



Patient Experience Framework

2025-2027

Hospitality | Compassion | Respect | Justice | Excellence



ST JOHN OF GOD
Midland Public & Private
Hospitals

Patient Experience Framework

How we partner together for a better patient experience

Acknowledgement of country

St John of God Midland Public and Private Hospitals acknowledge the many traditional lands and language groups represented by the people who visit the hospitals. We acknowledge the wisdom of Aboriginal Elders both past and present and pay respect to the Aboriginal communities of today.

Purpose

The Patient Experience Framework reflects the hospitals' intention to ensure every person who seeks care at St John of God Midland Public and Private Hospitals (SJGMPPH) has the right to expect safe, respectful and high-quality health care. Our aim is to consistently deliver a care experience that not only meets, but exceeds the expectations and the needs of patients, families, carers and the community, always striving to achieve excellent clinical outcomes which consider the whole person.¹ The Patient Experience Framework aligns with and supports the St John of God Healthcare strategic framework initiatives (of sustainability, care journey, people first, integrated care and community impact) continue to provide the highest standard of person centred care to all of our patients.

Patients, families, carers and the community are at the centre of everything we do. There is no better and more important way of improving services than by listening to what individuals think, feel and experience throughout their care journey and beyond.

What is Patient Experience?

Patient experience is described as being what the process of receiving care feels like for the patient, their family and carers. Experience is personal and although some experiences are common to many, everyone encounters and interprets things differently. We fully acknowledge that patient experience is everyone's responsibility and that in order to create a truly patient centred organisation and to deliver the best possible care, with patients receiving the best possible experience; there must be genuine and meaningful engagement and involvement with patients, families, carers and the community at each stage of service design, delivery and improvement.

Patient Experience Framework

The Patient Experience Framework has been refreshed following the ongoing evaluation and review of patient, carer and community feedback received via a number of avenues including Net Promoter Score (NPS), informal and formal complaints, patient surveys and of course compliments. We also reflected on the impact the COVID-19 pandemic had for our health care service, and (with the

benefit of hindsight) reflected on the learnings that emerged from the challenges we faced and responded to during this period.

What we learned

Our feedback informed us that whilst we often get it right for our patients, further improvements are still required in the following areas:

- Communication and information;
 - Patients want to be listened to and be well informed
 - Patients want their family members and carers want to be included in their care
- Caregiver values and behaviours;
 - patients want to be spoken to with respect and cared for by kind compassionate caregivers
- Admissions, access and delay to care:
 - Patients want their care to be timely and well-coordinated
 - Patients want to be kept updated on any changes or delay in the delivery of their care
- Discharges and the discharge process;
 - patients want to be involved in decisions about their healthcare journey and in particular be involved in their discharge planning with clear pre and post discharge instructions

Feedback in the previous two years has informed us that we need to ensure:

- people feel safe when accessing our service
- people want to know their privacy is respected and that their personal medical information is protected
- people expect an open and transparent review process when care has not met their expectations or there has been an adverse outcome.

We know from this feedback that the delivery of person-centred care with a focus on communication, connection and compassion (3Cs) is important to our patients. Key initiatives for this framework are:

1. *Continue the Person-Centred Care – the 3Cs program*
2. *Facilitate the public reporting of performance via the SJGMPPH website*
3. *Implement and embed the Open Disclosure Process*

In addition, the key objective for this framework is:

To have every caregiver in all service areas across SJGMPPH able to clearly define person-centred care and their role in its delivery.

The Patient Experience Framework is our roadmap for the next two years to achieve highest standard of person-centred care, meet our initiatives and implement our key objective.

Our Commitment

The refreshed SJGHC Group Strategy FY 25-27 identifies Patient Experience as one of three key themes that define the strategic direction for the next two years.

We are committed to providing the best possible experience for patients at SJGMPPH. To do this we understand that it is essential to partner with patients, family, carers and the broader community to ensure people are treated with dignity and respect, information is shared and partnerships are reflected at all levels of the hospital.

We do this by adhering to the SJGHC Patient Safety and Clinical Excellence Framework (PSCEF) and the Australian Charter of Health Care Rights through:

- Fostering person-centred health care that is respectful and responds to patient choices, needs and values
- Providing culturally appropriate and inclusive care for members of our diverse community
- Partnering with patients, their families and carers to minimise risks and provide safe care across the care journey
- Learning from patients, families and carers' experience
 - Partnering with patients, their families and carers to plan and develop new care processes and services
- Openly informing and supporting patients if something goes wrong in line with the spirit and intent of open disclosure/doctrine of candour
- Through our Consumer and Community Advisory Council provide consumer and community input into:
 - provision of patient focused services
 - proposed quality activities, initiatives and projects, service delivery planning and development
 - reviewing safety, quality and performance data, including feedback, satisfaction survey and complaints information, and make recommendations for change or improvement as necessary
 - representation on relevant committees/working groups involved in design and redesign of health services.
 - Consumer participation on the SAC-1/internal clinical review panels

How will we achieve our initiatives and objective?

