

PATIENT AND CONSUMER CENTRED CARE

What is Patient and Consumer Centred Care?

- Viewed through the “eyes of patients”, PCC is about being treated with dignity and respect.
- We can do this by providing care that is personalised to the individual’s circumstances.
- This means giving emotional support and physical comfort as well as the provision of information, timely and effective communication and education as needed.
- At Ramsay Health Care we believe in providing access to care and to the continuity of care across healthcare and welcome the involvement of carers, family and friends to put the patient at the centre of healthcare.

What are the benefits to patients and consumers?

- Increased patient and consumer satisfaction
- Improved adherence to treatment regimens, functional status and long-term health outcomes
- Decreased readmissions, rates of healthcare acquired infections and reduced length of stay
- Decreased patient mortality

What are the benefits to organisations?

- Increased staff satisfaction and retention rates
- Improved market share
- Reduced medical errors
- Improved health care safety and quality outcomes