

# PATIENT EXPERIENCE WEEK INITIATIVES

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HOSPITAL STAY GUIDELINES FOR HOSPITALS & DISABILITY SERVICE ORGANISATIONS



PATIENT EXPERIENCE WEEK (PXW)  
Community Conversation & Leadership Breakfast  
Perth WA | April 27-28 2017  
#hccpxw #WhatMatters2U



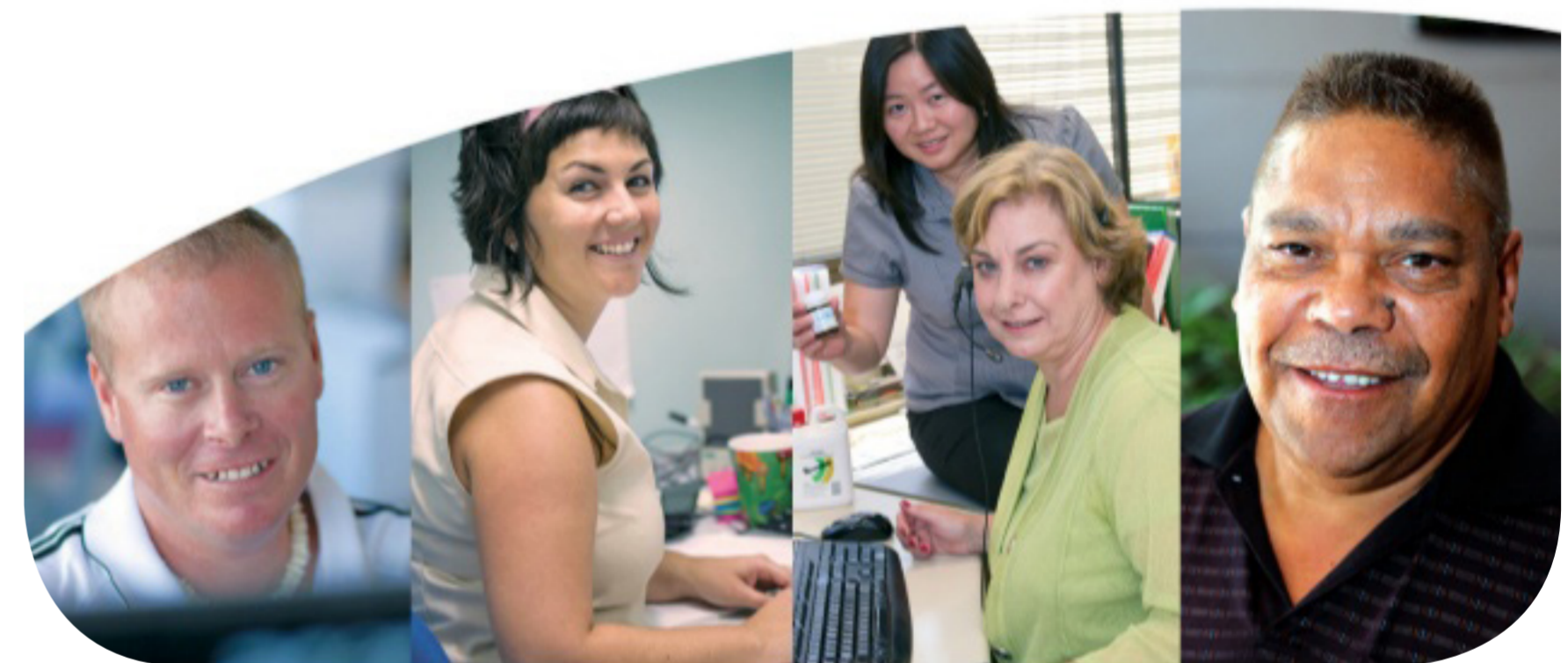
Government of Western Australia  
Department of Health

## Our Patient Experience initiative is...

The Hospital Stay Guideline for Hospitals and Disability Service Organisations developed by the Disability Health Network outlines a best practice approach for disability service organisations and hospitals when managing the hospital experience of individuals with disability. The resource included strategies for both sectors, including roles and responsibilities to support clear health pathways.

Resource: [www.healthnetworks.health.wa.gov.au/docs/Hospital%20Stay%20Guideline.pdf](http://www.healthnetworks.health.wa.gov.au/docs/Hospital%20Stay%20Guideline.pdf)

## HOSPITAL STAY GUIDELINES FOR HOSPITALS AND DISABILITY SERVICE ORGANISATIONS



## What difference has this made?

The Hospital Stay Guidelines has improved the exchange of information between health services and community providers. Improved communication between the sectors has supported opportunities for better planning and support to be provided for people with disability within hospital and the community. The resource has been used by people with disability, families and carers to understand health pathways and to assist with planning to achieve better health outcomes.

## A lesson that can help others...

The Hospital Stay Guidelines highlighted the opportunity between the health and disability sectors to develop a shared understanding of the health and support needs of people with disability. Better communication provided the platform for both sectors to identify and acknowledge points of difference in order to develop a shared resource that is targeted and responsive to the health needs of people with disability, family and carers.