We will continue the 3Cs Program. The 3Cs Program is a two-step learning journey for caregivers that:

1. Defines person-centred care;
2. Develops a person-centred care identity contextualised in *communication, connection* and *compassion* – in other words “The 3Cs” in the following actions:

COMMUNICATION	• We make eye contact and introduce ourselves • We confirm the identity of the patient • We encourage two way sharing of information about their condition and treatment • We speak to the patient slowly, clearly and concisely • We reiterate important information to confirm the patient has understood • We do not use acronyms where possible, or we explain the acronyms and technical jargon we are using in easily understood terms • We do not rush through our explanations • We ensure that all printed material, signage and information sheets on notice boards and walls are in a clear and easily legible font
CONNECTION	• We strive to make caring connections with our patients by seeing and treating the whole person • We do this by including our patients in handover, falls, pressure injury and medication management, and other discussions and decisions about their care • We remain mindful and present whilst with the patient and we are not thinking of the next thing on our to-do list • Patients know how to make complaints and provide feedback
COMPASSION	• Our patients are our ‘PARTNERS’ in their care and we feel WITH them in their discomfort or suffering be it physical, emotional or spiritual

Within the two years the following milestones will be achieved

Year 1	• Continue to present 3Cs programme at orientation • Clinical and non-clinical areas will continue to develop and Implement 3Cs initiatives in their areas • Daily review of NPS data by Hospital Management Committee and Managers
Year 2	• Identify key performance indicators (including data on falls, SABSI) for public reporting that demonstrate delivery of safe care. • Hospital wide focus on data safety • Integrate and embed the Open Disclosure process within the organisation
2027 Jan-Mar	Evaluate the Patient Experience Framework against agreed measures

Measuring and evaluating our Patient Experience Framework

We regularly measure our patient's thoughts and feelings about their experiences. We ask a range of questions about their experiences of respect and compassion, access, communication, clinical care, family involvement and overall satisfaction.

Specific patient satisfaction and experience measurement programs include:

1. Net Promoter Score (NPS) – SJGHC's target NPS is 75 or greater based on feedback from our patients;
2. Patient feedback through informal and formal complaints and compliments;
3. We also receive feedback through:
 - Consumer and Community Advisory Council
 - Health and Disability Services Complaints Office (HADSCO)
 - Department of Veteran Affairs (DVA)
 - Mental Health Advocacy Service
 - Patient stories

We regularly measure patient outcomes through key performance indicators, clinical audits and service reviews and use the information to develop quality improvement initiatives.

Need more information?

For enquiries or requests for information about the Patient Experience Framework and consumer partnerships at SJGMPPH, please contact:

SJGMPPH Patient Experience Team by phoning 9462 4901/9462 5782

or via email: MidlandPatientExperience@sjog.org.au

Definitions

Health Service Organisation:

In this case, St John of God Midland Public and Private Hospitals (SJGMPPH)

Consumer:

A person who has used or may potentially use health services, or is a carer for a patient using health services. A health care consumer may also act as a consumer representative to provide a consumer perspective, contribute consumer experiences, advocate for the interest of current and potential health service users, and take part in the decision-making processes.

SJGMPPH refer to consumers as patients.

Patient:

A person who is receiving care in a health service organisation.

Caregiver:

The term used to describe all SJGMPPH employees, including clinicians, nursing staff, allied health, catering, clerical and other non-clinical employees.

Person-centred care:

An approach to the planning, delivery and evaluation of healthcare that is founded on

mutually beneficial partnerships among clinicians and patients.

Person-centred care is respectful of and responsive to, the preferences, needs and values of patients and other consumers. The Australian Commission on Safety and Quality in Healthcare further details key dimensions that include respect, emotional support, physical comfort, information and communication, continuity and transition, care coordination, access to care, and partnerships with patients, carers and family in the design and delivery of health care.

Carer:

A person who provides personal care, support and assistance to another person who

needs it because they have a disability, medical condition (including terminal or chronic illness) or mental illness, or they are frail or aged.

A person is not a carer merely because they are a spouse, de facto, partner, parent, child, other relative or guardian of the person who requires care.

Community:

The people living in a defined geographic region or from a specific geographic region or

from a specific group who receive services from a health service organisation. In this case 'community' refers to, but is not limited to, the population within the designated catchment area for SJGMPPH and can refer to any person who engages with our health service organisation. The catchment is Bayswater, Bassendean, Kalamunda, Mundaring Swan and Wheatbelt – North.

Governance:

Is the process of making decisions to define the expectations, systems and management within SJGMPPH. The decision making process is influenced by the local institutions and agencies which deliver services in the area and must include community representatives.

About St John of God Health Care

St John of God Midland Public & Private Hospitals is a division of St John of God Health Care, a leading Catholic not-for-profit health care group, serving communities with hospitals, home nursing and social outreach services throughout Australia, New Zealand, and the wider Asia-Pacific region.

We are proud to partner with the State Government, WA Department of Health and the East Metropolitan Health Service to provide high quality healthcare and improved health outcomes to the communities we serve.

We aim to go beyond quality care to provide an experience for people that honours their dignity, is compassionate and affirming, and leaves them with a reason to hope.

1 Clayton Street, Midland, WA 6056 PO Box 1254, Midland, WA 6936

T. (08) 9462 4000 F. (08) 9462 4050 E: info.midland@sjog.org.au

facebook.com/sjogmidland

www.sjog.org.au/midland

Consumer reviewed and approved – June 2025

The SJGMPPH Patient Experience Framework has been developed with reference to a variety of sources. References available on request.

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St John of God Health Care Inc.

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