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MEDIA RELEASE

PATIENT-CENTRED CARE IS TOP PRIORITY AT WIMMERA HEALTH CARE GROUP

During October, Wimmera Health Care Group will join hospitals and healthcare organisations around the world to celebrate Patient-Centred Care Awareness Month.

The organisation will host a range of activities designed to empower patients, strengthen patient-centred practices and publicly proclaim Wimmera Health Care Group's commitment to patient-centred care.

Care Continuum Project Co-ordinator, Tracey Daffy said that throughout October, the organisation will promote their official declaration that highlights their commitment to the values that underpin patient-centred care.

Mrs Daffy said that the official declaration contains some very powerful statements. It states that:

- *A patient is an individual to be cared for, not just a medical condition to be treated.*
- *Each staff member is a caregiver, whose role is to meet the needs of each patient.*
- *Our patients' family and friends are also partners and we welcome their involvement.*
- *It is our responsibility to maximise patients' opportunities for choices and to respect those choices.*
- *Our patients are our partners and have knowledge and expertise that is essential to their care.*

"The declaration focuses on the importance of partnerships between patients and staff. We encourage our patients and their families to participate in care and decision making at the level they choose" she said.

"The philosophy of Patient and Family-Centred Care values the wholeness of the patient, their concerns, wishes, needs and expectations. Patients and their

families are essential members of the health care team. Patient-centred care can make a positive difference to health outcomes and patient satisfaction” she said.

“When patients and loved ones come to Wimmera Health Care Group, we want them to feel safe, secure and well cared for, but we also encourage them to be treated as partners in their own care. We want them to have information about their treatment in a language they understand and to feel confident in managing their health care needs when they go home” she said.

Mrs Daffy said that during Patient-Centred Care Awareness Month, Wimmera Health Care Group would distribute “I am expert about me” stickers to patients, whilst staff will receive stickers saying “I am listening to you”.

She also said that information on Patient-Centred Care would be on display in the hospital foyer throughout October.



Midwife Joy Juma works closely with new mum Kylie Davis and grandma Shirley Davis following the arrival of baby Skye. The provision of patient-centred care is a top priority for Wimmera Health Care Group.

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