range of input from staff and consumers about what constitutes quality care at Jessie McPherson Private Hospital. The goals reflect the organisation's understanding of what staff and patients value about healthcare access and delivery and how this translates into providing exceptional care to every person, every time.

POINT OF CARE GOALS

ENVIRONMENT

We will provide a safe, clean and peaceful environment for our patients and staff.

Our staff will have access to equipment, stock, resources and processes to enable efficient care delivery.

CLINICAL EFFECTIVENESS

We will provide best practice care and services.

Through clinical effectiveness, we will promote healthcare that is appropriate, effective and consistent.

Our quality and safety performance data, policies and procedures, and audit processes will guide service delivery and improvement.

STAFF ENGAGEMENT AND RESPONSIVENESS

We will strive to serve each patient and other members of the healthcare team in a positive and supportive manner.

We will introduce ourselves to our patients and their family members and give them the confidence to trust us with their healthcare.

We will communicate with and inspire our staff to embrace our vision to provide exceptional care for every person, every time.

COORDINATED CARE

We will seamlessly collaborate with our colleagues to achieve the required outcomes.

Through a coordinated approach, we will work with all members of the health care team to ensure a smooth transition across all aspects of the health care journey.

PATIENT-CENTRED CARE

We will deliver care that is respectful of and responsive to the preferences, needs and values of our patients and consumers.

We will care about the person and involve the patient and their family in all aspects of their care and treatment.

SERVICE CONTINUITY

We will strive to plan and prepare activities effectively to ensure continuity in the delivery of our care and services.

We will continue to build and improve our resilience in order to deliver a stable and secure workforce.

We strive to provide exceptional care for every person, every time