



## Person-centred health care: Accessibility and flexibility of services and service providers

*"To communicate effectively particular attention needs to be paid to the person's hearing, vision and other physical and cognitive abilities, as well as to their preferred language and possible need for an interpreter" (NHS, 2003)*



### Key elements to consider in providing effective person-centred health care in your organisation:

- Is information about services available in key relevant languages?
- Is information about services available for Indigenous Australians?
- Is information about services available in a culturally appropriate and sensitive manner?
- Have options for flexibility within time and location of service provision to suit service users been explored?
- Are services well set up to cater for people with cognitive and/or physical impairments amongst the range of their presenting symptoms?
- Are interpreters routinely used for service users whose first language is not English?
- Is the internal and external environment of the health care facility responsive to the access needs for people with physical and/or cognitive impairments?

### Resources to help support effective person-centred health care:

- Improving the environment for older people in Health Services - an environmental audit tool that provides information and resources to increase staff awareness and knowledge of how the physical environment interacts with and impacts on older people and the safety of staff when they are caring for older people; and identify improvements to the physical environment to foster a safer, more accessible and comfortable environment for older people, which also takes account of the safety of staff when they are caring for older people.

[http://www.nari.unimelb.edu.au/pchc/audits\\_benchmark\\_kits.html](http://www.nari.unimelb.edu.au/pchc/audits_benchmark_kits.html)

- Communicative Access Care Improvement Group - a multi-disciplinary group of clinicians, manager and consumers whose primary objectives are to identify barriers/facilitators to communicative access in the areas of informational, structural, attitudinal, and environmental; develop strategies to overcome communicative access barriers; establish guidelines, recommendations and systems based on best available evidence; develop and foster understanding, networks, links and partnerships at all levels of service provision; and provide advice and education to staff.

[http://www.nari.unimelb.edu.au/pchc/initiative\\_models\\_of\\_care\\_and\\_guidelines.htm](http://www.nari.unimelb.edu.au/pchc/initiative_models_of_care_and_guidelines.htm)

### For further information:

For more information about person-centred care or for information on good practice resources or initiatives in person-centred care please go to:

<http://www.nari.unimelb.edu.au/pchc>.

NHS. (2003). *Essence of Care: Patient-focused benchmarks for clinical governance*.

